

Ibis Bikes WARRANTY POLICY

FRAME WARRANTY

7 Year Guarantee - Ibis Frames are guaranteed to be free of defects in materials and workmanship for a period of 7 years for the original owner. Ibis will either repair or replace at its discretion any part it determines to be defective. Paint and finish are covered for a period of 1 year. This warranty is non-transferable and applies exclusively to Ibis bicycles manufactured after January 1, 2016.

Frames manufactured before January 1, 2016, will be covered by this warranty for a period of 3 years for the original owner.

Paint and finish are covered for a period of 1 year. Note that improper removal of protective tape is not covered under our paint warranty. Most protective tape manufacturers have recommended removal instructions to prevent paint damage. These usually involve, among other things, applying a little heat to soften the adhesive. Check with the manufacturer of the tape before attempting removal!

RIM WARRANTY

7 Year Guarantee - Ibis rims are covered from failure due to impact damage under normal riding circumstances for a period of 7 years. This warranty is non-transferable and applies exclusively to Ibis rims manufactured after January 1, 2016

Ibis branded hubs are guaranteed to be free of defects in materials and workmanship for a period of 2 years for the original owner.

NO FAULT REPLACEMENT

Should your Ibis product be involved in a crash or other non-warranty situation, Ibis Cycles will make replacement parts available at a minimum charge to the original owner for the life of the product. Ibis Cycles does this at its sole discretion

and reserves the right to refuse this offer.

SMALL PRINT

The above limited warranties do not cover normal wear and tear, nor does it apply to damage that is the result of blatant abuse, neglect, improper assembly, improper maintenance, alteration, misuse, or heat damage (watch that exhaust pipe). The costs of disassembly, reassembly or repair of any attached components are not covered by this warranty and are the responsibility of the original owner. Under no circumstance are the costs of shipping to or from Ibis covered by these warranties.

Unless otherwise provided, the sole remedy under the above warranties, or any implied warranty, is limited to the replacement of defective parts with those of equal or greater value at the sole discretion of Ibis Cycles. In no event shall Ibis Cycles be held responsible for direct, incidental or consequential damages, including, without limitation, damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, product liability, or any other theory. Okay? Good!

SUBMIT A WARRANTY OR NO FAULT REPLACEMENT CLAIM

Register your products prior to submitting your warranty claim [here](#).

CLAIM THROUGH YOUR LOCAL IBIS DEALER/ DISTRIBUTOR

Take the damaged bike or product into your dealer, along with your proof of purchase. Once you schedule with the dealer, we will work with them to get the product back as soon as possible. However, if you don't have an Ibis dealer or local bike shop nearby, you can also work directly with us.

If you are outside the USA, it is best to work through and email your country's distributor or your local Ibis dealer.

Find a Dealer/Distributor [here](#).

CLAIM THROUGH IBIS DIRECT

Send an email to warranty@ibiscycles.com with a clear photo of the issue; serial number of the product; description of the damage; and proof of purchase. Please include your phone number and shipping address details.

And remember; Ride More, Work Less!