east coast cycle supply

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K2 BIKE LIMITED WARRANTY
K2 Bike warrants each new K2 Bike against defects in workmanship and materials for the Limited Coverage Periods listed below. This warranty is expressly limited to the repair or replacement of a defective frame, fork or part, and is the sole remedy of the warranty. This warranty applies to the original owner and is not transferable. Claims under this warranty are to be made through an Authorized K2 Bike dealer. The original proof of purchase is required.

This warranty does not cover normal wear and tear, damage caused by improper assembly, follow up maintenance, or installation of parts or accessories not originally intended for or incompatible with the K2 bike. Derailleur hangers, pivot axles, attachment hardware and bushings are categorized as Wear Items, and not covered as warranty items.

Non-K2 Bike branded suspension components shall be covered under the stated warranty of their original manufacturers.

Limitations
K2 Bike limits all implied warranties to the specified time limits, beginning on the original date of purchase from an authorized K2 Bike Dealer. This warranty coverage extends only to the original retail purchaser, and is not transferable.

K2 Bike's sole liability from this warranty is limited to the repair and/or replacement of defective products. Under no circumstances shall K2 Bike be held liable for death or injuries to persons, damage to property, or for incidental, contingent or consequential damages or expenses arising from the use of K2 Bike products.

Replacement products under this warranty are warranted only for the remainder of the original warranty period.

If a replacement product has been sent at no charge, and K2 Bike determines that the returned product to be free of manufacturing defects and not covered by the K2 Bike Limited Warranty, the Purchaser will be charged for the replacement product and any shipping charges associated with it's return.

2003 K2 BIKE LIMITED WARRANTY COVERAGE PERIODS
All Warranty Coverage Periods begin on the date of retail purchase at an authorized K2 Bike dealer.

- BMX » Frame: 3-years; K2B Branded Bicycle Components: 1-year
- Youth » Frame: 3-years; K2 Bike Branded OEM Components: 1-year
- Special Make Up » Frame and K2 Bike Branded OEM Components: 1-year
- Full Suspension » Frame (front triangle, swing-arm, strut, and pivot linkage plates): 5-years; Suspension Components: 1-year or coverage period stated by component manufacturer's warranty, whichever is longer
- Hardtail » Frame: 5-year
- Road » Frame & Fork: 5-years

TERMS
Purchaser Responsibilities:

1. The Purchaser must retain a copy of the proof of purchase from the K2 Bike Dealer.
2. Damaged product submitted for warranty service must be delivered, with the original proof of purchase, to an authorized K2 Bike Dealer prior to the expiration of the Warranty Coverage Period. K2 Bike will pay freight charges for shipment of the replacement product. Shipment charges for product sent to K2 Bike for evaluation, as well as all handling fees associated with disassembly and reassembly the affected or replacement product are the responsibility of the Purchaser.

K2 Bike Responsibilities:

1. A K2 Bike Warranty Service Technician shall inspect the product returned for warranty service.
2. If K2 Bike determines the failure is due to a manufacturing defect, K2 Bike will, at our election, repair, re-match, or replace the affected product with an identical or reasonably equivalent product.

3. K2 Bike will return the repaired or replacement product at our expense. If it is determined that no defect exists, or that the defect resulted from causes not covered by the scope of this warranty, storage and return of the product will be at the customer's expense.
4. The K2 Bike Warranty Manager makes the final determination concerning defects in materials and workmanship.

Dealer Responsibilities

1. Request a copy of the Original Proof of Purchase and determine if the product is still under warranty.
2. Inspect the product to determination the cause of the failure.
3. Contact your K2 Bike Warranty Service Representative with the following information.
    - a. Your K2 Bike account number
    - b. Ship-to location or store number (if applicable)
    - c. New or used product
    - d. Consumer's name (first and last)
    - e. Dealer reference number (if applicable)
    - f. Year of manufacture, model, and size of affected product
    - g. Original purchase date (as documented by proof of purchase)
    - h. Serial number (located on bottom bracket
    - i. Name of person at shop to be contacted with follow-up
    - j. Description of defect
4. Request and record the RMA# from your K2 Bike Warranty Service Representative.
5. Remove any after-market accessories from the frame (i.e. water bottle cages) prior to shipment.
6. Return only the portion of the product that is subject to the warranty evaluation (i.e. front triangle, swing arm, strut).
7. Send the affected product, packaged to avoid additional damage, with the RMA Number written on outside of carton. **Note: Packages sent to the K2 Bike Warranty Service Department without an RMA Number written on the outside of the carton will be refused and returned to the dealer.**
8. Paperwork documenting all of the above information, the RMA number and a copy of Proof of Purchase must be included inside the carton package (please enclose these items within an envelope and tape to product).
9. Ship the package to:
   K2 Bike Warranty/Service
   Attention: Warranty Division
   80 Smith Street
   Suite 1
   Farmingdale, NY 11735
   631.780.5360
10. Shipping and handling charges to K2 Bike are the responsibility of the Purchaser. If it is determined that no defect exists, or that the defect resulted from causes not covered by the scope of this warranty, storage and return of the product will be at the Purchaser's expense.