



## Completes and Parts

1 year manufacturers warranty. Covers unexpected failure/defect of all parts/components that may not be attributed to fair wear and tear or crash damage outside that considered normal use. The claimant must be the original owner/purchaser produce a receipt to prove the date of purchase. The parts/components must be free from modification including shot blasting and or painting/powder coating where this may be attributed to the failure

All claims to be dealt with at place of purchase, however if that place is not able or willing to assist you please contact us directly.

### Examples of items not covered:

- Buckled wheels
- Worn tyres
- Worn/Broken chains (unless clearly a manufacturing defect)
- Worn Sprockets
- Worn bearings or hub internals
- Bent forks / frame / bars

### Examples of items that are covered where it is clear there has been no abuse or misuse:

- Cracked or broken frames
- Cracked or broken forks
- Cracked or broken bars
- Cracked or broken hubs
- Internal axle failure BB/wheels
- Cracked or broken cranks
- Visible manufacturing defects to any part or component (should be reported as soon as noticed)

You are expected to keep your bike in serviceable condition. Any failure attributed to incorrect or lack of maintenance will be easily detected by our engineers & in most cases rejected.

When you make a claim, you will be expected to provide photographic evidence of your complete bike including close up shots of the failed component(s). In some instances you will be required to send the failed part/component back to our head office for inspection at your own cost.

We strive for customer satisfaction and want you to be happy with your product. Therefore we will consider every warranty claim on an individual basis. Help us to be fair by providing as much information as you possibly can.

Please note our complete bike wheels are not designed to take the tyre pressures specified by some tyre manufacturers. Inflate to 60 psi max.

## How to look after your RD rawdawg

If you have bought, or you are going to buy an RD rawdawg frame, please note that it is totally uncoated and this means that it will go rusty quite quickly.

We recommend the use of wire wool on a regular basis to clean off the rust that will form (especially during wet or damp conditions). Once you have cleaned off the rust, spray with light oil such as WD40 & rub into the frames surface with a cloth.

Alternatively you can lacquer your frame or even paint it.

Please note, that we DO NOT warranty ANY frame where paint stripper has been used to remove paint. Paint stripper is acid and it WILL affect your frames properties (especially on heat treated frames) and significantly increase the chances of your frame cracking.

We will also not warranty a frame where it's clear that rust has contributed to its failure.