

We warranty everything we make and know it's only worth making if it lasts long enough to pass on to the next generation

That means building the highest quality bikes that can be easily maintained and repaired, year after year

It also means standing strongly by our riders if something goes wrong with our bike or components

OUR WARRANTY

Sartée Bikes Inc. warrants that this product, at the time of original equipment purchase, has no defects in workmanship and material. During production various quality checks have been performed. Should it happen that, despite our best efforts, during the Warranty Periods outlined below, your bike shows a material and/or manufacturing fault (with normal use as described in the manual), then Sartée Bikes Inc. will fulfill the remedies outlined in this warranty agreement.

This warranty only extends to the original equipment owner and proof of purchase must be provided for a valid claim.

WARRANTY PERIODS

Your bike and its components are covered for the following warranty periods, applicable starting from the date of purchase. We offer a lifetime warranty for all original owners that register their purchase within 30 days of purchase. You can register your bike by scanning the hangtag QR code on your handlebars or visiting sarteebikes.com/register.

LIFETIME

- Frame and kickstand (with valid [registration](#) within 30 days of purchase by original owner)
- Steering hardware from point of stem interface to fork steerer interface (with valid [registration](#))

2 YEARS

- Frame and kickstand (without [registration](#))
- Steering hardware from point of stem interface to fork steerer interface (without [registration](#))
- Parts and accessories sold or sourced from Original Equipment Manufacturers by Sartée Bikes Inc.
- Battery defects. The capacity of the battery will decrease with regular use and charging. This decrease in capacity is not covered by the warranty.

THIS WARRANTY DOES NOT COVER

- Normal wear and tear, including but not limited to dents, scratches, soft material abrasion/compression, etc.
- Wear parts including but not limited to tires, brake pads, brake rotors, chain, grips, pedals, saddle, bearings, kickstand spring and kickstand wear surfaces
- Improper assembly or maintenance
- Corrosion or damage due to road salts, water, oils, cleaning agents or other chemical reactions
- Installation of components, parts, or accessories not originally intended for or compatible with the bicycle as sold
- Damage or failure due to accident, misuse, abuse, or neglect
- Paint, anodized finish or decals on bike, components or accessories
- Labor charges for part replacement or changeover
- Shipping charges outside of the US and Canada for replacement parts

HOW IT WORKS

Contact an authorized Sartée Bikes Dealer or submit a [Warranty Claim Form](#) directly to initiate a warranty claim. Proof of purchase is required in order to be fully covered under this warranty agreement. Sartée Bikes will determine at its sole discretion whether the Warranty Policy applies and provide further instructions for repair or replacement, or at the sole discretion of Sartée Bikes, organize a return and/or refund.

WARRANTY TERMS AND CONDITIONS

The sole remedy available under the foregoing express warranty and all implied warranties is the repair or replacement of defective parts with those of equal or greater value, as determined by Sartée Bikes in its sole discretion. The warranty does not cover labor costs, custom finishes, normal wear, and tear, or damage from commercial use. The warranty is void if the frame, any part, component or accessory is modified from its original condition in any manner or used outside normal intended use, as determined by Sartée Bikes in its sole discretion. The warranty for damage arising from accidents, crashes, and other impacts are limited to offered replacement at a reduced charge as set forth above. Any implied warranties (including without limitation the warranties of merchantability and fitness for a particular purpose) which may not be disclaimed under applicable law are limited in duration to the period set forth above or the applicable statute of limitations, whichever is shorter.

The foregoing warranty is the sole and exclusive warranty offered by Sartée Bikes. To the maximum extent permitted by applicable law, all other express and implied warranties (including without limitation the warranties of merchantability and fitness for a particular purpose) are hereby disclaimed. To the maximum extent permitted by applicable law, in no event shall Sartée Bikes or any of its owners, officers, employees, representatives, agents, or affiliates (or any of their respective successors or assigns) be responsible or otherwise liable for any direct, incidental or consequential damages arising from the purchase, use, or ownership of its products, including without limitation damages for personal injury, property damage, or economic losses, whether based on contract, warranty, negligence, product liability, or any other theory.

A claim honored by Sartée Bikes under these warranty terms and conditions does not constitute any admission of liability on the part of Sartée Bikes for any loss or damage suffered by the owner or third parties. Any liability on the part of Sartée Bikes for consequential damage is hereby excluded. The liability of Sartée Bikes is limited to whatever is set out in the warranty terms and conditions, unless otherwise arising from a mandatory legal provision. Sartée Bikes has taken great care in compiling these warranty terms. But liability as a consequence of printing or typographical errors is excluded.

Some states and countries do not allow some or all of the foregoing exclusions or limitations, so they may not apply to you. If any portion of the foregoing warranty (or the exclusions or limitations thereto) is deemed invalid or unenforceable pursuant to applicable law, it shall be deemed modified so as to be valid and enforceable to the maximum extent consistent with such law. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and country to country.

CONTACT

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For information, technical guides and news please check our website, www.sarteebikes.com