

Warranty Policy

Publish date: 2021.07

SAMOX

A New Adventure

All SAMOX components are guaranteed against defects in materials and workmanship for two years from date of purchase.

- R7/R3/M7/M3 series crankarm.
- MSC and DM series chainring.
- Power meter.

Limited of Warranty:

Expendable product :

All bearings, dust seals, bushing, o-rings, rubber moving parts, stripped threads/bolt zchainrings, wave washers, corrosion, tools, etc. are not covered under this warranty - with the exception of manufacturing defects.

Carbon fiber product :

All SAMOX carbon fiber products are not covered by this warranty if installed without following the recommended fastener torque indicated on the product, in the user's manual or on the SAMOX website. SAMOX warranty/tech personnel reserve the right to physically inspect the product in order to determine warranty eligibility.

Electronic components :

Power meter are guaranteed with two year limited warranty including but not limited to battery, and also not include damage due to power surge, use of non-original chargers, lack of proper maintenance, use under improper conditions or such other misuse.

EXPLANATION OF WARRANTY:

All SAMOX products have an intended purpose, if the product is used outside of that purpose, product will not be warranted and SAMOX cannot be held responsible for any damage that may occur due to misuse. It is the product user's responsibility to examine the product on a regular basis to determine the need for service or replacement. Not covered under this warranty are the following:

- SAMOX products that have been modified, neglected or poorly maintained, used in competition or for commercial purposes, misused or abused or involved in accidents.
- This warranty does not cover damages that the product may suffer as a result of accidents, impacts, improper use, non-compliance with the specifications for use provided by the manufacturer, or any other circumstance in which the

product has been subjected to forces or loads, for which it has not been designed.

- This warranty does not apply to products whose serial number or production code has been intentionally modified, defaced or removed.
- Damage occurring during shipment of the products (such claims must be presented directly to the carrier).
- Damage to products resulting from improper assembly or repair.
- Damage resulting from causes other than non-conformities in materials and workmanship, including but not limited to lack of technical skill, competence, or experience of the user.
- Damage or deterioration to the surface finish, aesthetics or appearance of the product.
- The labor required to remove and/or re-fit and re-adjust the product within the bicycle assembly.
- Normal wear to the product.
- Stripped pedal threads on cranks are not covered under warranty.
- Any labor costs associated with the removal, replacement or reassembly of the product.

To obtain warranty service

Eligibility for warranty is determined by SAMOX warranty/tech personnel. Proof of purchase is required to validate warranty period. Please keep your proof of purchase. Items returned for warranty determination without proof of purchase will be returned at customer's expense.

It is necessary to contact SAMOX to determine if the product is required to be returned for inspection before any warranty remedy is affected. Only SAMOX or an Authorized SAMOX Warranty Center may determine if a product is warrantable. If the product is not covered under warranty, all replacement, repair, and shipping costs are responsibility of the customer. At no time may any retailer or distributor make representations of warranty for SAMOX products without express written permission from SAMOX. Should a retailer or distributor replace product before consulting SAMOX, it is at the sole discretion of the retailer or distributor and may not be reimbursed by SAMOX.

Any postage, insurance, or shipping costs incurred in sending your product for service are the customer's responsibility. Once received by FSA or Authorized FSA Warranty Center, the product will be inspected to determine if it is covered by the FSA warranty policy. After receipt and inspection by FSA warranty personnel and deemed warrantable,

SAMOX will perform the necessary repair or replacement. Should there be any cost to the customer, they will be notified prior to any repair being performed.

In the case where the product is not covered under warranty, and the customer still need the replacement product, the customer will need to cover the cost of returning the product. If the customer declines service or replacement offer and the product is deemed unsafe for use, the product will be returned in an unusable condition to guarantee rider safety. If SAMOX does not receive an acceptance or decline of service from customer after 30 days from the date offer is made to customer, then the product becomes the property of SAMOX and may be destroyed.

LIMITS OF WARRANTY

At its sole discretion, SAMOX agrees to repair or replace products deemed by FSA to be defective as indicated below.

SAMOX reserves the right to replace product with like replacements that may have graphics or finishing different from the original part. If a part defect arises and a valid claim is received within the Warranty Period, at its option, SAMOX will either (1) repair the defect at no charge, or (2) exchange the product with a product that is new or which is at least functionally equivalent to the original product. SAMOX may request that you replace defective parts with new or refurbished user-installable parts that SAMOX provides in fulfillment of its warranty obligation. A replacement product or part, including a user-installable part that has been installed in accordance with instructions provided by SAMOX, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes property of the customer and the item replaced becomes property of SAMOX.

To the extent permitted by local law, this warranty and remedies set forth above are exclusive and in lieu of all other warranties, remedies and conditions, whether oral or written, statutory, express or implied. As permitted by applicable law, SAMOX specifically disclaims any and all statutory or implied warranties, including, without limitation, warranties of merchantability, fitness for a particular purpose and warranties against hidden or latent defects. If SAMOX cannot lawfully disclaim statutory or implied warranties then to the extent permitted by local law, all such warranties shall be limited in duration to the duration of this express warranty and to repair or replacement service as determined by SAMOX its sole discretion. No SAMOX seller, agent, or employee is authorized to make any modification, extension, or addition to this warranty.