

WELCOME TO WILIER TRIESTINA

Thank you for choosing Wilier Triestina products. Now you will be able to experience the fruit of our labours. Since 1906, we have been creating products with high technological content and never miss an opportunity to create new experiences for people like you who love the excitement and sense of freedom that only a bicycle can give.



Below are the conditions guaranteeing Wilier Triestina products in accordance with the regulations in force. We work hard to create products that are safe and reliable, and that combine research and technological innovation, the history of Great Bike-Racing and future trends.

INDEX

EN

1. INTRODUCTION

2. TYPE OF WARRANTY

3. WARRANTY EXCLUSIONS

4. PROCEDURE FOR REQUESTING ASSISTANCE

5. CRASH REPLACEMENT PROGRAM

6. USER TIPS

7. RIGHT OF MODIFICATION



37



EN

The latest version of Wilier Triestina S.p.A.'s Official Terms and Conditions of Warranty is available in pdf format for downloading at:

<https://www.wilier.com/global/warranty-conditions>

March 2023, Rev. 06
Rossano Veneto (VI), Italy



38

1. INTRODUCTION

1.1 In accordance with Legislative Decree no. 206 of 06/09/2005 and Directive (EU) 2019/771 of the European Parliament and of the Council of 20 May 2019, all Wilier Triestina products are guaranteed for **two years (24 months)** from the date shown on the proof of purchase issued by the Wilier Triestina authorized dealer. The warranty period may be extended to **five years (60 months)** for some products. The conditions for obtaining a warranty extended from two to five years are listed in Chapter 2 (2.2 G5 Warranty).

1.2 The Italian version of the Wilier Triestina warranty conditions prevails over all other versions of the same document translated into other languages.

1.3 The Wilier Triestina warranty and the conditions of the crash replacement program (see chapter 5) apply only to the initial buyer, who is the sole holder of the warranty rights. The terms and conditions presented herein cannot be transferred to anyone purchasing used or second-hand Wilier Triestina products. The new owners of used products may benefit from this Wilier Triestina warranty provided the first purchaser is referred to, and under the terms of the warranty.

1.4 The Wilier Triestina warranty is valid only for Wilier Triestina products purchased from authorized physical





or on-line dealers or from the official online shop at www.wilier.com. The official list of authorized dealers is available in the Dealers Locator section at www.wilier.com

1.5 The Wilier Triestina warranty overrides any other legal rights the consumer may have in accordance with the national legislation of the country in which the product was purchased. Should any provision of this warranty be void according to those national laws, the remainder of the warranty shall remain valid.



1.6 Wilier Triestina S.p.A. cannot be held liable for any damage caused to any person due to incorrect or improper use of the product.

1.7 The Wilier Triestina warranty is the only warranty in force for Wilier Triestina branded products, specifically excluding any additional clause, extension or implied warranty.

1.8 When a product is repaired or replaced under warranty, the repaired or replaced product is covered by any residual time under the original warranty. Therefore, renewals, extensions or a new warranty start date are not provided for. This condition is also valid for cases in which the warranty is considered valid for defective products or crash replacement, with the subsequent purchase of a new product of equal or greater value to the original product.

1.9 Products under warranty recognized as defective by Wilier Triestina will be replaced with a similar product of equivalent value. In the event of product replacement after running change and/or improvements to construction standards made by Wilier Triestina, the warranty shall not cover any components necessary for the use of the product being replaced.

1.10 Products from other companies installed on Wilier Triestina products are covered by the warranties of their respective manufacturers which must be contacted by the consumer.

1.11 When a product is replaced under warranty, the returned product becomes the property of Wilier Triestina.

1.12 Any dispute regarding the warranty, purchase and use of Wilier Triestina products will be governed by Italian law. The court of Vicenza, Italy, shall have jurisdiction.

1.13 **Wilier Triestina carbon monocoque handlebars:** In the event of a fall, Wilier Triestina strongly recommends replacing the handlebar, failing which the G2 and G5 warranties shall be void and Wilier Triestina cannot be held liable for incidents or accidents suffered by the consumer.

1.14 **Shipping damage:** Wilier Triestina is liable for damage caused during shipping of the products delivered at its



expense to consumers, distributors and authorized dealers. The damaged product will be repaired or replaced at Wilier Triestina's discretion at no cost to the consumer, distributor or authorized dealer.

2. TYPE OF WARRANTY



G1

2.1 G1 WARRANTY

The Wilier Triestina G1 warranty covers all Wilier Triestina branded products belonging to the used bicycle category for a period of **one year (12 months)**. The G1 warranty takes effect on the date of delivery of the product to the Wilier Triestina authorized dealer.

42

G2

2.2 G2 WARRANTY

The G2 warranty is the basic **two-year (24-month)** warranty covering all Wilier Triestina brand products as required by Italian Legislative Decree 206 of 06/09/2005 in compliance with Directive 1999/44/EC. The warranty takes effect on the date indicated on the proof of purchase issued by the Wilier Triestina authorized dealer. For on-line purchases from www.wilier.com, the warranty takes effect on the date of delivery.

2.2.1 TEAMS, CYCLING CLUBS

Wilier Triestina applies only the two-year (24-month) G2 warranty on all bicycles and frames intended for professional/amateur cycling teams and clubs. Should the consumer purchase a bicycle or frame kit belonging to one of these two categories from an authorized dealer, the warranty takes effect on the date of delivery of the product to the Wilier Triestina authorized dealer.

2.3 G5 WARRANTY

65

The G2 warranty can be extended by a further **three years (36 months)** for a total of **five years (60 months)** under the G5 warranty program.

The G5 warranty is applicable only to Wilier Triestina brand bicycles, frames and monocoque handlebars.

The G5 warranty is permitted provided all of the following conditions have been met:

- 1) The Wilier Triestina bicycle, frame or monocoque handlebar was purchased from an authorized Wilier Triestina dealer.
- 2) The serial number of the frame or monocoque handlebar has been registered on the form available at <https://www.wilier.com/en/warranty>
- 3) The user registering the product must be the first owner of the frame or monocoque handlebar.





4) The serial number of the frame or monocoque handlebar must be registered within ten days from the date indicated on the proof of purchase issued by the authorized Wilier Triestina dealer. Products purchased online from www.wilier.com must be registered within ten days from the date of receipt of the goods at the shipping address indicated during the order phase.

5) The registered frame or monocoque handlebar must be **made of carbon**.



2.3.1 Any paint defects on the frame and/or fork are guaranteed for **two years (24 months)** from the warranty start date and will not be covered beyond this period.

2.3.2 As indicated in point 2.2.1, Wilier Triestina applies only the G2 warranty, with no possibility of extension to any other form of warranty, to bicycles and frames intended for professional/amateur teams, cycling clubs and demonstration events.

3. WARRANTY EXCLUSIONS

Wilier Triestina G1,G2 and G5 warranties do not apply to:

1. Products with no valid sales receipt or invoice
2. Products not purchased from an authorized Wilier Triestina dealer
3. Products with altered, removed, erased or illegible serial numbers
4. Normal wear, including fatigue (see Chap. 6 Wilier Triestina Warranty conditions)
5. Damage caused by incorrect or improper use, improper assembly (e.g. incorrect tightening torque), improper or insufficient maintenance, accidents, impacts, corrosion, the use of harsh cleaners, use with incompatible products, incorrectly performed repairs, and more generally, anything not constituting a material or manufacturing defect
6. Products having reached the natural end of their service life
7. Effects of UV exposure (fading, yellowing)
8. Fluorescent paint
9. Effects of a saline environment
10. Products repainted and/or repaired at centres not authorized by Wilier Triestina
11. Labour for replacement or technical assistance
12. Paint problems more than two years after purchase
13. Damage caused by loads or pressure on the top tube on carbon frames, including damage caused by bicycle racks or maintenance shop stands



14. Damage caused by external factors such as debris, pebbles and stones, soil deposits, sheath abrasion and corrosion due to acidic sweat.

4. PROCEDURES FOR REQUESTING ASSISTANCE

4.1 The consumer must always contact their authorized Wilier Triestina dealer at which the product was purchased to request assistance under warranty.

The authorized dealer must be informed as soon as possible from the moment the issue with the product is detected.

Upon receiving the request, the Wilier Triestina Service Centre will perform any necessary assessments and decide whether there are grounds for repair/replacement under warranty.

4.2 For purchases made on line from www.wilier.com, the consumer must submit a service request using the form available on the Terms and Conditions of Purchase page:

<https://www.wilier.com/en/rma-request>



IMPORTANT Replacement may take up to 90 days from the time at which Wilier Triestina informs the authorized dealer or consumer that the product will be replaced under warranty.

EN

5. CRASH REPLACEMENT PROGRAM

Under the Crash Replacement program, a new frame/ fork or monocoque handlebar may be purchased from an authorized Wilier Triestina dealer under special, particularly advantageous conditions.



47

5.1 This program may be used only once during the first 24 months from the date of purchase, provided the product has been damaged for one of the reasons mentioned in in Chapter 3 paragraph 5 (Warranty Exclusions).

5.2 Wilier Triestina S.p.A. alone is authorized to decide whether the conditions are met to offer consumers the possibility to apply to the Crash Replacement program.

5.3 Only Wilier Triestina carbon bicycles, frames and monocoque handlebars are covered by the Crash Replacement programme.

6. USER TIPS

EN

Every part of a bicycle (frame, wheels, cranks, handlebar, gears, tires, etc.) has a service life cycle that depends on many factors such as: the technology and materials used; the cyclist's weight and power; care and maintenance; how often, how and where the bicycle is used, the use of harsh cleaners, and external factors like impacts, crushing or falls.



48

Components are subject to normal wear, to surface wear, and to a form of wear called "fatigue" that consists in progressive deterioration of the structure's mechanical properties due, initially, to the presence of an almost invisible micro-fracture that grows overtime, to the point of weakening the component and causing it to give way suddenly when the crack becomes sufficiently large.

CONDIZIONI DI GARANZIA

Initially, fatigue is difficult to see, which makes it insidious. To reduce the risk of an accident, it is important to monitor wear and spot early signs of fatigue before they can cause a sudden failure. To improve safety, have all components frequently inspected at an authorized Wilier Triestina assistance centre to identify wear, cracks, micro fractures, corrosion, deformation, dents, paint damage and any other indication of a problem before they can cause product failure.

Should the product become damaged due to a fall or in the presence of obvious damage due to other causes:

- Immediately stop using the bicycle
- Contact the authorized dealer where the product was purchased for necessary safety checks. For products purchased on line from www.wilier.com, contact Wilier Triestina S.p.A. immediately using the contact forms on the website

In the event of accidents or impacts involving the frame or a component, forces applied to the component could irreparably damage the structure and cause breakage during subsequent use.

Any product that is worn, has lost its structural integrity or shows any sign of fatigue or damage must be replaced immediately to prevent accidents and serious injury to the consumer. The following parts are subject to normal wear from use: bearings (bottom bracket, headset, hubs), sheaths, cables, tires, tubulars, inner tubes, rims, brake pads/shoes, chains, chainrings, cassettes and saddles.

Improper use of the bicycle is risky, and factors such as poor maintenance, lack of frequent inspections, poor visibility, darkness or rain can greatly increase these risks. Proper maintenance, frequent inspections, wearing a helmet and high visibility clothing, lights, rear view mirrors, horns and careful riding help to reduce risks, though they cannot eliminate them altogether.





EN

7. RIGHT OF MODIFICATION

Wilier Triestina S.p.A. reserves the right to modify or cancel these warranty conditions at any time without notice to end consumers.



50

CONDIZIONI DI GARANZIA