



## CONSUMER WARRANTY PROCESS

Warranty claim form for **U.S. Customers ONLY**. All other countries please contact your local SHIMANO or LAZER sales office for warranty info.

LAZER warrants to the original retail purchaser that the LAZER product for which they received this warranty, is free from defects in material and workmanship for a period of one year from the date of purchase.

The quickest process is to work directly with your local SHIMANO dealer. SHIMANO dealers have access to an expedited warranty evaluation process which could provide you with a replacement significantly quicker than submitting your helmet directly to SHIMANO.

### Instructions (via SHIMANO dealer)

1. Visit the SHIMANO Dealer locator at <http://map.shimano.com/dealers/map/na-cycle>.
2. Visit dealer and present helmet and a copy of the original dated purchase receipt.
3. Have the dealer call 1-800-423-2420 to begin the expedited warranty process.

### Instructions (via SHIMANO direct)

1. Complete form and include with helmet.
2. Include a **COPY** of the original dated purchase receipt.
3. Remove and save helmet pads and any accessories.
4. Ship the warranty item via an **INSURED, TRACEABLE** carrier to:

SHIMANO North America Bike

Attn: Lazer Warranty

1 Holland Drive

Irvine, CA 92618



LZ# Location



Manufacturing Date Location



## CONSUMER WARRANTY CLAIM FORM

**COMPLETE THIS FORM AND INCLUDE WITH HELMET**

### Customer Information:

Name: \_\_\_\_\_

Address (NO P.O. BOX addresses allowed): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_ Email address: \_\_\_\_\_

### Product Information:

LZ#: \_\_\_\_\_ Manufacturing Date: \_\_\_\_\_

Reason for warranty evaluation: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Warranty replacements or returns will be shipped to the above address. The warranty processing time is approximately 3-5 business days upon receipt. Please allow 15 business days from the date you returned the product to receive a replacement.

X \_\_\_\_\_

(Customer Signature)

(Date)