

VELOCI, VLCmade, ROLLCii COMPONENTS WARRANTY

Limited Warranty

All of VELOCI, VLCmade, ROLLCii components, accessories and apparel have a useful product life cycle. The length of which depends on the construction and materials of the product, maintenance and care the product receives, and the type of use the product is subjected to. VELOCI CYCLE warranties the repair or replacement of original VELOCI, VLCmade, ROLLCii products due to defects in material and/or workmanship according to the following conditions:

Duration of warranty:

VELOCI frame set: frame: 3 years, fork: 2 years

VELOCI carbon fork: 2 years

VLCmade handle bar, stem, seatpost: 3 years

ROLLCii wheels, hubs, rims & chainwheel: 3 years

This warranty doesn't cover the following:

- Normal wear and tear
- Improper assembling
- Inappropriate follow-up maintenance
- Installation of components, parts or accessories not originally intended for or compatible with VELOCI, VLCmade, ROLLCii products
- Products that have been modified, neglected, used in competition or for commercial purposes, misused or abused, involved in accidents or anything other than normal use
- Damage or failure caused by accident, misuse, abuse or neglect
- Labor charges for part replacement or changeover
- Damage or deterioration to the surface finish, aesthetics, or appearance of the product including but not limited to paint damage
- Damage to carbon fiber caused by any carbon assembly paste

Save your dated receipt for the proof of purchase.

This warranty applies only to products purchased through an authorized dealer or distributor and is not transferable. Claims must be sent through an authorized dealer/distributor. In no event shall VELOCI be liable for any loss, inconvenience or

damage, whether direct, incidental, consequential, or otherwise resulting from breach of any express or implied warranty or condition, of merchantability, fitness for a particular purpose, or otherwise with respect to our products except as set forth herein

Warranty Process

If you are facing a warrant case and not sure whether the issue is covered, please always first contact the shop you purchased our products. If the shop can't or doesn't know how to do, you can contact the distributor or get the shop to do so. If all of above doesn't work, welcome to contact us.

Providing more relevant information will help accelerate whole process. Please describe how the damage happened or when you started to notice the problem. Sending us meaningful and clear images of the problem will be also helpful. Thanks for understanding.

Contact Us

Questions, comments and build images can be and should be directed to:

VELOCI CYCLE

Rm.13, 11F., Sec.1, Zhongxiao W.Rd., Zhongzheng Dist.

Taipei City 10041, Taiwan (R.O.C.)

Phone: +886-2-23146545

Web: www.velocicycle.com

E-mail: info@velocicycle.com