



## **1) Warranty Format For Giant Bicycle**

**Please check and share the below-mentioned requirements while accelerating claims for Giant Bicycles.**

### **a) Rider information :**

- 1) Height = in CMS
- 2) Weight = in KGs
- 3) Ride frequency =

### **b) Riding situation :**

- 1) On/Off-road = on road
- 2) How far did he ride this bike?

### **c) Images of the bike :**

- 1) Full bike (Sample pictures attached)
- 2) Clear frame number (Sample pictures attached)
- 3) Claim part (Sample pictures attached)
- 4) Claim side (Sample pictures attached)

### **d) Serial number for example Hub, Rim, Fork, and Power pro meter**

### **e) CSV report in case of Power pro meter**

### **f) Short Description of defect :**

### **g) Invoice Copy**

## **2) Warranty Format For Giant Gears**

**Please check and share the below-mentioned requirements while accelerating claims for Giant Gears.**

- a) 3-4 clear images of the defective part from different angles (Sample pictures attached)**
- b) Proof of purchase/invoice copy**
- c) A short video showing the defect - if required**
- d) Serial number for example Hub, Rim, Fork, and Power pro meter**
- e) CSV report in case of Power pro meter**
- f) SKU code of the defective part**
- g) Short Description of defect :**

### **3) Shimano Spares Claim Format**

**Please check and share the below-mentioned requirements while accelerating claims for Shimano Spares.**

- 1. Proof of purchase/invoice copy**
- 2. Image of the production code available on the defective part**
- 3. 3-4 clear images of the defective part from different angles**
- 4. The contact number of the customer**
- 5. A short video showing the exact defect, The cable insertion must be seen clearly in the video. (Sample video is attached)**
- 6. Spare part number of the defective part**
- 7. Short Description of defect**

# Example-1



Clear frame series



Full bike photo

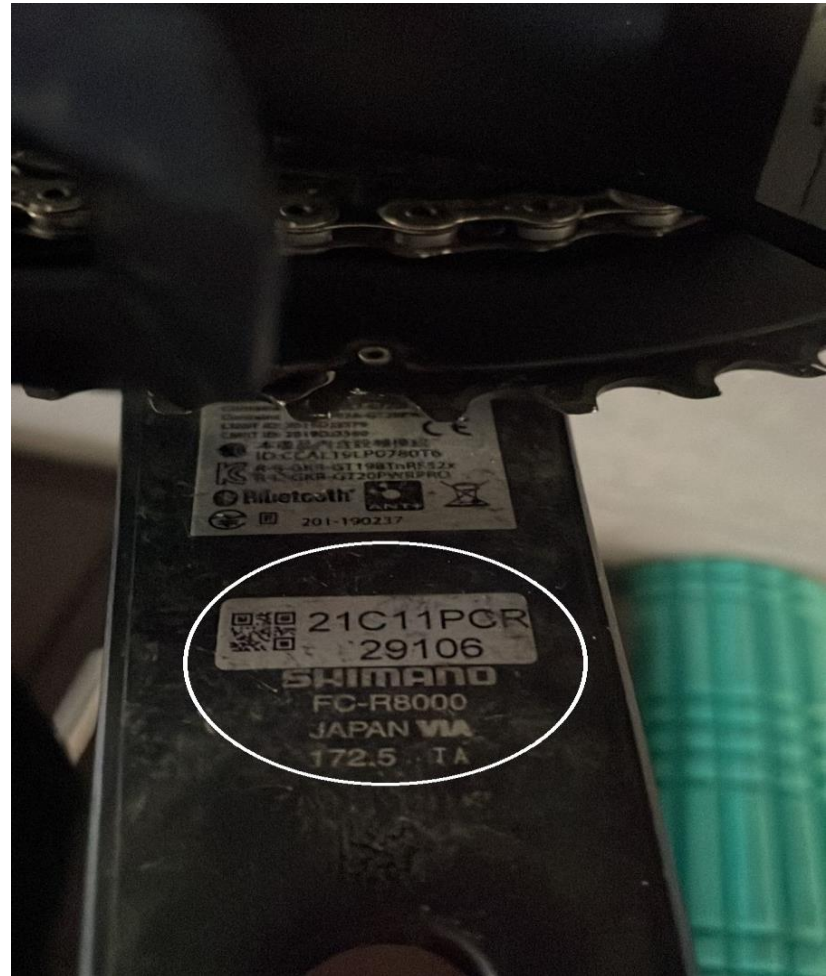


Claim side



Claim item





Serial Numbers



## **Shimano Warranty Quick Reference Guide**

### **Warranty Policy**

**Components** - Starting from date of purchase.

	<b>3 Years</b>	<b>2 Years</b>	<b>1 Year</b>
<b>Road</b>	<ul style="list-style-type: none"><li>• Dura Ace</li></ul>	<ul style="list-style-type: none"><li>• Ultegra</li><li>• 105</li><li>• Tiagra</li></ul>	<ul style="list-style-type: none"><li>• Sora</li><li>• Claris</li></ul>
<b>MTB</b>	<ul style="list-style-type: none"><li>• XTR</li></ul>	<ul style="list-style-type: none"><li>• Deore XT</li><li>• Deore SLX</li><li>• Deore</li><li>• Saint</li><li>• Zee</li></ul>	<ul style="list-style-type: none"><li>• Alivio</li><li>• Acera</li><li>• Altus</li><li>• Tourney</li></ul>
<b>Comfort</b>		<ul style="list-style-type: none"><li>• Alfine</li><li>• Nexus</li><li>• Hub Dynamo</li><li>• Capreo</li></ul>	
<b>Urban Sport</b>		<ul style="list-style-type: none"><li>• Metrea</li></ul>	

**Shoes** - 3 years shelf life or 1 year from date of purchase, whichever comes earlier.

**PRO** - 1 year from date of purchase.

**Kabuto Helmet** - 1 year from date of purchase

**Lazer Helmet** - 1 year from date of purchase

### **What is warranty?**

Manufacturing defect (Mixing, Appearance NC, and Function NC). NC: Non Conformance

Note: Shimano does not cover warranty due to crash, user negligence, wear and tear, improper assembly, modification, surface finish.

### **Information to collect before submitting warranty**

- 1) Verify the item you are submitting.
- 2) What type of bike was being used with the item.
- 3) Production Code.
- 4) Serial number (Only applicable for wheels).
- 5) Length of usage (Month/Year) from date of purchase.
- 6) Detailed description for the reason of warranty.
- 7) Images showing the production code, serial number and also NC area.
- 8) Images of receipt or invoice.

### **Di2 Components**

Remember to use E-TUBE System (<http://e-tubeproject.shimano.com/>) to troubleshoot and verify the issue. Please also provide the error message images for supporting the warranty.

## **Approval**

Do NOT replace items for your customers through your safety stock before Shimano's Approval.

If you replace customer items with your I/E parts safety stock, please keep the complete packaging. Do not dispose.

This is because replacement items comes in K part (No Packaging). Item submitted for warranty to be returned to Shimano within 2 months from submission date.



# Shimano Production Code/Serial Number Reference

## Wheels Production Code and Serial Number



## Road Shifter Production Code



Usually under hood and behind lever.

## Rear Derailleur



## Cassette



Usually on the rivet or body.

## Shoes



## Shoes



## Kabuto Production Code Reference

### Helmet Production Code



Production Code located inside the helmet.

## Lazer Production Code Reference

### Helmet Production Code



Production Code located inside the helmet.