

## Damage Replacement Policy

We offer a damage replacement policy in situations whereby our lifetime warranty does not apply. We will replace **at minimal cost\*** any part that we manufacture that has become damaged during a crash or other riding situations including rock strikes and impact damage. To sum up - we do not intend to profit from your misfortune.

At our discretion we will extend this to situations whereby damage has been caused by misuse, poor maintenance and fitting (i.e. bearing seizing or over-torquing). Damage by 3rd parties will also be considered (i.e. attempted theft or an airline mishandling).

In exceptional circumstances and with documentary proof (i.e. police report) we may consider extending this policy to theft situations.

This policy is valid only for the original owner. This policy does not apply where there is a policy in place to insure against the damage. Photos and other evidence may be required before a replacement is issued. Deviate Cycles will not be liable for any workshop costs associated with the claim i.e. the strip down or re-build of the replaced frame/components. You are liable for the cost of all shipping.

*\* Minimal cost is an endeavor not to profit from your misfortune. It will be calculated on a case by case basis and will cover the total manufacturing and supply cost to us of the affected component.*