



## CUBE Warranty Details

### Length of Warranty:

All frames and rigid forks from the **model years 2011 and older** we guarantee from the date of purchase:

- Aluminium 5 Years Guarantee
- Titanium frames 5 Years Guarantee
- Carbon, Alu-Carbon 2 Years Guarantee

For all frames and rigid forks of **model year 2012** we guarantee from the date of purchase:

- Aluminium 6 Years Guarantee
- Carbon, Alu-Carbon 3 Years Guarantee

If a break occurs during this period (from date of sale), we commit ourselves to replace this article by the same or similar. This service relate only to the frame.

### Exclusions:

#### Electric Bikes

For all Pedelec engines belonging to the series EPO 2011/2012 with goSwiss rear wheel hub drive we grant a 2-year warranty for display, engine and battery. Warranty for the battery is limited to 1000 charge cycles with a remaining capacity of up to 80%. For the Pedelec models built after 2013 we grant a 2-year warranty starting with the selling date. For our Hybrid Pedelec frames general CUBE warranty conditions apply.

#### BOSCH warranty:

For the Bosch engine and parts Bosch predetermined conditions are applicable. Advices for the designated purpose of the Bosch system can be found in the Bosch manual which is enclosed with the bike. A claim for the engine has to be processed via the Bosch service.

The warranty period lasts 24 months from the date of purchase, however, no later than 6 months after delivery of the from Bosch purchased components (date of risk transfer) to the bike manufacturer. If the end consumer is holding the eBikes for a commercial use ( e.g. rental-company, messenger service), the warranty period is 12 months.

#### Warranty of the Battery Pack

A minimum of 500 charging cycles or 70% (300Wh) and 60% (400Wh) respectively of the nominal capacity (based on information stored on the Battery Pack) within the warranty period.

Excluded from warranty are damages caused by improper use. This regards notably the use of a Pedelec bike in a bike park or similar use, overstrain through jumps or any alteration of the original Bosch system.

For the models Fritzz, Hanzz, Two15, for all dirt bikes, and all the frame exchange add on parts are not included into this extended warranty. Here the 2 years limited warranty applies.

We reserve the right to repair defective frames or parts or to replace them with the corresponding update model. The precondition is normal use of the bike in accordance with the manufacturer's stipulations. Modification work outside the statutory guarantee period (2 years) is not carried out or refunded by us free of charge.

We therefore request that the customer be acquainted with this stipulation on conclusion of the contract in order to avoid irritation at a later date.

#### Carbon frames & forks

We offer you a CCR Service (CUBE Crash Replacement Service) = exchange service for damaged carbon frames and carbon forks. This exchange service is intended to provide an uncomplicated and cost-saving exchange service for you after a crash resulting in damage to the frame/carbon forks.

Excluded from the warranty are all forms of damage due to improper use or use not in accordance with that designated (e.g. use of a standard frame as a dirt bike, fitting double bridge forks, extension of spring travel, overstressing due to jumps etc.) and all defects due to normal wear and tear. The extended warranty does not apply to the Fritzz, Hanzz, Two15 model, all dirt bikes and carbon frames and all fitted components related to frame changing.

### Procedure:

The first way is always the CUBE shop where you bought the bike. Only the CUBE dealer with which you have signed the purchase agreement is committed to process complaints. Other CUBE dealers can process complaints handlings on a voluntary basis, but are not obliged to.