



## **MINOURA WARRANTY POLICY**

### **Warranty Term**

1 year ( Date of revision : March 2014 )

Every term starts from the date of your purchase. If this date cannot be confirmed, it shall set to the factory shipping date.

### **Caution**

Minoura will try to keep the necessary replacement parts up to 7 years after finishing the final production, but it could be possible to terminate the warranty due to the mold breakage, difficulty of getting parts & materials, or unexpected design change. At that time, we shall determine to switch to another parts or model. Minoura has the right how to settle each case.

Minoura is not responsible to restore the returned product to the original condition.

Minoura will not pay cash even if the product cannot be repaired.

Minoura is not responsible to any damage or loss which occurs during the process after shipping from Minoura factory. Negotiate with the courier company.

### **Covered Under Warranty (free of charge)**

The original user who purchased in brand-new and unopened condition. This right is not transferable.

Purchased at Minoura authorized dealer

Any problem clearly occurred due to the manufacturer's defect

Manufacturer's voluntary recall

\*free of charge

### **Not Covered Under Warranty (not free)**

Expired warranty term (except above case 3 & 4)

Any used product (except above case 3 & 4)

Purchased at unauthorized dealer, unauthorized internet retailer, auction (either online or offline), free market, person-to-person exchange  
In the event if the owner cannot present the sales receipt as the evidence of the original owner

Natural wear and deterioration

Any modification, alteration or disassembly not approved by Minoura

Any damage due to user's abuse or wrong handling

Any claim alleged from user's own policy

Damage caused by natural calamity, fire and war

Any damage or loss occurred after shipping from Minoura factory

\*not free

### **Informing the basic information to Minoura**

Once you decided to repair the product, inform the following basic information to Minoura directly or through the shop via fax or email.

Your full name, Address, ZIP code, Daytime phone number, Fax number, Email address (No PO Box allowed. Please let us know your physical address)

Model name (It must be as correctly as possible. Usually the product itself has its series name only. The correct model name is indicated on the package or instructions manual. If you know the SKU number, it would be helpful)

Frame color, visible parts color or unique shape (these points are helpful to identify the exact model)

Serial number (each trainer has its own serial number on the right side coupling tube or the base plate)

Photocopy of the sales receipt (to confirm if you are the original owner of this product)

Report of your claim or trouble as detailed as possible

Parts list to change at same time (if you desire)

Desired maximum budget for repairing (We will consider to keep the cost within this budget, but we don't guarantee it)

### **Quotation**

Minoura will consider the repair contents by referring the information you send. If it can be repaired, we will quote the rough cost as well as the expected return date. If impossible, we will call you.