

Full Cycle
Warranty/ Crash Replacement Policy

- Warranty processing fee- \$50. (for customers that did not purchase item from FC).
- Crash Replacement Fee- \$50. (for customers that did not purchase item from FC).
- Processing fee covers:
 - Gathering all information that is required to submit a warranty request or Crash replacement request claim, submitting the claim and managing the claim from start to finish.
- Information required, (can be emailed to fcpearlservice@gmail.com)
 - Proof of purchase. (can be a JPG photo of receipt, online purchase invoice, credit card statement, etc) with date, item and customer name.
 - Photo of the serial number on the bike, (a good photo that clearly shows the serial number).
 - Photo of damage.
 - Photo of entire bike or item.
 - Must be the original owner.
 - If emailing information, please include last name, "warranty" as subject, (Smith, Warranty).
- *Labor charges may apply to install any warranty or crash replacement item if item is older than 60 days.
- *Shipping charges may apply depending on manufacturer's policy.
- *Warranty- refers to any manufacturer's defective item and can be replaced at no cost if the claim meets the manufacturer's guidelines.
- *Crash replacement -may be an option when a rider falls or crashes damaging a frame, wheel or component under normal riding conditions. If the manufacturer has this as an option, the customer may pay for that component at a discounted amount and will cover all labor and shipping costs associated with shipping and installation of said item or component.

- This Warranty may be void under the following circumstances and does not apply to damage caused by:
 - • Improper assembly or installation.
 - • Crash, neglect, improper repair, improper maintenance, or other abnormal, excessive, or improper use.
 - • Corrosion.
 - • Improper alteration or installation of components, parts or accessories not originally intended for or compatible with the Product.
 - • Failure to perform maintenance or service at appropriate intervals in accordance within the manufacturer recommended time frames.

Full Cycle/ Colorado Multi Sport does not guarantee any outcome when submitting a "Warranty Request or Crash Replacement Request" Claim.

I have read and understand all that is stated above.

Name: _____

Date: _____