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## Kink Bike Co. Warranty Policies and Procedures

### Warranty Guidelines:

- 1) All Kink products are warranted by Kink to be free from any defects in workmanship and materials.
- 2) This warranty is for the original purchaser and owner of the Kink product only.
- 3) If the Kink product includes a warranty card, it must be filled out and returned within 14 days of purchase.
- 4) Normal wear, neglect, improper use, improper assembly or general product abuse is not covered.
- 5) Cost of shipping the product back to Kink and any labor charges incurred are not covered.
- 6) Please contact Kink with any problems you are having with our product, even if you do not think it is covered under this warranty policy. We will do our best to take care of any issue you are having with our products.

### Warranty Process:

- 1) If you live outside of the United States; please contact the Kink distributor in the country you purchased your Kink product from.
- 2) If you live in the United States, contact Kink by phone or email about your warranty issue before sending it back for exchange. You must receive a RA# before returning the product.
- 3) Once the warranty return has been confirmed with someone at Kink, you must send the defective product back to Kink and include the receipt or other proof of original ownership. You must also fill out and send in a copy of the Kink Return Authorization Form.
- 4) After Kink examines the part and determines a product is defective or faulty, your product will be replaced free of charge.

### Aftermarket Frames, Forks and Bars:

Lifetime warranty against material defects, workmanship defects, breaks and cracks.

### Aftermarket Parts and Accessories:

Lifetime warranty against material defects and workmanship defects, 1 year against breaks and cracks.

### Complete Bikes:

Lifetime warranty against material and workmanship defects and 1 year warranty against breaks, cracks and defective or malfunctioning parts. Complete bikes are priced and designed for different level riders, therefore technology and components used may vary. We offer this warranty to assure you we stand behind all of our products and that they are built with the best materials and workmanship possible. **Rider is also responsible for purchasing a bike appropriate to their riding level.**

### Warning:

Use Kink products at your own risk. These products have been engineered and manufactured using the best materials and workmanship available and are intended to be used by an experienced bicycle rider. These products are to be installed or assembled by an experienced bicycle mechanic and used only in the manner intended by the bicycle manufacturer. Be sure to follow any enclosed instructions when installing Kink products. Do not use this product if defective or damaged. The purchaser or user assumes all risks associated with the use of this product.

## Kink Bike Co. Return Authorization Form

Please read the Kink Warranty Policy before filling out this form and returning your Kink product. All information on this form must be completed accurately and you must have received a RA# or the warranty may not be processed. Please contact Kink Bike Co. for a Return Authorization Number (RA#) before sending your item back for warranty evaluation. You may do this by calling our office during normal business hours of 9:00am - 6:00pm eastern time, Monday through Friday. You can also contact us via email at [warranty@kinkbmx.com](mailto:warranty@kinkbmx.com). You must also include a copy of the original sales receipt or invoice for your Kink product. This form may also be submitted by email or fax if the RA# is included with the returned item.

Name: \_\_\_\_\_ RA#: \_\_\_\_\_

Return Shipping Address: \_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Item: \_\_\_\_\_

Purchase Date: \_\_\_\_\_ Purchase Location: \_\_\_\_\_

Serial Number (Complete Bikes and Frames only) \_\_\_\_\_

Reason For Return: \_\_\_\_\_  
\_\_\_\_\_