

Warranty Policy



ARGON 18



Warranty Policy

Argon 18 warrants—under the terms and conditions outlined below—the exclusive product to which this warranty applies, to be exempt from material or manufacturing defects. The Argon 18 warranty is the purchaser’s protection against manufacturing defects, and it replaces all previous warranties, declarations or promises made in writing or verbally.

Every Argon 18 product has a useful life cycle. This useful life cycle is not the same as the Warranty period. This Warranty is not meant to suggest or imply that the frame cannot be broken or will last forever. Bicycles and/or frames will not last forever. The length of the useful life cycle will vary depending on the type of frame, riding conditions and care the bicycle receives.

Competition, trail riding, riding in severe conditions or climates, riding with heavy loads or any other non-standard use can substantially shorten the useful product life cycle of an Argon 18 product. Any one or a combination of these conditions may result in an unpredictable failure of an Argon 18 frameset that would not qualify as a material or manufacturing defect.

It is the responsibility of each end-user to periodically have their bike reviewed by an authorized Argon18 dealer to identify potential failures and wear & tear indicators, for example, cracks, corrosion, dents, deformation, or paint peeling. These are important safety checks and are imperative to help prevent accidents, bodily injury to the rider and to avoid shortening the useful life cycle of an Argon 18 product. A user should not ride his/her bike if it has a structural default. ARGON 18 SHALL NOT BE RESPONSIBLE IF A USER DECIDES TO RIDE THEIR BIKE EVEN IF IT HAS A STRUCTURAL DEFAULT.

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1. CONDITIONS OF THE WARRANTY

This warranty only covers Argon 18 exclusive products and products manufactured by Argon 18.

- 1.1. The warranty only applies to the first buyer and is not transferable. Dated proof of purchase is necessary to benefit from the warranty.
- 1.2. The products must have been purchased from an authorized Argon 18 retailer or distributor.
- 1.3. No dealer, agent, distributor, or Argon 18 employee is authorized to modify, extend, or broaden the scope of the warranty.
- 1.4. Other parts and components that are not manufactured by Argon 18 are covered by their respective manufacturer's warranty.



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2. DURATION OF THE WARRANTY

2.1. RETAIL PURCHASE

2.1.1. The following Argon 18 exclusive components are guaranteed against material and manufacturing defects for a period of three (3) years from the date of the retail purchase when bought as part of a frameset or complete bike:

- Argon 18 Frameset
- Argon 18 Fork
- Argon 18 Seatpost
- Argon 18 Handlebars (for specific models)

2.1.2. This warranty period can be extended to five (5) years if the online warranty form and survey are completed within thirty (30) days from date of purchase, on our website at www.argon18.com.

2.1.3. The following Argon 18 components are guaranteed for one (1) year from the date of retail purchase:

- Argon 18 Seatpost collar
- Argon 18 Headset
- Argon 18 Brakes
- Paint and finish
- Cables

The online registration of the bike or frameset does not offer extended warranty on these items.

2.1.4. There is no extension of warranty on repaired products.

2.1.5. Argon 18 parts sold separately as spares are guaranteed for one (1) year from date of purchase.

2.2. DISTRIBUTORS AND RETAILERS

In the case of retailers and distributors, the warranty period described in the previous paragraph is calculated from the date of delivery.



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3. WARRANTY EXCLUSIONS

This warranty only covers original defects in material or manufacturing that occur under normal conditions of use and maintenance.

The following are specifically excluded from the Warranty:

- Products bought at a retailer other than an authorized Argon 18 retailer
- Products not entirely or properly assembled by an authorized Argon 18 retailer
- Products sold as “sponsorship”; these are covered by individual and specific warranties
- Products modified without Argon 18’s written approval
- Defects caused by negligence, abuse or improper use, lack of appropriate or reasonable maintenance, improper assembly (inappropriate torques)
- Damage caused by corrosion, including saline environment, cleaning products or solvents
- Consequences of an accident, impact or crash
- Damages to paint or clear coat caused by the use of any third party products, including the use of decals and protective tapes
- Discolored paint caused by the effects of ultraviolet light or outdoor exposure
- Repainted products (entirely or partially)



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4. SCOPE OF THE WARRANTY

4.1. Repair, replacement or credit

- 4.1.1. If the warranty applies, Argon 18 will credit, replace or repair at its discretion any defective product free of charge.
- 4.1.2. Argon 18 will replace the defective part with one of the same model year, or if not, it will be replaced with an equivalent product of similar or greater value.
- 4.1.3. For warranty claims in the North American territory only, Argon 18 will cover transportation costs related to approved cases requiring repair or replacement.

4.2. Cost not covered by Argon

- 4.2.1. Costs of assembly/disassembly are not covered by Argon 18.
- 4.2.2. For warranty claims in a territory outside North America, Argon 18 will not cover transportation costs related to local repairs and replacement of parts (internationally).

4.3. Exclusive remedies

- 4.3.1. Repair, credit or replacement of defective products are the only remedies available under this warranty. At no time will Argon 18, its agents or retailers be liable to the buyer or any third party for damages incurred.
- 4.3.2. IT IS AGREED THAT ARGON 18'S LIABILITY UNDER THIS WARRANTY SHALL NOT BE LARGER THAN THE AMOUNT OF THE ORIGINAL PURCHASE PRICE AND IN NO EVENT SHALL ARGON 18 BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.



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5. SUBMITTING A WARRANTY CLAIM

5.1. To make a warranty claim, you must return the product to the same authorized Argon 18 dealer from whom you purchased it. If this company no longer sells Argon 18 products, or if it no longer exists, please contact your nearest authorized Argon 18 dealer. Please note that if the product was purchased in another country, you must return it to the authorized Argon 18 dealer in that country.

5.2. The evaluation of warranty claims requires that the Warranty Form be completed and sent.

5.3. A copy of the dated proof of purchase must be attached to the Warranty Form.

5.4. The following 4 pictures must be supplied with the warranty claim:

- Picture of the defective item (overview of the complete Argon 18 product)
- Picture of the Argon 18 serial number (on the Argon 18 product)
- Pictures of the damaged area from at least 2 different angles

5.5. Failure to provide all of these required items will delay the assessment or cause the rejection of the warranty claim.

6. EBIKEMOTION WARRANTY

6.1. Argon 18 Subito eBikes use the ebikemotion platform. Mahle, ebikemotion's manufacturer, offers a two-year warranty on the system from date of purchase. All warranty cases to do with the ebikemotion equipment and system are handled directly via the EBM service centre. Diagnostic reports from the ebikemotion dealer app will be required.

Website: <https://www.ebikemotion.com/web/contact/>

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