

Santa Cruz Warranties

Lifetime Frame Warranty

Santa Cruz Bicycles will repair or replace at its option any frame it determines to be defective. The warranty will be in effect for lifetime of the original, registered owner. In order to confirm that you are the original owner, please register using our bike registration form at the time of purchase.

How to find your serial number:

Use the images and instructions below to help you locate the serial number on the frame of your Santa Cruz bike. Please include the entire series of numbers and letters when registering your frame.

Locating Your Serial Number on Your Frame:

Remove the rear wheel

Remove the lower shock bolt

Compress the swing arm until you get a clear view of the serial number

Remember to list all characters on the main triangle when registering your frame

Your serial number is also located on the box your bike was shipped in and may be located on the receipt provided by the retailer you purchased your bike from.



Serial numbers for carbon frames are located above the bottom bracket on the

main triangle.



For our aluminum frames, the serial number number will be stamped under the bottom bracket.



Same applies for hard tails.



Reserve serial numbers can be found on the rims themselves beneath the tubeless tape or on the wheel builder card that comes with your wheels. Please register each of your Reserve wheels here (below).

<https://www.santacruz bicycles.com/en-US/reserve-wheels-registration-form>

Frames purchased prior to May 1, 2015 will be covered under the previously existing 5 year warranty. Warranties do not cover custom finishes.

Register your Santa Cruz Bicycle:

<https://www.santacruz bicycles.com/en-US/bike-registration-form>

Register your Juliana Bicycle:

https://www.julianabicycles.com/en-US/warranty-registration-bike-registration?_hstc=252863958.065ed1fd9c8129280429989bc4a1d7e9.1502741383519.1554404616022.1556819415231.10&_hssc=252863958.5.1556819415231&_hsfp=3721382993

Lifetime Bearing Warranty

Santa Cruz Bicycles pivot bearings are warranted for life to the original owner of the bike.

The return process is simple: complete the Bearing Replacement Form, upload a copy of your purchase receipt, and we'll get a new set of bearings out to you within 48 hours!

Make a claim for replacement bearings:

<https://www.santacruz bicycles.com/en-US/bearing-warranty-claim-form>

Reserve Carbon Wheels

Santa Cruz Reserve carbon wheels carry a warranty for the lifetime of the original, registered owner.

Register your Reserve Carbon Wheels:

<https://www.santacruz bicycles.com/en-US/reserve-wheels-registration-form>

No-Fault Replacement

Santa Cruz Bicycles will make replacement frame parts available to the original owner at a minimal charge in the event of a crash or other non-warranty situation for the life of the bike.

Make a Warranty Claim or No-Fault Replacement Claim

Something not right? Use one of the forms below to file a claim. We'll do everything we can to get you back to riding as fast as possible.

File a claim for a bike or a frame:

<https://www.santacruz bicycles.com/en-US/frame-warranty-claim-form>

File a claim for Reserve Carbon Wheels:

<https://www.santacruz bicycles.com/en-US/reserve-wheels-warranty-claim-form>

Carbon Handlebars

Santa Cruz carbon handlebars are warrantied for a period of five years from the date of purchase.