

ridecanada.shimano.com

CONSUMER WARRANTY PROCESS

This warranty claim form is applicable for:

• <u>Canadian Customers ONLY</u>. All other countries please contact your local SHIMANO sales office for warranty info.

and

• Product solely purchased on Ridecanada.shimano.com. For product sold outside of this site, please contact the original retailer.

Instructions (via SHIMANO direct)

- 1. Please contact our customer service team with your request.
 - Call Us: 1-800-460-3070
 - Email Us: ridecanada@shimano.com
- 2. If your warranty request is approved by our team, the below form should be filled out and sent with your product.

Please note the following when returning items:

- Always return both shoes when returning shoes
 - Remove cleats and insoles
- All items should be clean enough to ensure thorough inspection; excessively dirty items will be returned.
- Items that are missing parts or disassembled and that cannot be thoroughly inspected will be returned.



CONSUMER WARRANTY CLAIM FORM

COMPLETE THIS FORM AND INCLUDE WITH ITEM

Customer Information:

Name:			
Address (NO P.O. BOX addresses allowe	d):		
City:	Prov:	Postal Code:	
Phone: ()	_Email address:		
Product Information:			
Product Description:	Ord	Order Number:	
Reason for warranty evaluation: _			
Warranty replacements or returns w	ill be shipped to the above	address. The warranty processing time	is
approximately 3-5 business days upo	on receipt. Please allow 15 b	ousiness days from the date you return	e c
the product to receive a replacement	t .		
X			
(Customer Signature)		(Date)	