

Lifetime Warranty Policy

All of Deviate Cycles frames come with a lifetime warranty. This warranty comes with some important conditions.

We want you to have peace of mind when purchasing a Deviate. We produce high end carbon frames and stand behind our product 100% with a lifetime warranty. Saying that, in return we expect you to maintain your frame and not use it beyond it's intended limits.

If our analysis (or your honesty) suggests abnormal loading, for example due to casing downhill style jumps on a trail bike - then our crash damage replacement policy will apply. Our engineering team have extensive experience with carbon fibre failure analysis so their decision is final.

The following conditions apply to the lifetime warranty:

Lifetime Warranty is only valid for manufacturing defects.

- Applies to frame-set and machined parts.
- Valid for intended and appropriate use only.
- Warranty only applies to the original owner with proof of purchase.
- Does not include any work associated with warranty process (i.e. stripping down or re-building a replaced frame).
- Does not include import tax or duty when shipping outside the UK.
- If a replacement is required we will endeavour to replace like for like - but if this is not possible we may offer an alternative.
- Subject to the below exclusions.

Exclusions:

- Wear and tear.
- Paintwork. 2 year warranty applies to paintwork manufacturing defects.
- Custom painting voids the frame warranty except where carried out by an authorised paint-shop or where written authorisation is obtained from us.
- Where an authorised paint-shop is used, we take no liability for this work and will be not liable for any costs incurred due to a separate warranty claim, for example where re-painting may be required due to a replacement part.
- Where clear protection is applied, this voids any warranty we supply on the paintwork including any damage to the existing paint occurring during removal or fitting.
- Cable rub and other friction damage.
- Bearings and other "wear parts" i.e. the idler wheel and seals.

- Damage occurring due to insufficient maintenance or poor treatment. Refer to the manual for maintenance instructions.
- The fitment of incompatible parts voids the warranty.
- For the avoidance of doubt, forks beyond the travel range quoted for a frame are deemed incompatible, as are wheel sized that are not quoted for the frame or 3rd party linkages.
- Damage occurring due to the seizing of bolts or components due to insufficient maintenance or over-tightening. To be clear if lack of maintenance causes the linkage or bearings to seize and this results in damage to the frame, this is not covered.
- Damage occurring as a result of over-torqueing, cross threading or other mis-fitting of components. Refer to manual for tightening torques.
- Damage occurring due to impact damage of any description.
- Damage occurring where another vehicle or bicycle is involved.
- Damage occurring due to extreme temperature exposure (cold night rides okay, liquid nitrogen not okay | hot deserts okay, blowtorch not okay).
- Any component not manufactured by Deviate Cycles (i.e. rear shock and other build parts). Refer to relevant manufacture for warranty details.
- Crash damage (see crash replacement policy) and other damage caused by the environment (i.e. rock strikes).
- Beyond intended/appropriate use. i.e. using a trail bike for downhill riding.
- Professional competitive use.
- Deliberate damage including attempted theft.
- Damage that occurs during transit (i.e. by an airline or in a vehicle).

Functioning of Warranty:

It is our decision if either the bike must be returned to us for inspection or photos must be provided. The frame must be stripped of all non warranty components and cleaned. You will be charged for the pick up service and if the warranty is confirmed the shipping cost will be refunded in full. If the warranty case is declined then you will be charged for return shipping, if required.

Our decision is final on warranty matters. Your statutory rights are not affected.

For questions or to claim on the warranty please email info@deviatecycles.com.

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