



GUARANTEE 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 guarantee 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 guarantee 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. A two (2)-year guarantee applies to those Carbon-frames.

3. **Selected Canyon branded components:** Canyon also grants a guarantee 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 guarantee.
4. **Canyon branded batteries as equipment on electric bicycles:** Canyon grants a two (2)-year guarantee on batteries of the Canyon brand 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 guarantee applies in an event of a shortfall under this performance within the guarantee period.
5. **Legal warranty rights:** According to Sections 15 & 16 of the Consumer Protection (Fair Trading) Act 2003 of Singapore, the consumer can assert legal rights in the event of defects. The use of these rights is not limited by the guarantee.
6. **Exclusion of the guarantee:** The guarantee, in accordance with the above clauses 2 - 4, does 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. **Guarantee services:** Canyon will repair the defective parts governed by the guarantee or replace them with the same component from the Canyon brand. Canyon will bear the costs arising from this repair or replacement. The performance of guarantee services does



not result in an extension or new start of the guarantee period. The repaired or replaced product enters into the already running guarantee period.

Canyon will fulfil the guarantee 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 guarantee period at current value.

Claims for damages beyond the scope of this provision are excluded, unless they are based on gross negligence or intent on the part of Canyon or Canyon's agents or in the event of injury to life or limb.

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 guarantee. However, a specific guarantee from the third-party manufacturer may apply. Information on this can be found on the third-party manufacturer's sites.
9. **Governing law:** this guarantee statement is governed by Singaporean law, excluding laws of conflict and the United Nations Convention on Contracts for the International Sale of Goods ('CISG').
10. **Enforcing the guarantee:** The guarantee is claimed via the guarantee contact form on the Canyon website.