



Neilpryde Warranty Details

Length of Warranty:

NEILPRYDE warrants that your NEILPRYDE bike frame and fork when purchased from an authorized NEILPRYDE dealer by a retail customer will be free from defects in materials and workmanship for a period of two (2) years, and paint finish and decals for a period of two (2) years from the date of purchase by the original retail customer.

To enjoy a three year (3) warranty extension for frame and fork, please register your bike through our Product Warranty Registration page within 14 days from the date of original purchase.

Exclusions:

Absence of either the proof of purchase or the serial number would void your warranty claims.

Procedure:

All claims must be made through the authorized NEILPRYDE dealer who supplied the frame. It is the purchaser's responsibility to have his or her bicycle inspected and verified by an authorized NEILPRYDE dealer to process a warranty claim. You must present the proof of purchase along with the bikes unique serial number in order to process your claims smoothly. The unique serial number can be found on the frame.

The original owner shall pay all labor charges connected with repair or replacement of the frame or bike complete. Cost of shipment or transportation to an authorized NEILPRYDE dealer or NEILPRYDE are excluded and not covered by this warranty.