

**Qachia** acknowledges the importance of the privacy of its customers, and is committed to treat their data with confidentiality and only for internal use. Registration is optional, but necessary to obtain the relevant benefits. The data provided may be disclosed to the authorities in case of investigations on crimes or illicit trade practices.

### **QACHIA CYCLES LIMITED WARRANTY**

Qachia covers its frames, if purchased from authorized dealers, to be free from manufacturing or material defects for:

**2 years** warranty from the date of purchase. The warranty only applies to purchases made at our authorized dealers, including purchases made online. In case the reseller is not listed as an authorized dealer, please contact our customer support.

**1 year** warranty if you register a frame received as replacement.

If a frame is found by Qachia to be defective within the terms of this warranty, it will be repaired or replaced. If the original product is no longer available, it will be replaced with an equivalent product of similar value.

Parts made by other manufacturers will be covered by the warranties of the respective manufacturers, please address your claim to them.

The warranty does not cover:

- Products without the dated proof of purchase (Invoice/Receipt).
- Products not purchased through an authorized dealer.
- Normal wear and tear.
- Product's identification markings have been removed**, altered, effaced or made unreadable.
- Damage cause by abuse, misuse, accident, impacts, corrosion, aggressive cleaners, use with non compatible components, improper repairs and assembly, and more generally anything which is not a material or manufacturing defect.
- UV rays effects (colours fading).
- The effects of saline environment.
- Re-painted products (also partially).
- Products modified in any way.
- Cosmetic blemishes which were apparent or discoverable at the time of purchase of the product.
- Workmanship for replacement or changeover.

This warranty is valid only with the original owner and is not transferable.

### ***CLAIM PROCEDURE***

You need to return the product to the same authorized Qachia dealer you purchased to make a warranty claim. If the product was purchased in another country, you have to return it to the authorized dealer of that country. For the additional safety of better assembly and control, ensure about originality and also for the after-sales service, we recommend you to purchase from your local authorized Qachia dealer.

The product should be returned clean (please note, if returned dirty will be kept at your disposal for ten days and then destroyed) together with:

- Your name, address, phone numbers and e-mail (as provided when the bike was registered on website, if registered).
- An invoice or receipt for proof of date and place of retail purchase.
- A detailed description of the problem experienced (we suggest using some adhesive tape to help us identify the exact position of the problem).
- Photographic of the entire bike, and close-up photographic of the damaged portion.
- List of all the components used in conjunction with the claimed product.
- A specific request if you want that after the handling of the claim any sensitive personal data is not preserved for future reference.



- ❑ A declaration on how to treat the product if found not-warrantable; without a specific declaration the product will be kept at your disposal for 10 days and then destroyed.

### *CRASH REPLACEMENT PROGRAM*

If you buy a frame from an authorized Qachia dealer, and register the frame on the [www.qachia.com](http://www.qachia.com) website within 14 days from purchase, you are automatically enrolled in the "crash replacement" program (This warranty is valid only with the original owner and is not transferable).

This program offers you the possibility to buy, from the same dealer of the original purchase, a new frame at a discounted price (Up to 50% from its RRP), if the original frame is accidentally damaged beyond repair, during the warranty period.

The discount is offered in part by Qachia, in part by the dealer. The new frame can be equivalent or lower in value than the original frame.

### *CLAIM PROCEDURE*

You need to contact Qachia immediately, through the website or email, the accident to the frame (specifying serial number) and your desire to replace the damaged frame with a new one at a discounted price; then you will contact the original dealer to order the new frame, supplying:

- ❑ the original proof of purchase and the contact information as you left it in the website when registering the frame
- ❑ Photographic of the entire bike after the accident, and close-up photographic of the damaged portion.
- ❑ Copy of any accident report to the authorities.
- ❑ The damaged frame, which will become property of Qachia in exchange for granting the discount on the new frame.

### *RIGHT TO MODIFY*

Qachia reserves the right to cancel or modify this policy at any time without prior.

