

# BLUE CYCLES

Bike + Coffee + Culture

## Product Warranty Form

Customer Name	
Order Number	
Email Address	
Mobile Number	
Item (Brand and Model)	
Details of defect / fault	

## Blue Cycles Warranty Policy

- All items purchased from Blue Cycles are covered under their manufacturer's warranty against defects

## Blue Cycles Warranty Policy Conditions

- Items (or part of them) that are assessed as defective, will be either:
  - a. repaired or replaced (or part of them) or
  - b. exchanged for an alternative of equal or greater value (colour may vary) or
  - c. partially refunded proportional to the remaining life of the product
- Defects due to misuse such as, but not limited to incorrect installation, poor maintenance, abuse or neglect, using the product for something other than its intended purpose, or alteration of the product are not covered under the warranty
- General wear and tear on tyres, inner tubes, brakes, brake and gear cables, brake pads, light bulbs, chain rings, chains, cassettes, rims, batteries etc are not covered under the warranty
- Corrosion and/or deterioration caused by material fatigue defined as the natural breakdown of materials that occurs after extended use is not covered under warranty
- The warranty period commences from the date of the original purchase from [www.bluecyclesonline.com.au](http://www.bluecyclesonline.com.au)
- Warranty is non-transferrable and applies to the original purchaser only
- Any item that is repaired or replaced under warranty will be covered by a period equal to the remaining warranty period of the original part
- If an item has developed a defect, it will need to be returned to us for a full assessment. Please note the warranty procedures vary from brand to brand, and from distributor to distributor. Certain products may need to be returned to the manufacturer/distributor for a warranty inspection. For more information on the warranty aspects of your product, please visit that manufacturer's website
- The product must be returned within the manufacturer's warranty period
- All items returned to Blue Cycles are at the risk of the sender and we would highly recommend sending all items back via registered post.