



## WARRANTY CLAIM FORM

We are committed to developing the highest quality products in the industry and welcome consumer feedback that can assist us in achieving this goal. Given our dedication to craftsmanship, we warrant our bicycles to their original owner with proof of purchase (from an authorized dealer) against defects in fabrication and materials:

- **Bicycle frame** – *for the lifetime of the original owner*: If your GURU frame should ever fail due to defects in manufacturing or materials, we will repair it free of charge or replace it (at our discretion).
- **All original GURU parts (e.g. freeflo™ seatpost)** – *for 1 year*.
- **Paint & graphics (including against potential corrosion)** – *for 1 year*.
- **Rigid Fork** – All forks are covered by the warranty of the original fork manufacturer.
- **All Shimano, Campagnolo, SRAM** or other component parts are covered by the warranty of the original manufacturer.

Normal wear and tear, damage caused by improper assembly, improper maintenance or installation of parts or accessories not originally intended for use, (or incompatible) with the frame is not covered by this warranty. GURU does not warrant against failure or damage due to accident, misuse, abuse or neglect. Costs incurred as a result of loss of use, as well as labour charges for part replacement or changeovers are also not covered. Any modification to the frame, fork or components voids this warranty in its entirety.

**All claims under this warranty must be made through an authorized GURU dealer and must include printed or digital photographs (jpeg or tif format) illustrating the problem along with this required claim information.**

GURU – WARRANTY CLAIM FORM			
<input type="text"/>		<input type="text"/>	
CUSTOMER'S NAME		RETAILER'S ADDRESS:	
<input type="text"/>		<input type="text"/>	<input type="text"/>
ADDRESS		CITY/TOWN	STATE/PROVINCE ZIP/POSTAL CODE
<input type="text"/>	<input type="text"/>	<div></div>	
CUSTOMER'S TELEPHONE #	CUSTOMER'S EMAIL		
<input type="text"/>	<input type="text"/>		
RIDER'S HEIGHT	RIDER'S WEIGHT		
<input type="text"/>	<input type="text"/>		
<input type="text"/>	<input type="text"/>	<input type="text"/>	
CITY/TOWN	STATE/PROVINCE	ZIP/POSTAL CODE	
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> custom-built <input type="checkbox"/> floor model	
BIKE MODEL	PAINT COLOUR(S)		
<input type="text"/>	<input type="text"/>		
DATE PURCHASED	SERIAL NUMBER (look for six digit code on a white tag located under the bottom bracket)		
<input type="text"/>	<input type="text"/>		
PURCHASED AT (Name of Retailer)			
<input type="text"/>			
ESTIMATED MILEAGE WHEN PROBLEM OCCURRED			

**NATURE OF PROBLEM** (please describe as accurately as possible given the space provided)

**TYPE OF TERRAIN WHERE YOUR BICYCLE WAS TYPICALLY USED** (check off all applicable answers):

<input type="checkbox"/> flat road	<input type="checkbox"/> in proximity to sea water
<input type="checkbox"/> hilly terrain	<input type="checkbox"/> urban setting
<input type="checkbox"/> gravel roads	<input type="text"/>
<input type="checkbox"/> trainer (indoors)	other