

# Warranty and crash replacement regulations

## 1. Warranty

In addition to the statutory warranty, PI ROPE voluntarily provides a 3-year warranty on all material and manufacturing defects in PI ROPE spokes.

### **Conditions:**

- All components must be installed and used in accordance with the installation instructions.
- Third-party components are covered by the respective manufacturer's warranty.
- Improper use, failure to observe operating instructions, improper repair, assembly, or maintenance, as well as damage resulting from improper storage (stub pattern, spoke crossings, spoke tension, incorrect torque, improper lubricants, etc.) are excluded from the warranty. .
- Ball bearings are wear parts and therefore excluded from the 3-year warranty.
- PI ROPE GmbH repairs or replaces in its sole discretion exclusively the PI ROPE product in question. Replacement will be made on the same model or on an equivalent alternative item.
- Warranty claims must be made in conjunction with the original purchase invoice (or a copy) from the dealer.
- PI ROPE GmbH is not liable for damages, in particular not for indirect damages, indirect damages and consequential damages.

## 2. Crash Replacement

PI ROPE offers a crash replacement for all PI ROPE components. In the case of a non-functional part due to a non-responsible fall or accident, we grant a special discount of 50% on the official list price for the same or equivalent product.

### **Conditions:**

- Registration must be made within 4 weeks of the purchase date of the initial purchase. This registration is made by a form provided on [www.pirope.net](http://www.pirope.net). This must be printed out, filled out and sent together with the copy of the proof of purchase to:

PI ROPE GmbH  
Berbisdorfer Straße 113  
09123 Chemnitz  
Germany

Subsequently, a confirmation will be sent by mail.

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- The offer is valid for 2 years from the date of purchase.
- It is transferable to subsequent owners and can only be claimed by presenting a dealer invoice / copy.
- Damage must affect the functionality. Optical damage is excluded.
- Replacement follows the same model. PI ROPE GmbH reserves the right to replace the damaged item with an equivalent alternative item.
- There is no legal claim to the damaged part. It becomes the property of PI ROPE GmbH.
- PI ROPE GmbH does not cover conversion, freight and customs costs.
- The crash replacement does not replace the warranty provisions of each country.
- Attachments such as tires, cassette, brake discs, etc. must be removed.

### **Disclaimer of Warranty and Crash Replacement**

An exclusion from the warranty and the Crash Replacement Service is provided under the following points:

- Damage caused by improper installation of the component,
- Damage caused by faulty repair of the component,
- Wrong purpose, e.g. Cross Country wheelset in downhill,
- Modification of the component,
- Improperly performed or not performed maintenance as well as repairs,
- Normal wear or tear due to use of the component,
- Transport and delivery damages,
- Improper use and / or abuse,
- Commercial use, rental or use in competitions,
- Change, disregard or remove the serial number.