



VIVENTE BICYCLES – post January 2017

Bicycle Warranty provided by the Warrantor (Gemini Bicycles Pty Ltd ABN 32 003 102 538)

Our bicycles come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

There might be other rights or benefits to the bicycle owner under other (eg. State) laws.

Frame and Fork Warranty

Vivente steel bicycle frames and forks are warranted against manufacturing defect (defined as a defect in materials or workmanship as delivered with the product) for 15 years from date of purchase.

If a frame or fork failure should occur due to faulty materials or workmanship during the warranty period, you should take the whole bike to the dealer from whom you purchased the bike. (If this is not practical contact Vivente Bikes). Once the case is confirmed (original purchaser, date of purchase, nature of the fault) the frame will be replaced with the same or most nearly compatible frame.

Authorized dealers will contact Vivente Bikes to initiate a warranty claim on your behalf. However, upon request, frames must be returned for inspection at the customer's expense and include a copy of the original and dated purchasing receipt.

Transportation costs of any frame or other item supplied under warranty will be met by Vivente Bikes. Labour costs will not be met by Vivente Bikes.

Component Warranty

- Most branded components on this bicycle have a limited warranty offered by the component manufacturer directly. Please contact the dealer from whom you purchased the bike for additional information on making a warranty claim on such a part. If this is not practical please contact Vivente Bikes.
- Normal Wear Parts include hand grips and tape, tyres and tubes, sprockets, chains, belts, cables, pedals, bearings, saddle coverings, horn bulbs, brake pads and rotors, chainguards, mudguards and rims. These parts are guaranteed for a year from date of purchase to be free of manufacturing fault and fit for the purpose of long distance riding. However, and subject to distance travelled and loaded weights, it is likely some of these will wear out naturally in less than a year. Such deterioration is less likely to be treated as being a fault in the product and more likely to be regarded as wear and tear.
- All other components are guaranteed against a defect in materials or workmanship for a period of one (1) year from the date of original purchase, subject to the terms and conditions of this limited warranty.

If failure of a part should occur during the warranty period, the part will be replaced. Please contact an authorized dealer to initiate a warranty claim on your behalf. Upon request, parts must be returned at the customer's expense, for inspection and be accompanied by a copy of the original and dated proof of purchase.

Exclusions

This limited warranty does not cover paint damage, rust, any modification made to the bicycle, normal wear and tear, anything arising from improper assembly or maintenance, and installation of parts or accessories not originally intended or compatible with the bicycle as sold. The warranty does not apply to damage or failure due to accident, abuse, misuse, neglect or theft.

Useful Lifecycle

The length of useful life of this cycle and individual parts of it will vary depending on the way the bike is ridden, and the care the bicycle receives. Recommended assembly and maintenance steps are included with the bike when new plus are on the Vivente website under Bike_Service. Competition, riding with extremely heavy loads or any other non-standard use can shorten the useful product lifecycle. The bicycle should be periodically checked by an experience bike mechanic, preferably at an authorized dealer for indications of potential problems. These are important safety checks and may help prevent accidents, bodily injury to the rider and a shortened product lifecycle.

This is the only warranty made by Vivente bikes. Any warranty that might otherwise be implied by law including, but not limited to, the implied warranty of merchantability and of fitness for a particular purpose are also limited to the applicable length of this limited warranty.

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