



Devinci Warranty Policy:

Note: This warranty policy is applicable for purchases from 1st August 2025 onwards. Please refer to our warranty webpage for access to policies for additional coverage periods.

All Devinci frames are covered by a manufacturer's warranty against defects in materials and workmanship for a specified period, as detailed below, starting from the date of purchase. Any parts replaced or repaired under this warranty are covered for the remaining duration of the original warranty period.

The bicycle owner must provide proof of purchase to make a warranty claim.

Replacement parts are subject to availability within Devinci's inventory at the time of the claim. In some cases, the color, features, and/or model may differ from the original part.

At Devinci's discretion, certain costs may apply when processing a warranty replacement or repair, including:

- Shipping fees
- Additional labor costs associated with the installation or repair of a part
- Costs of replacing parts that are worn out or obsolete at the time of the claim

Warranty Duration

- **For the original purchaser:**
 - Aluminum frames are covered for the lifetime of the bicycle's useful life.
 - Carbon fiber frames are covered for the lifetime of the bicycle's useful life.
- Paint and decals are covered for one (1) year from the original date of purchase.
- Suspension frame pivots (including bearings, bolts, and axles) are covered for one (1) year from the original date of purchase.
- The components assembled on Devinci bicycles are exclusively covered by the warranties provided by their respective manufacturers, with Devinci assuming no responsibility. Please contact your authorized Devinci dealer for more details on applicable warranties.

Customer Assistance Program

For those unexpected moments when your situation is not covered under our warranty policy, Devinci's Customer Assistance Program is here to help. Whether it's a crash, accidental damage, or simple bad luck, this program is designed to get you back on the road or trails as quickly as possible by offering a discount on replacement parts based on their original retail price.

This program is separate from Devinci's manufacturer warranty and is managed at Devinci's sole discretion. It is accessible through our customer service department or any authorized Devinci retailer.

Warranty Exclusions

At Devinci's discretion, the warranty may be void under the following circumstances:

- The bicycle was not purchased from an authorized Devinci retailer.
- The bicycle was not fully assembled by an authorized Devinci retailer.
- Repairs were not performed by an authorized Devinci retailer.
- The instructions in the user manual and/or technical manual were not followed.
- Recommended periodic inspections and maintenance outlined in the user manual and/or technical manual were not performed.
- Non-compatible parts were installed. Compatible parts include original components or those specified as compatible in the user manual and/or technical manual.
- Paint damage caused by the application or removal of an adhesive frame protector.
- Damage resulted from accidental or unforeseen events, such as:
 - Accidents, impacts, or falls
 - Misuse, abnormal or excessive use, or negligence
 - Intensive use beyond the scope of normal recreational cycling
 - Improper or repeated use of ski lifts, vehicle racks, or other transportation methods
 - Use in competition or in environments/activities beyond the intended design of the bicycle
- Additional damage caused by continued use of the bicycle after an initial defect, if a warranty claim was not filed or was denied.
- The frame and/or components were altered (e.g., polishing, structural or mechanical modifications, stripping, sanding, shot peening, etc.).
- The frame size or model is inappropriate for the rider.
- Damage caused by normal wear and tear, including material fatigue over time.

Limitation of Liability

This warranty represents the complete and final warranty coverage for Devinci frames. Devinci does not authorize any individual, including authorized dealers, to offer any additional warranty beyond what is explicitly stated herein. Any other obligations, representations, or illustrations made by any party are not binding on Devinci and are excluded from this warranty.

Subject to applicable laws in Quebec and Canada, Devinci assumes no liability for material, bodily, or moral damages suffered by the user, purchaser, or any other party due to the use of a Devinci frame or component, except in cases of negligence or intentional misconduct by Devinci, as determined by a competent court.

Unless otherwise prohibited by applicable law, Devinci disclaims all other warranties, express or implied, including but not limited to implied warranties of merchantability or fitness for a

particular purpose. Devinci's liability will not exceed the actual purchase price of the bicycle, nor will it cover any special, incidental, or consequential damages related to the bicycle.

By claiming warranty rights, the purchaser agrees that any legal proceedings shall be conducted in the judicial district of Chicoutimi, Province of Quebec, Canada.