



# 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 frames 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).
- **Paint, graphics and fork** – for 1 year.

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** warranty against failure or damage due to accident, misuse, abuse or neglect. Costs incurred as a result of loss of use, as well as labor charges for part replacement or changeovers are also not covered. All labor charges for warranty service are the responsibility of the bicycle's owner. Shipment or transportation from an authorized Guru dealer is excluded and not covered by this Warranty, but Guru will cover freight costs back to the customer once the frame is repaired. 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 PDF format) illustrating the problem along with the required claim information.**

## GURU – WARRANTY CLAIM FORM

<input type="text"/>		<input type="text"/>	
<b>CUSTOMER'S NAME</b>		<b>RETAILER'S ADDRESS:</b>	
<input type="text"/>		<input type="text"/>	<input type="text"/>
<b>ADDRESS</b>		<b>CITY/TOWN</b>	<b>STATE/PROVINCE ZIP/POSTAL CODE</b>
<input type="text"/>	<input type="text"/>	<div style="border: 1px solid black; height: 150px; width: 100%;"></div>	
<b>CUSTOMER'S TELEPHONE #</b>	<b>CUSTOMER'S EMAIL</b>		
<input type="text"/>	<input type="text"/>		
<b>RIDER'S HEIGHT</b>	<b>RIDER'S WEIGHT</b>		
<input type="text"/>	<input type="text"/>		
<b>CITY/TOWN</b>	<b>STATE/PROVINCE</b>	<b>ZIP/POSTAL CODE</b>	
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> custom-built	
<b>BIKE MODEL</b>	<b>PAINT COLOUR(S)</b>	<input type="checkbox"/> floor model	
<input type="text"/>	<input type="text"/>	<b>NATURE OF PROBLEM</b> (please describe as accurately as possible given the space provided)	
<b>DATE PURCHASED</b>	<b>SERIAL NUMBER</b> (look for six digit code on a white tag located under the bottom bracket)	<b>TYPE OF TERRAIN WHERE YOUR BICYCLE WAS TYPICALLY USED</b> (check off all applicable answers):	
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> flat road	<input type="checkbox"/> in proximity to sea water
<b>PURCHASED AT</b> (Name of Retailer)		<input type="checkbox"/> hilly terrain	<input type="checkbox"/> urban setting
		<input type="checkbox"/> gravel roads	<input type="text"/>
<input type="text"/>		<input type="checkbox"/> trainer (indoors)	other
		<b>ESTIMATED MILEAGE WHEN PROBLEM OCCURRED</b>	