



## WARRANTY STATEMENT

1. **Guarantor:** Canyon Bicycles Asia Pacific Pte. Ltd, 138 Cecil Street, #10-01 Cecil-Court 69538 Singapore.
2. **Canyon brand frames and frame sets:** For the initial purchaser, Canyon provides a warranty for the structural integrity of the frame or frame set for six (6)-years from the date of purchase.

Subject to the exceptions below, a **frame** is any Canyon branded frame without its attachments (regardless of their manufacturer). A **frame set** is a Canyon branded frame equipped with a Canyon branded rigid fork. Partial or full-suspension frames do not constitute a frame set within the meaning of this definition; only the frame without the associated suspension fork is covered by the guarantee. Shock absorbers, suspension forks, and suspension components do not fall within the definition of a frame or frame set (please note the information under clause 8).

**Excluded** from this warranty are damages described in clause 6, damage to the paintwork/anodising and the bearings of full-suspension bikes. Carbon-frames of the "Stitched" series are excluded from the six (6)-year warranty described in this clause. A two (2)-year warranty applies to those Carbon-frames.

3. **Selected Canyon branded components:** For the initial purchaser, Canyon also grants a warranty for the structural integrity of Canyon branded seatposts, cockpits (handlebar/stem unit) and carbon rims to the original purchaser for six (6)-years from the date of purchase. Damages described in clause 6 and damage to the paintwork/anodising are **excluded** from this warranty.
4. **Canyon branded batteries as equipment on electric bicycles:** For the initial purchaser, Canyon grants a warranty on batteries of the Canyon brand for two (2) years from date of purchase or up to 500 charging cycles, whichever comes first. The batteries are designed to maintain up to 70% of their original performance during this period. The warranty applies in an event of a shortfall under this performance within the warranty period.
5. **Rights under Australian Consumer Law:** Your rights under the warranties set out in the above clauses 2 - 4 are in addition to your other rights and remedies under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
6. **Exclusion of the warranties:** The warranties, in accordance with the above clauses 2 - 4, do not apply to damage caused by improper use or use not in accordance with the areas of use shown on our website for the respective product (please note the bike classification), such as: Neglecting the product (inadequate care, inspection and maintenance); changes to the products (e.g. engraving or painting); installation and conversion of additional components not expressly approved by us, or replacement of the components installed by us when delivered with non-similar components; falls; overloading; jumping not in accordance with the bike classification; or other types of excessive use and wear and tear.



- 7. Warranty services:** Canyon will repair the defective parts governed by the warranty or replace them with the same component from the Canyon brand. In case of a successful warranty claim, Canyon will bear the costs arising from this repair or replacement (for spare parts, shipping costs, labour costs), including reasonable and substantiated costs incurred for the process of making a valid claim under the warranty (but excluding legal costs or costs of appraisal or assessment of the defect by the customer or by third parties), provided that such costs are notified to Canyon through the warranty contact form. The performance of warranty services does not result in an extension or new start of the warranty period. The repaired or replaced product will be subject to the already running warranty period.

Canyon will fulfil the warranty claims in the country of purchase of the product.

If a repair or replacement with an identical component of the Canyon brand is not possible, Canyon will replace the product with an identical component of the Canyon brand with different colour or a comparable and compatible successor model of the Canyon brand.

If the spare parts are no longer available and also a replacement by an identical component with different colour or a successor model is impossible, Canyon will buy back the affected product within the warranty period at current value.

Claims for damages beyond the scope of this provision are excluded, unless they are based on wilful misconduct or fraud on the part of Canyon or Canyon's agents or in the event of personal injury or death.

- 8. Other components and products** (e.g. clothing) from the Canyon brand, and all components from third-party manufacturers (e.g. spring elements, brakes, rear derailleurs), are not covered by this warranty. However, a specific warranty from the third-party manufacturer may apply. Information on this can be found on the third-party manufacturer's sites.
- 9. Governing law:** this warranty statement is governed by the laws of New South Wales, Australia, excluding laws of conflict and the United Nations Convention on Contracts for the International Sale of Goods ('**CISG**').
- 10. Enforcing the warranty:** The warranty is claimed via the warranty contact form on the Canyon website. At a minimum, the following information is required to make a claim under the warranty: (i) details about the bike affected; (ii) a detailed explanation of the issue; (iii) photographs of the issue, the relevant product and its component(s) and (iv) your personal contact details (which will be collected and used in accordance with Canyon's privacy policy, available at <https://www.canyon.com/en-au/about-content/privacy.html> ).