

# Warranty

## rights & remedies

We want to give owners confidence in the quality of our products. They are fully warranted against defects in materials & workmanship for one year from the date of purchase.

## What is the warranty?

If we determine that the product has a manufacturing fault we will repair it free of charge. If not practical to repair it we will, at our discretion, replace the faulty part in question\*.

## What if it's outside the warranty terms?

If the product fails due to wear & tear, accident, neglect or negligence, or if it is outside the 1 year warranty period, we will happily repair it for a reasonable charge.

## Who do I contact?

If your product is less than a year old and subject to a warranty claim please file one through the support section of the phil&teds website:

[www.philandteds.com/support](http://www.philandteds.com/support). If you are unsure if the product is subject to a warranty claim, or it is outside the one year warranty period, or

you simply wish to purchase a replacement part please consult either the parts section of the phil&teds online shop or our web support ([www.philandteds.com/support](http://www.philandteds.com/support)) from where you can access a local customer care team. You will need to provide proof of purchase. They will inform you of the next step.

## Who is covered?

The original purchaser buying product from an authorized dealer. Proof of purchase is required.

## What is covered?

Workmanship or materials that are deemed faulty by phil&teds, providing the product has at all times been used in normal conditions, used in accordance with the instructions & been properly maintained.

## What is not covered?

Second hand product; modified product; poorly maintained product; normal wear, fading & fabric cuts; improper use or care: (by way of example) abnormal use; not following instructions; excessive load; transport damage i.e. airline or freight damage.

**Customer costs within warranty.**

The customer is responsible for any inwards freight charge to return product to a phil&teds representative for warranty & or service.

**Customer costs outside of warranty.**

Where proof of purchase is not provided or product is outside of the one year warranty period, phil&teds reserves the right to charge a service fee and/or charge for parts replaced/repared. A return freight charge may apply.

**Exclusions**

Any consequential loss or damage to any person or property directly or indirectly as a result of using product.

WORLDWIDE COVERAGE: If you file a warranty claim outside of the country of purchase we reserve the right to charge freight and/or service fees.

\* Consumers may have extra rights in some countries or states.

Please note that tyres, inner tubes and foam hand grips are not covered by warranty, except for out of box instances of failure.