



## DO WE CHARGE LABOR ON WARRANTY WORK?

Please use the following guideline for evaluating and determining a course of action with items requiring labor associated with a warranty.

If there are any questions, defer to the Service Manager, Store Manager, Operations, or Ownership.

PURCHASED AT GLOBAL BIKES	NOT PURCHASED AT GLOBAL BIKES
<p style="text-align: center;"><b>OVER 1 YEAR FROM PURCHASE</b></p> <p>Yes, we charge labor rates for all work done.</p> <p>The amount of labor will range from full price to 50% depending on wear and tear, use, customer history, and Service Manager judgement.</p> <p>Ex. SRAM brakes' warranty labor at \$20 per brake.</p>	<p>Yes, we charge FULL labor rates for all work done including shipping that is not covered by the manufacturer.</p> <p>Specific rates may apply to outstanding warranty scenarios and these are established by the manufacturer or Global Bikes management.</p> <p>Ex. SRAM brakes' warranty labor at \$40 per brake.</p>
<p style="text-align: center;"><b>LESS THAN 1 YEAR FROM PURCHASE</b></p> <p>Labor for warranty work should be evaluated based on wear and tear, use, customer history, and Service Manager judgement.</p> <p>In these cases, it is best to take care of the customer while doing what can be done to cover Global Bikes' labor expenses.</p>	