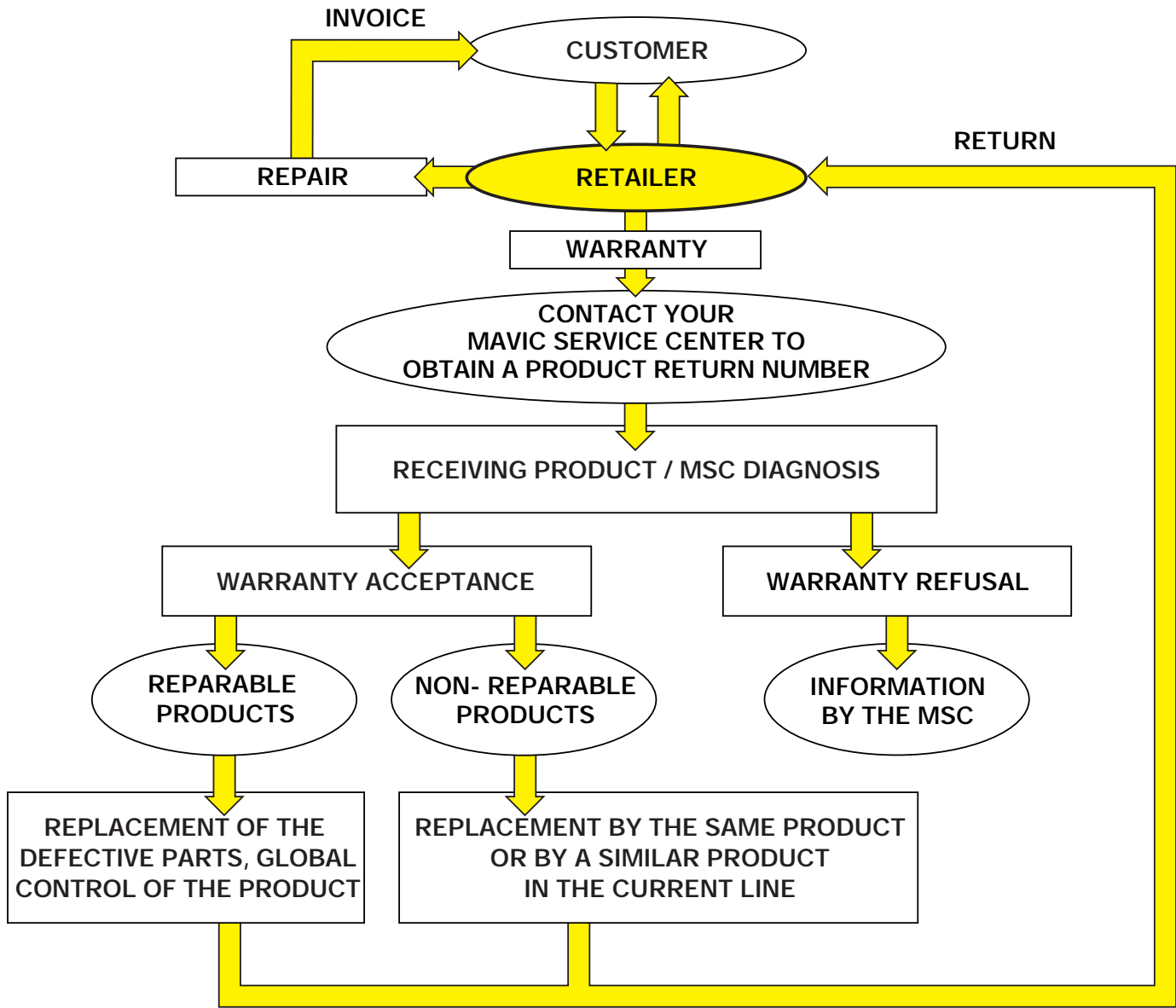


**GENERAL PROCEDURE FOR ANY REQUEST FOR SERVICE SUPPORT**



1. Contact the Mavic Service Center in your geographical zone to obtain a **PRODUCT RETURN NUMBER**.

2. Follow the directions of your Mavic Service Center, send the damaged part or product directly to them with a note containing the following information :

- Your name and address
- The product return number that was given to you. This number should also be indicated on the outside of your package.
- The reason for the return.
- **Proof of date of purchase attesting that the product was sold within the last 2 years (receipt or warranty card filled out) ;**

**CAUTION :** The wheels must be sent without the tire, cassette, skewer, bag, or anything else in order to avoid any risk of loss or damage. To be able to process your request as quickly as possible, we ask you to follow this procedure. **ANY OTHER TYPE OF RETURN WILL BE REFUSED.**

3. After the Mavic Service Center receives your package, it will make a diagnosis and will declare whether the damaged product will be covered by the warranty or not. Then, the product will be exchanged or repaired.

**NOTE :** If the warranty is refused, your Mavic Service Center will inform you about the cost of the repair. If the product cannot be repaired, the Mavic product will be destroyed after acceptance by the customer.

If you decide to repair the Mavic product yourself, please read the preceding pages.

Your Mavic Service Center is available for information regarding repairs and the Mavic warranty. Please do not hesitate to contact them.

## MAVIC WARRANTY AND CUSTOMER SERVICE

### MAVIC WARRANTY

Mavic products that have been purchased from a Mavic authorized dealer are guaranteed against manufacturing and material defects for a period of 2 years from the date of original purchase, by the original user, under the following conditions.

### OBLIGATIONS

Mavic will replace or repair the product or the part considered to be defective by Mavic. This is Mavic's only liability.

Complementary warranties may exist according to regional laws.

### LIMITATIONS

This warranty does not cover the consequences of normal wear & tear, damage resulting from misuse in shipping, storage, accidents, negligence, shocks or falls, failure to follow instructions for use, improper installation or installation with incompatible products, poor maintenance, normal wear & tear, abnormal or improper use, modification or alteration of the product.

The conditions of the Mavic warranty do not apply to products that have been purchased from dealers other than Mavic authorized dealers, including the conformity of products warranty.

This warranty is not transferable and only applies to the original purchaser.

This warranty does not cover the consequences of normal wear & tear of parts that can wear down such as braking surfaces on rims (with rim braking system), brake pads, bearings, pawl assemblies, seals, rear derailleur jockey wheels, batteries...

This warranty does not cover products whose repair has not been authorized by the Mavic Service Center or its representative in certain countries (1).

This warranty does not cover any product whose item number or identification has deteriorated or been removed.

This warranty does not apply to " Mavic Special Service Race "products (2).

This warranty does not exclude the specific rights in each country. A consumer may have other rights depending on his/her place of residence. Certain jurisdictions do not allow for the exclusion or limitation of specific damages, secondary or as a result of, or limitations on the duration of the warranty. Therefore, these exclusions and limitations do not apply to everyone. Local taxes, customs tariffs or shipping fees may be applied. In the United States, additional rights that are different from one state to another may also be applied. If one part of this warranty was found to be inapplicable by an administrative or judicial procedure, the other parts would remain applicable.

### APPLICATION PROCEDURE

Mavic authorized dealers are responsible for managing all claims under the warranty. The authorized dealer must obtain an authorization from the Mavic Customer Service (or its representative in certain countries (1)) prior to returning the defective product (3).

The complete product with proof and date of purchase (sales receipt, copy of the warranty card...) has to be sent by the authorized dealer to the Mavic Customer Service (or its representative in certain countries (1)) who will ensure the proper procedures.

The new or repaired product will be returned to the authorized dealer.

### WARRANTY CARD

The warranty card that is printed on the user guide delivered with each product must be dated, signed, and stamped by the authorized dealer, and saved by the customer with no limitation in the duration. It must be used in any claims.

(1) Updated lists are available upon request at : Mavic - 74996 Annecy Cedex 09 or on the Mavic website : <http://www.mavic.com>.

(2) Products engraved with " SSC " or for which the serial numbers have been used by the Mavic Race Department.

(3) Any claims made by any other means or without prior agreement for the return cannot be taken into account.