

TREE BICYCLE CO. WARRANTY

We try our hardest to make the best products we can for you, so your bike works great, letting you just ride and have fun. We spend hundreds of hours to design, produce, and test each product, according to our top-notch standards. If you have a problem with any Tree product we will do our best to make it right.

All Tree products have a 3 part warranty:

- 1. A 60 day warranty to be free from material & manufacturing defects. We feel this gives you a fair amount of time to notice any defects and notify us of any issues.**
- 2. Each hard-good has its own warranty period for cracks, bends, and breaks.**

Over the years, we have noticed a lot of companies saying they offer a lifetime warranty, which is like saying a 80 year warranty, but when it comes down to it, they can't follow through with their promise. We feel that offering a lifetime warranty is unrealistic. We've made our warranty for a given amount of time, because we would rather say it like it is and give you a warranty you can count on.

We stand behind our warranty as detailed below:

- Frame: 3 years
- Handlebars: 3 years
- Stems: 4 years
- Headset caps: 4 years-
Covers bolt breaking but not stripped hex key hole or threads
- Seat: 3 months-
Covers breaks in the plastic frame only
- Pegs: 2 years-
Does not include grind through, which is normal wear
- Hubs: 4 years-
Covers axle, driver, steel bolts
Hub shell is covered 2 years, as long as hub guards were properly used to protect the flanges
*Warranty is void if grinding without hub guards.
- Sprockets: 10 years-
Covers spline interface & bolt drive location on related sprockets. Additionally, we offer *Cost Replacement* on bends, cracks, or breaks

3. Post-Warranty Replacement:

If you damage a Tree product while in use past the above warranty period, you can purchase a replacement or an upgrade at a discounted *Post-Warranty Replacement* cost.

Warranty Guidelines:

- 1) This 3 part warranty is for the original purchaser and owner of the Tree product only. This why we need the receipt of purchase.
- 2) Normal wear, bearings, stripped threads, neglect, improper use, abuse, or improper assembly is not covered.
- 3) Cost of shipping the product back to Tree and any labor charges incurred are not covered.
- 4) Please contact Tree with any problems you are having with our product, even if you do not think it is covered under this warranty policy. We want to know so we can continue to improve our products. We will always do our best to take care of any issue you are having.
- 5) Tree reserves the right to refuse replacement, to exchange a damaged product with an alternate model that is believed to be a more suitable replacement, or offer replacement at a reduced cost for products believed to be damaged outside the realm of the normal riding conditions.

For all warranty issues, please contact Tree at: warranty@treebicycleco.com