



## Rocky Mountain Warranty Policy

All warranty and after sale service, must be handled by the [Authorized Dealer](#) who sold the complete bicycle or frame.

At Rocky Mountain Bicycles, we stand behind every bike we build. If anything goes wrong with your bicycle, please contact the authorized Rocky Mountain Bicycle dealer in your area. To locate your closest Rocky Mountain dealer, you can check the dealer listing on our website ([bikes.com](http://bikes.com)). For bikes purchased through authorized online dealers please contact them directly.

### Warranty for Original Owners

We cover your Rocky Mountain frame from the original date of purchase of your new Rocky Mountain bicycle according to the frame material and the type of use against defects in material and workmanship.

## Frame Material / Type of Use

- CroMoly Steel: Limited Lifetime\*
- Aluminium Hybrids & road: Limited Lifetime\*
- Carbon Fiber: 5 years - Limited\*
- Aluminium – front & fully suspended : 5 years - Limited\*
- Road & Cross Bikes: 5 years -Limited\*• Downhill & Freeride: 3 years - Limited\*
- IMPORTANT - LIMITED:\* Please refer to limitations stated in section 4, 5, 6, 7, & 8 in our owners' manual.

## Other Warranty Coverage against defects in workmanship and materials

- Coating – paint and decals: 1 year
- Frame hardware, suspension, pivots and bushings: 1 year
- DH & freeride frame hardware, suspension: 6 months
- Pivots and bushings: 6 months
- Non Rocky Mountain branded components are covered by the respective manufacturer's warranties.

## What Will Void Your Warranty

- Warranty is not valid for any bicycles previously used for commercial activity such as rental, courier, police, security etc.
- Installation of components, parts, or accessories not originally intended for or compatible with the bicycle as sold.
- Purchasing a Rocky Mountain Bicycle from an unauthorized dealer.
- Purchasing a Rocky Mountain Bicycle or frame off third party internet sites (as eBay) no matter what the listing says.

## What is Not Covered

- Normal wear and tear.

- Damage or failure caused by accident, misuse, abuse or neglect. Improper assembly and/or lack of proper maintenance.
- Extreme or improper use of your Rocky Mountain bicycle outside of its intended purpose.

## Details of what is not covered under warranty:

- A. Normal wear and tear on tires, tubes, brakes, gear cables, brake pads etc., are not covered. Your authorized Rocky Mountain dealer will inform you of what these normal maintenance items consist of.
- B. Consequential damage or any damage caused by accident, misuse or abuse.
- C. Improper assembly and/or lack of proper maintenance, sandblasting, sanding, grinding, wire brushing, filing, welding, brazing, drilled holes, anodizing, repainting, or chrome plating is not covered under your warranty and may void the warranty of the component manufacturers. Internal rust perforation on CroMoly steel frames is not covered under warranty.
- D. You take great personal risk and shall forfeit the warranty, as outlined in the Warranty Table, when you ride in extreme terrain as depicted in mountain bike videos. I.e. ride "trials" style courses, ride ramps, do stunts, ride on BMX tracks, ride in the city down stairs and embankments, or ride in other similar terrain. It is important to note that bent components, frames, forks, handlebars, seat posts, pedals, cranks and wheel rims are signs of accidents and/or abuse.
- E. Labour for part replacement or changeover is not included.
- F. Rocky Mountain Bicycles retains the right to repair or replace at its discretion any part that is deemed a valid warranty. Please note that Rocky Mountain Bicycles cannot guarantee a colour match to the original component.

# EXCLUSION AND LIMITATION OF DAMAGES

THE WARRANTY OF ROCKY MOUNTAIN BICYCLES IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE PRODUCTS AND DOES NOT GRANT ANY WARRANTY EITHER EXPRESSED OR IMPLIED, LEGAL OR CONVENTIONAL AND DISCLAIMS ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSES, AND ROCKY MOUNTAIN SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR DIRECT OR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES EVEN WHERE ROCKY MOUNTAIN HAS BEEN ADVISED OF SUCH DAMAGES AND ROCKY MOUNTAIN'S LIABILITY SHALL BE LIMITED TO \$ 50.00.

## Making a Warranty Claim

1. Please contact your original authorized Rocky Mountain dealer. If this business no longer carry or exists, please contact the closest Rocky Mountain Dealer near you. If you have purchased your Rocky Mountain bicycle from an authorized online retailer, you must contact them directly.
2. Please provide copy of original sale receipt for proof of original ownership
3. Please bring your complete bicycle to your authorized Rocky Mountain dealer for inspection. Your local dealer will provide the quickest answers and solutions for your warranty questions.
4. For International dealers, please contact your local distributor.