

In order for the warranty to be valid should always be given permission first by Fiets Service Nederland. Please register on our website to use the warranty, within two weeks of purchase [www.fiets.servicenederland.nl](http://www.fiets.servicenederland.nl). If you are unable to register online, you can also send a copy of this form along with a copy of the receipt to the address below. Save the purchase receipt yourself of he bicycle/fitness.

## Bicycle Industry Group (BIG) guarantees that the product supplied will work as intended, according to the conditions given in this warranty.

Name: \_\_\_\_\_ Purchase date: \_\_\_\_\_

Address: \_\_\_\_\_ Model/type: \_\_\_\_\_

Post code / Town: \_\_\_\_\_

Purchased from: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Frame number\*: \_\_\_\_\_

\* if available

Store this section carefully, together with the purchase receipt. This warranty is only valid if you have register on our website ore send the warranty slip, within two weeks of purchase [www.fiets.servicenederland.nl](http://www.fiets.servicenederland.nl). This section must be completed and provided together with the original purchase receipt in the event of repairs being necessary.

### Supplementary conditions of guarantee.

#### Article 1 Guarantee conditions

1.1. Bicycle Industry Group (BIG) guarantees that all Products to which this guarantee certificate is related are free from faults in the design and/or material, in accordance with the provisions of these terms and conditions.

1.2 Bicycle Industry Group (BIG) will issue a guarantee to the first owner of the Products. With each subsequent owner, the guarantee issued to the first owner will lapse. Each owner, with the exception of the first owner, will have to recover any damage from the seller of the bicycle. The guarantee is not transferable.

1.3 The period of validity of the guarantee, as well as the expiration of the guarantee, is set out in the following articles.

#### Article 2 Validity of the guarantee

2.1 The guarantees issued by Bicycle Industry Group (BIG) are valid for the following periods for the following parts of the bicycle:

- a. Frame 5 years (not applicable to fitness equipment)
- b. Other parts: 2 years.

2.2 No guarantee will be issued for parts that are liable to wear, unless there are any faults in the design and/or material. This will include, tires, spokes, chains, chainrings, crank, freewheel, brake pads, rear sprocket, pedals, cables, lights, saddles, handles, etc.

#### Article 3 Guarantee exclusions

3.1 The guarantee will explicitly not be valid in the following cases:

- a. If the damage is caused by wear, incorrect assembly and assembly of non-original parts, as well as any omitted necessary maintenance and faulty settings of parts of the bicycle / fitness equipment;

b. If the damage is caused by accidents, misuse, destruction, incorrect or insufficient maintenance and the incorrect following of instructions from the user manual, as well as the late or unprofessional replacement of parts of the bicycle or fitness equipment;

c. If the damage is caused by abnormal use, which will include, in any event: use on a competitive level, stunts, jumping, transport of heavy loads, commercial purposes, bicycle hire or any other activities which, in the opinion of TBicycle Industry Group (BIG), are equal to the aforementioned situations and cases;

d. If the bicycle / the fitness equipment has not been maintained in accordance with the instructions for use of the accompanying manual;

e. If the damage is caused by climatological influences, such as weather-staining of the paintwork and rust formation;

3.2 The costs of transport and (dis-)assembly of the bicycle from and to Bicycle Industry Group (BIG) are not covered by the guarantee and will be at the bicycle owner's expense. This also applies to any shipping and labour costs arising from the guarantee claim.

#### Article 4 Parts covered by guarantee

4.1 Whilst the guarantee is valid, the parts covered by these guarantee conditions, of which Fiets Service Nederland has established that they have a fault in the design and/or material, will be repaired or, if necessary, replaced, or will be reimbursed. Fiets Service Nederland will decide, at its sole discretion, whether the parts will be repaired, replaced or reimbursed.

4.2 If a certain part of the bicycle / fitness equipment is covered by the guarantee, the part will be replaced by an original part or, if unavailable, by an alternative part that is at least equivalent. New parts may differ from original parts.

#### Article 5 Submission of the claim

5.1 Claims under these guarantee conditions must be submitted through Fiets Service Nederland. Fiets Service Nederland will decide, in consultation with Bicycle Industry Group (BIG), whether or not you are entitled to claim for compensation under the guarantee. The dealer's assessment does not mean that your claim under these guarantee conditions will be allowed.

5.2 Fiets Service Nederland reserves the right to decide at its sole discretion whether or not the owner will be entitled to claim for compensation under these guarantee conditions

5.3 The parts that are sent must be clean, whilst any parts of the bicycle / the fitness equipment that are not covered by the guarantee conditions and which do not have any faults in the design and/or material must be disassembled. When applying for a guarantee, the owner of the bicycle / fitness equipment must submit the original proof of purchase to an official dealer, authorised by Fiets Service Nederland.

5.4 The parts that have a fault in the design and/or material will not be returned to the owner after the guarantee has been honoured.

#### Article 6 Liability

6.1 A guarantee claim accepted by Fiets Service Nederland does not imply that Fiets Service Nederland accepts liability for any damage suffered. The liability of Fiets Service Nederland will never extend beyond that which is set down in these guarantee conditions. Any liability on the part of Fiets Service Nederland for indirect damage is excluded.

#### Article 7 Applicable law

7.1 These guarantee conditions are subject to Dutch law. If any provision of these guarantee conditions is null and void or unenforceable, it shall not affect the validity of the rest of these guarantee conditions.

## Your service request can be made via:


 **Internet** <http://www.fiets.servicenederland.nl/service.html>

 **Servicetelephone** +31 (0)570 - 606 939

 **E-mail\*** [info@fiets.servicenederland.nl](mailto:info@fiets.servicenederland.nl)

## Available from Monday to Friday From 9.00 to 12.30 hours

 **Fax\*:** +31 (0)570 - 677 014

 **Postadres:** Bicycle Industry Group (BIG)  
Solingenstraat 49  
7421 ZR Deventer, The Netherlands

\* Please mention name, address, phone/mobielphone, model/type, bought from, problem description, evt. with reference to relevant part. Fiets Service Nederland reserves the right to decide at its sole discretion whether or not the owner will be entitled to claim for compensation under these guarantee conditions