



## **QUINTANA ROO LIMITED LIFETIME WARRANTY**

Quintana Roo (QR) Bicycle's frames are warranted to be free from manufacturing defects in material and/or workmanship for the lifetime of the original owner. QR branded forks, stems, bars, paint, seat posts, QBoxes and decals are warranted for 1 year against defects in material and workmanship. Alignment is warranted for 30 days from date of purchase. This warranty is redeemable only by the original owner when purchased and maintained through an authorized QR dealer. As a service to our customers, we will honor a valid warranty claim on components for the same period of time as the original manufacturer.

We offer a 1-year warranty on a properly maintained finish. Of course, if you degrease your frame with paint remover or scrub it with steel wool, the resulting damage would not be covered under warranty. Scratches or chips from impacts are also excluded.

## **USEFUL PRODUCT LIFECYCLE**

Every QR frameset has a useful lifecycle. This useful lifecycle is not the same as the warranty period.

This warranty is not meant to suggest or imply that the frame cannot be broken or will last forever. Bicycles and/or frames will not last forever. The length of the useful lifecycle will vary depending on the type of frame, riding conditions and care the bicycle receives.

Competition, jumping, downhill racing, trick riding, trial riding, riding in severe conditions or climates, riding with heavy loads or any other non-standard use can substantially shorten the useful product lifecycle of a QR. Any one or a combination of these conditions may result in an unpredictable failure of a QR frameset that would not be covered by this warranty.

All QR framesets should be periodically checked by an authorized QR dealer for indications of potential failures including cracks, corrosion, dents, deformation, paint peeling and any other indications of potential problems, inappropriate use or abuse. These are important safety checks and very important to help prevent accidents, bodily injury to the rider and shortened useful product lifecycle of a QR frameset.

## **LIMITED WARRANTY DOES NOT COVER**

Any damage resulting from normal wear and tear, including the result of fatigue. It is the owner's responsibility to inspect his or her bicycle before each and every ride.

Any damage, failure or loss caused by abuse, neglect, improper repair, improper maintenance, alteration, modification, failure to follow instructions or warnings in owner's manual, an accident or crash or other abnormal, excessive, or improper use, including, but not limited to, stunt riding,

ramp jumping acrobatics or other similar activities, or in any manner for which the bicycle was not designed. QR Branded accessory items such as the QBox are designed to be mounted to select QR frames. Any modification or alteration of a QBox or frame in order to mount a QBox to a frame not specifically designed for such accessory use is not only unsafe and can result in injury or death but will void the frame and/or QBox warranty. Any damage, failure or loss caused by abuse, neglect, improper repair, improper maintenance, alteration, modification, failure to follow instructions or warnings in owner's manual.

This warranty is void if product is purchased through eBay or any other unauthorized online or auction dealer. Demo frames carry a three-year factory certified warranty. The original owner shall pay all labor charges connected with the repair or replacement of the frame. Cost of shipment or transportation to QR and return shipping are specifically excluded and not covered by this warranty.

An authorized QR dealer must do the complete assembly and adjustment of the frameset and component parts. Framesets and/or bicycles that are not assembled and adjusted by an authorized QR dealer are specifically excluded and not covered by this warranty.

The warranty does not cover dents, dings, or scratches.

The warranty does not cover inadequate seat post insertion or the use of a seat post of incorrect size. The seat post must be inserted a minimum of 10cm or 4 inches.

Our Quintana Roo carbon frames are designed to provide unparalleled strength and ride quality while minimizing weight to make us one of the leaders in the cycling world. Our Engineers minimize weight by paring back material that is not needed to withstand the forces of normal riding. Our frames should never be clamped in a work stand by any of the tubes. They should only be held/clamped by the seat post. Cracking or damage of a frame due to improper clamping is not considered a defect in materials or workmanship and is not eligible for warranty consideration.

All Quintana Roo products are intended for personal use by the end consumer only. Any commercial use of ABG product will void this warranty.

## **LIMITATIONS**

There are no warranties which extend beyond the description on the face of this limited warranty, and any other warranties, express or implied, including, but not limited to, any warranties of merchantability and/or fitness for a particular purpose, are expressly excluded by the terms of the limited warranty.

QR shall in no event be liable for incidental or consequential losses, damages or expenses in connection with its bicycle products. QR's liability hereunder is expressly limited to the repair or replacement of good not complying with this warranty or at QR's elections, to the repayment of an amount equal to the purchase price of the product in question.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion of limitation of incidental or consequential damage. The above limitations or exclusions may not apply to your situation. This warranty gives you specific legal rights any you may also have other rights, depending on which state you are in. Quintana Roo does not authorize or permit anyone else, including its dealers to make any other warranties, express or implied, for QR.

## **IMPORTANT THINGS TO REMEMBER**

A copy of the original dated receipt of purchase and QR registration receipt must accompany the product for warranty consideration. Any product submitted to QR without a valid Return Authorization number (RA#) will be returned to the shipper. Product must be registered within 30 days of purchase as condition precedent to coverage as provided herein.

## **GENERAL INFORMATION**

To help protect and maintain the finish of your frame, we recommend cleaning it with a bike friendly product. Simple Green works well but stay away from the purple stuff as it corrodes the aluminum on components.

We are aware that some nutrition mixes, due to the high acidity or sugar content, will cause staining. Although we have tested a number of mixes, we cannot test everything. Whatever nutrition mix you choose, you may want to test it in an inconspicuous place on the frame just to make sure it is paint friendly. Should your frame suffer a scratch or chip, touch-up paint is available by contacting customer service or through our web page.

## **QUINTANA ROO WARRANTY REVIEW & REPAIR PROCEDURE**

Quintana Roo bikes have been designed and built for outstanding performance and durability, however normal wear and tear, including the results of fatigue, can result in damage to a frame that is not covered under our limited lifetime warranty policy.

The Illicito is a very specific bike intended for a very specific purpose. We understand many athletes choose to use various stationary trainers for a variety of reasons. The Illicito is not designed for use in most stationary trainers. A bicycle frame is not intended to be secured in place by the axles. Because of the unique and exclusive rear end on the Illicito, an axle-clamping style trainer may experience tire rub on the drive side seat stay.

Axle-clamping trainer manufacturers in the marketplace do not warrant against frame damage; because of this, we cannot warranty a frame damaged through this type of trainer use. Any potential damage of this type will not be considered a manufacturing defect and not covered under warranty, however, we have determined there are better indoor training options for use with the Illicito that include rollers or the LeMond Revolution trainer. If you have specific questions about your Illicito and indoor trainers, please contact our customer service team for additional guidance.

To avoid any misunderstandings and best understand your options, please take the time to read our warranty policy, where you will learn about the difference between what constitutes a warranty repair, and a failure due to normal wear and tear.

In the event your frame is in need of repair, completing our online warranty/repair form will provide us with the necessary information to ensure the quickest turnaround time, and get you back on your bike as soon as possible.

After submitting the form, you will be provided with specific instructions on sending our staff:

- Electronic copy/scan of original proof of purchase, attached as a JPG/PDF file.
- Electronic photograph of damage, attached as JPG/PDF file.

Once we have reviewed your information we will reply via email and advise whether your purchase information qualifies the frame itself for warranty review. If we do not receive the above information in full, we will be unable to process your request and we will not issue a Return Authorization number (RA). Remember, you must be the original owner with proof of purchase from an authorized Quintana Roo dealer. Without the original proof of purchase, we will charge for any work carried out on your frame. The proof of purchase supplied will be checked against our records to confirm the information submitted by the consumer is valid.

If your Quintana Roo frame is in need of carbon repair, please contact us for a quote.

We will issue you an RA number should you decide to return your frame for review. The issuing of a return authorization number does not mean we will agree to cover your frame under warranty. You are responsible for all freight charges to return the product to ABG.

If the frame qualifies for warranty repair, it will be repaired or replaced in accordance with our terms and conditions. In the case of titanium, a fee of \$195.00 will return your frame to its original brushed appearance including new decals. Chain suck damage, dents and deep scratches cannot be completely eliminated by refurbishing. Your frame will also be inspected for additional damage and will be aligned to ensure the best possible future performance.

Our technology is constantly evolving so you may be asked whether or not you would like to upgrade to one of our most recent models for a moderate charge along with an exchange for your damaged frame, if we feel the repair cost would greatly exceed the current value of the frame after repair.

Some frames may be denied warranty coverage due to crash damage, abuse or cause other than defect in material or workmanship. If this is the case, we will quote you an approximate charge prior to commencement of work. It is your responsibility to respond within two weeks from the date we provide you with a cost estimate.

Once we have received the go-ahead from you, the work will be scheduled, and we will provide an approximate completion date. Please be patient. Our ability to repair frame provides a cost-effective alternative to purchasing a new frame. Many people take advantage of this feature, and our craftsmen take the time to meticulously return your frame to like-new condition. Typical lead times are 6-8 weeks, although the specific nature of some repairs may mean the repair will take longer than this.