



## Rene Herse Cycles Warranty Terms

The last thing you need when you are riding off the beaten path is a component that fails. We hate breakdowns as much as you do, so we offer only the highest-quality components. In the unlikely event that something does go wrong, we stand behind our components with one of the best warranties in the bike business.

<b>Cranks</b>	<b>10 years</b>
<b>Handlebars, stems</b>	<b>5 years</b>
<b>Lights ( Rene Herse)</b>	<b>5 years</b>
<b>Lights (LED bulbs)</b>	<b>1 year*</b>
<b>Pedals (MKS)</b>	<b>1 year*</b>
<b>Racks (excluding decaleurs)</b>	<b>5 years</b>
<b>Other products</b>	<b>see below</b>

**Tires, fenders, rims, bags and decaleurs** do not have warranty periods; most damages are due to improper installation or wear and tear. However, if such a part develops faults within six months of your purchase due to defects in material or workmanship (but not installation), we will cover this under our warranty.

**Inner tubes and framebuilding parts:** There is **no warranty** on inner tubes or framebuilding parts once they have been installed/built into a frame. For inner tubes, our warranty covers leaks at seams or at the foot of the valve, where it connects to the tube. Not covered are cuts and pinching of the tube itself.

Broken or stripped **bolts** due to overtightening or using improper tools are not covered by warranty.

**For all products not specifically mentioned above, the warranty period is one year.**

**Flat tires, loss of pressure, etc.** are inherent risks of riding a bicycle with pneumatic tires. They are not covered by the warranty. **Poor seating or blowing off** are usually due to non-standard or out-of-spec rims or improper tire installation. Tires that blow off the rim are not covered under the warranty.

**Tire width** can vary by a few millimeters, depending on your rim width, the casing you chose, how much you inflate them, and whether you mount them tubeless. Small width differences of up to a few millimeters are normal and not a reason for a warranty claim.

**Cranks that come loose** because the tapers were not greased or the crank bolts weren't tightened enough are not covered under warranty. Our cranks are forged, and our crank bolts are made from ultra-strong Cromoly steel with rolled threads, so it's almost impossible to overtighten the crank bolts with hand tools. (Titanium crank bolts are less strong and should only be installed after the crank is seated.) If a crankarm comes loose, it's almost always due to installation error. For those cases, we do offer individual crankarms at reasonable cost.

Small **variations in color** are inevitable and do not represent defects that are covered under warranty. **Minor cosmetic flaws** can occur due to the hand-made nature of our tires and components and do not represent defects that are covered under warranty.

**Normal wear and tear are not covered under this warranty** including, but not limited to, oxidation and corrosion; discoloring; chainring wear; wear on rim sidewalls and brake pads; wear or cuts in tires, wearing on parts made from leather, etc. However, bearing wear is covered under the warranty.

**Compatibility** with parts not purchased from Rene Herse Cycles is the responsibility of the customer. We cannot guarantee compatibility with parts that we do not sell.

**Shipping damage:** Claims for shipping damage have to be filed within 3 days of receipt of the package (as shown on the tracking information) to meet the deadlines imposed by the shipping companies.

Rene Herse Cycles warrants its products to be free from defects in materials or workmanship for the warranty period specified above, starting with the original date of purchase.

This warranty applies only to the original purchaser of the product. A proof of purchase (receipt or Rene Herse order number) is required. If you purchased the product from a bike shop, please contact them with your warranty request.

Any Rene Herse Cycles product that is found by Rene Herse Cycles to be defective in materials or workmanship will be repaired or replaced at the discretion of Rene Herse Cycles.

This warranty does not cover damage or failure resulting from misuse, abuse, alteration, neglect, improper installation (including installation with incompatible parts), normal and reasonable wear and tear, crash or impact, failure to perform routine maintenance, or use other than that for which the product was intended.

If a part is found defective, our entire liability and your sole remedy shall be, at our option, repair or replacement of the product, or a refund of the purchase price. The defective part must be sent to Rene Herse Cycles for inspection before a replacement or repair can be obtained. Return shipping to Rene Herse Cycles is the responsibility of the customer.

Rene Herse Cycles shall not be held liable for any indirect, special or consequential damages. There shall be no other warranties, implied or expressed. This warranty gives you specific legal rights, and you may also have other rights which vary state to state.

**Rene Herse Cycles, 2442 NW Market St. #426, Seattle WA 98107, USA**