

## SQUAD CYCLES WARRANTY

Squad Cycles Tm (“Squad Cycles”), with headquarters in LaPrairie [QC] - Canada, 1400 boulevard Taschereau, Canada, as the manufacturer, thanks you for choosing one of their bicycles or frames [hereinafter, also just the “Product”]. To maintain the safety and efficiency of your Squad Cycles Product over time, please read carefully the Operating and Maintenance Manual supplied, and have ordinary and extraordinary maintenance, as well as any servicing task, performed only by trained personnel [professional mechanics].

These Warranty conditions are therefore not intended in any way to limit, exclude, or prejudice the right of consumers to benefit from the warranty which must be provided by each Reseller.

## WARRANTY CONDITIONS

This Warranty of the manufacturer applies under the following conditions:

- The Product must be part of the Squad Cycles range and must have been purchased from one of the Squad Cycles Network listed on the website [www.squadcycles.com](http://www.squadcycles.com) or from Squad cycles online store;
- The buyer must provide proof of purchase of the Product;
- The buyer must provide proof of the registration [via electronic or paper means] of the Product on the Squad Cycles portal under “Register your Squad”.
- The buyer must inspect the bicycle together with the Squad Cycles Dealer/ before taking possession of it, in order to ensure that it meets his/her expectations and/or to check for any visible defects. The registration of the Product on the Squad Cycles portal under “Register your Squad” and the subsequent issue of the document certifying the registration is equivalent to the confirmation by the buyer that the above-mentioned verification of conformity has been carried out together with the Squad Cycles Dealer/ Squad Cycles online; and that the Product was delivered in perfect condition and ready for use, equipped with the relevant Operating and Maintenance Manual[s].
- The Product must be used in accordance with the intended use as stated in the relevant Operating and Maintenance Manual;
- The applicant for warranty intervention, under this Warranty, must be the first buyer of the Product. Where all of the above conditions are met, the manufacturer’s Warranty will be provided in the following manner and within the following limits:
- The Squad frame is guaranteed by a **limited lifetime warranty** to be free from original defects of conformity.

## WHAT TO DO IF A WARRANTY SERVICE IS REQUIRED

In the event that, during the term of this Warranty, the Product requires repair work due to an original defect, the Buyer shall immediately contact the Squad Cycles Customer support describing the problem and having it examined, providing the proof of purchase, and a proof of the Warranty Certificate.

The warranty service under the Warranty can be performed only through the Squad Cycles HQ from whom the Product was purchased. In all cases of purchase from [on-line or physical] Reseller, if the latter is unable to provide directly the warranty service, the [on-line or physical] Reseller will collect the Product and send it to Squad Cycles for repair, as well as will take care of the return of the Product to the end customer. To the extent permitted by law, the costs of shipping the Product will be borne by the applicant for the warranty service and will be reimbursed by Squad Cycles only upon specific request and providing documentation showing the amount paid, provided that the validity of this Warranty has been recognized.

In the event of a request for repair or replacement in relation to which it is established that the Warranty is not operational, Squad Cycles will inform the applicant of the cost of the repair work, before carrying out it. In any case, the cost of returning the Product [defective or repaired] to the buyer will be borne by the buyer. In the event that the buyer contacts a Squad Cycles Reseller other than the one from which he purchased the Product, such Reseller may not provide the warranty service pursuant to this Warranty. In the event that the Squad Cycles Reseller other than the one from whom the Product was purchased agrees to provide the warranty service, such Reseller may charge the buyer the additional costs, which will remain entirely at the buyer's expense.

[\*] In some countries of the European Community the statutory warranty period may be longer than the above. In this case, the consumer has the right to benefit from any longer period of statutory warranty provided for by the law of the place where the Product was purchased.

in the statutory warranty of conformity referred to in the Consumer Code [\*].

Note: the replacement of the frame under warranty is only recognized following the technical expertise to be carried out at the Squad Cycles laboratory;

· All the other parts of the bicycle with Squad brand are guaranteed to be free from original defects of conformity for a period of 2 years [24 months] from the date of delivery, as provided for in the statutory warranty of conformity referred to in the Consumer Code [\*].

· In all the above cases, services under this Warranty shall be carried out exclusively through the Squad Cycles Dealer from which the buyer has purchased the Product. For this purpose, the buyer must contact only the Reseller [physical or on-line] from which the purchase was made.

## EXCLUSIONS

This Warranty covers only the original defects in conformity of the Products and is offered exclusively to buyers who are considered to be consumers under the Consumer Code, with the exclusion of buyers who purchase using a VAT code. The Warranty does not cover any transportation and return costs of the defective Product [which can be requested by Squad Cycles] and the processing costs for replacing such Product with a new one [e.g. frame replacement costs]. These costs will in any case be quantified to the buyer before the warranty service is carried out.

In addition, the Warranty does not cover any damage resulting from normal wear, failure to perform maintenance, use of corrosive products, transport, accidents, misuse, abuse or neglect, cosmetic defects not reported to the Reseller at the time of purchase of the Product, incorrect assembly of accessories, modification of the Product through the addition or modification of unauthorized components, use according to an incorrect intended use, colour changes and/or deterioration of decals and adhesives [due to environmental/climatic effects and/or other harmful agents].

All parts without the Squad Cycles brand are also excluded from the Warranty. The duration of this Warranty will start exclusively from the date of first purchase of the Product. Consequently, in case of repair or replacement of the Product, the duration of the Warranty will remain unchanged and a new warranty period will not begin on the repaired or replaced Product.

If the need for replacement of the Product is recognized under this Warranty, Squad Cycles shall be entitled to deliver to the buyer a similar Product with equal value or technical features, if the same Product is no longer available and/or in production.