

# Warranty Policy

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**ROTOR**  
BIKE COMPONENTS

## Our commitment

Your loyalty is one of our most precious assets at **ROTOR Bike Components**. We constantly look for the best methods to improve performance, across manufacturing, technical support and sales. At **ROTOR Bike Components** we are proud of our in-house manufacturing process. This allows us greater agility and control across all aspects of development: from idea, refinement of concept and design, production in our Madrid's factory and, of course, the rigorous testing process that each of our new products must pass.

This allows us to produce innovative bike components of the highest quality and that will help cyclists in their athletic journeys. Our goal is to keep you enjoying your bike every day: should there be a problem with our products, we will take care of it expediently, backed by a limited warranty.

For the rest of the issues that prevent you from riding with **ROTOR** components, you should not worry, we will find a solution so that you can get back to pedaling as soon as possible.

## Warranty policy

All **ROTOR** products are sold exclusively through our network of **ROTOR** distribution partners to whom we entrust the proper assembly and maintenance of all our products or through our website <http://rotorbike.com>. **ROTOR** offers all original purchasers of a **ROTOR** product a guarantee against manufacturing, material or assembly defects, according to the following specifications:

| Products  | Warranty Periods |
|---|------------------|
| Aluminium and Carbon Cranks<br>Aluminium and Carbon Chainrings<br>Spiders & Aero Crown<br>Hubs<br>Cassettes   | 5 years          |
| Power meters  | 3 years          |
| ROTOR 1x13 MTB Groupset<br>ROTOR 1x13 ROAD Groupset<br>ROTOR 1x13 TT Groupset<br>Bottom Brackets<br>Accessories (culottes, maillots, jackets, socks, chains, tools) | 2 years          |
| Power meters battery  | 6 months         |

Our warranty applies to product models after the 2020/2021 range and covers only **ROTOR** brand products. Any other part or component from another brand will be covered by the original manufacturer's brand. This warranty does not cover:

- Wear from ordinary use.
- Improper mounting or handling.
- Inadequate maintenance.
- Installation of components, parts and accessories not designed by **ROTOR** or not compatible with our products.
- Damages or defects due to accident, misuse, abuse or neglect.
- The labor costs derived from the change or replacement of any part.
- **ROTOR** product if used for promotional or rental purposes
- This warranty does not apply to products whose serial number or production code has been intentionally modified, defaced or removed.
- Damages occurred during the shipment of the Product by third parties.
- This warranty only applies in Europe, America and Asia. This warranty is governed by and interpreted in accordance with the laws of the country or state in which the **ROTOR** Product was purchased. This warranty gives you specific legal rights and those rights may vary from country to country or state to state. Ask your dealer for details of the warranty terms that apply specifically to the country where you purchased your **ROTOR** product. This warranty does not affect your statutory rights.
- Except for what is expressly indicated in this document, and to the extent that local legislation allows it, neither **ROTOR** nor its suppliers will be liable in any case for direct, indirect, special, incidental or consequential damages. Some states (countries and provinces) do not allow the exclusion or limitation of incidental damages, so the above limitation may not apply to you.
- This warranty does not cover damages that the product may suffer as a result of accidents, impacts, improper use, non-compliance with the specifications for use provided by the manufacturer, or any other circumstance in which the product has been subjected to forces or loads. for which it has not been designed.

- This warranty will not apply if the product has been modified, which includes, but is not limited to, any attempt to open or repair any electronic component or related to its electronics.
- The warranty for the charging / data cables and batteries of the power meters does not cover damage caused by voltage or voltaic overloads or the use of chargers that are not suitable for the conditions of the required energy supply.

Any modification carried out in the components of a **ROTOR** product will invalidate this warranty. This warranty is expressly limited to the repair and / or replacement of defective parts or their components, this being the sole recourse of the warranty. This warranty is non-transferable and will take effect from the documented purchase date and will apply only to the original owner. This guarantee applies only to the **ROTOR** product purchased through our global distribution network. **ROTOR** is not responsible for incidental or consequential damages. Claims submitted in relation to this warranty statement must be processed through an authorized dealer or directly through our Customer Support department if the product was purchased online. Proof of purchase is required before any use of this guarantee policy. Claims filed outside the country of purchase may be subject to additional surcharges and restrictions. This warranty does not affect consumer rights established by law.

## Legal guarantee and commercial guarantee

All **ROTOR** products are sold exclusively through our network of distribution partners or through our website [www.rotorbike.com](http://www.rotorbike.com)

The **ROTOR** limited warranty applies to the original owner of a **ROTOR** product and is valid through authorized **ROTOR** dealers worldwide. Proof of purchase is required to carry out guarantees, (this proof of purchase must name the buyer and clearly identify the **ROTOR** product, with its serial number, if any). Contact an authorized **ROTOR** dealer or store to handle any incident. Charges related to labor, shipping or any other type may not be covered if the incident is not resolved as a warranty. We recommend that working with an authorized store and asking for professional advice before sending a product for warranty review. In any case, we always recommend going first to the dealer through which you originally purchased our product,

since nothing beats the service of a reliable bicycle shop.

Although **ROTOR** products are built to last, unfortunately we cannot guarantee the performance and safety of our products if they have been improperly modified, installed or repaired, combined with incompatible components, provided poor entertainment, or if they are simply worn, which is the most common. Among others, the parts with wear and / or deterioration include the following:

- Batteries
- Bearings
- Brake pads
- Cassettes
- Chains
- Corrosion
- Disc brake rotors
- Anti-dust gaskets
- Sealing O-rings
- Cores and ratchets
- Lever climbers 1x13 group
- 1x13 gear tensioner pulleys
- Rubber moving parts
- Brake and gear covers (interior and exterior)
- Spokes, nipples and nipple washers
- Pinions and sprockets
- Chainrings
- Uncoated bolts and threads
- Tools
- Shift gears

**ROTOR**'s limited warranty is in addition to those provided in your local legislation, regarding consumer protection, including, among others, the services listed above.

## Legal warranty

The legal warranty extends for the first two years from the purchase of any **ROTOR** product (except for batteries that have a six-month warranty),

It is exclusively subject to the law of guarantees, and this is made effective by **ROTOR**.

**ROTOR** guarantees against manufacturing or material defects for two years from the date of its first acquisition and in the absence of compliance with it according to Royal Legislative Decree 1/2007, of November 16, (<https://www.boe.es/buscar/act.php?id=BOE-A-2007-20555>) by which the revised text of the General Law for the Defense of Consumers and Users and other complementary laws is approved.

## Commercial warranty

**ROTOR**'s commercial warranty is limited to the period of time that we attach in the "**WARRANTY POLICY**" section. After two years, the limited warranty extension is an additional 1 year for power meters (except batteries) or an additional 3 years of limited warranty for the rest of **ROTOR** components\*, according to the conditions expressed below.

This warranty extension refers exclusively to those parts with a manufacturing, material or assembly defect and not to the rest of the parts, which, due to a change in range or new product technology, the consumer needs to be able to install it again on their bicycle. **ROTOR** will only replace the defective part, no other part, and this warranty will be subject to all those limitations expressed in the warranty conditions individually and as a whole.

This commercial warranty against manufacturing or material defects will be application to the aforementioned products from December 1, 2020 onwards. In addition, this warranty will apply retroactively to those products that are within the legal warranty period (two years) from the entry into force of this document. **ROTOR** guarantees its products, exclusively for the original owner, from the date of their first acquisition (only for natural persons, excluding legal persons and entities without legal personality that are not beneficiaries of this COMMERCIAL WARRANTY) with the exception of:

- Batteries: 6 months.
- Accessories: shorts, jerseys, jackets, socks and other textile garments, will have a 2-year warranty.

The **Commercial Warranty** is expressly limited to the repair or replacement of the part with manufacturing or material defects. **ROTOR** reserves the right to modify the nomenclature, finish, color, paint, adhesives and / or lasing of the repaired or replacement part. Claims must be managed through a **ROTOR** brand distributor who will transfer these to **ROTOR**. Valid proof of purchase is required for this (this proof of purchase must be nominative and clearly identify the **ROTOR** product, with its serial number, if any), as well as the interested party to prove their identity.

The owner of the **ROTOR** product acknowledges that due to the improvements made in design and technology, the new product supplied within the commercial warranty period it may present compatibility problems with the original components. By way of example, not limiting, we indicate the following: spiders, chainrings, screws, batteries, as well as the costs derived from the disassembly of the parts and components of the original frame, for their subsequent assembly in the article supplied by **ROTOR** within the commercial warranty period.

**ROTOR** guarantees all its original parts and components for a period of two years from the date of their first purchase (except for any element subject to wear and tear due to ordinary use). Components from other manufacturers will be covered by the warranty of their original manufacturers - or, failing that - by their official distributors. The finish is guaranteed for two years from the date of purchase against manufacturing and material defects. The owner of our products is warned that humidity can cause corrosion and that continued exposure to ultraviolet rays from the sun deteriorates the finish of the product.

The **Commercial Warranty** does not cover deterioration due to wear or tear from ordinary use, improper assembly or maintenance tasks, bearings, installation of parts, damage to the strain gages of the power meters due to manipulation or friction by other components of the bicycle (cables, covers, etc.) accessories or components not originally designed or compatible with the product purchased from **ROTOR**, damage caused by accidents, misuse or negligence, as well as modification; this warranty does not represent full risk insurance on the product.

**ROTOR** reserves the right to totally or partially modify this **Commercial Warranty**, including, modifying or eliminating clauses, without implying retroactive effect to the previous commercial guarantees granted, all without assuming any responsibility for such modifications. This **Commercial Warranty** does not affect the legal rights of consumers and users due to the lack of conformity of the products with the contract, being these independent and compatible with the commercial guarantee.

For products purchased prior to the 2020/2021 range, please contact us directly for warranty coverage.

## ROTOR loyalty program

For components that are in accidents or other un-warrantable situations, we have the **ROTOR** loyalty program, offering a significant discount toward replacement of the component with damage and not covered by warranty. To process this loyalty program, contact your official **ROTOR** dealer.

### Loyalty program discounts

| <b>Power meters</b>       |      |
|---------------------------|------|
| Less than 2 years         | 30%  |
| More than 3 years         | 25%  |
| <b>Rest of components</b> |      |
| Less than 2 years         | 30 % |
| From 2 years to 3 years   | 25 % |
| From 3 years to 5 years   | 20 % |

### Who can benefit from our loyalty program?

All original consumers who have purchased the product in our dealer network or on our website [www.rotor.com](http://www.rotor.com) and subsequent owners provided a valid purchase invoice is presented.



[www.rotorbike.com](http://www.rotorbike.com)



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