**MOMENTUM SPORTS**

Product Return & Warranty Policy

*Built for the Journey*

Effective Date: January 2026

Version 1.0

# Our Commitment to Quality

At Momentum Sports, quality isn't just a value—it's our promise. Every bicycle, component, piece of clothing, and accessory in our 397-SKU portfolio is carefully selected to meet the highest standards of performance, reliability, and craftsmanship.

We stand behind our products with comprehensive warranty coverage and a customer-first approach to returns and repairs. This policy outlines our warranty terms, return procedures, and commitment to ensuring your complete satisfaction with every Momentum Sports product.

Whether you purchased directly from Momentum Sports or through one of our 701 authorized resellers across North America, Europe, and the Pacific, you can ride with confidence knowing we're here to support you every kilometer of your journey.

# 1. Warranty Overview

## 1.1 Who Is Covered

This warranty applies to the original purchaser of Momentum Sports products purchased from Momentum Sports directly or from an authorized Momentum Sports reseller. Proof of purchase is required for all warranty claims.

## 1.2 What Is Covered

Momentum Sports warrants that our products will be free from defects in materials and workmanship under normal use and service for the warranty periods specified in this policy. This warranty covers manufacturing defects, material failures, and workmanship issues that affect the function and performance of the product.

## 1.3 Geographic Coverage

This warranty is valid for products purchased and used in North America, Europe, and Pacific regions where Momentum Sports products are officially distributed. Warranty service is provided through our network of authorized service centers and resellers in these regions.

## 1.4 Transferability

This warranty is non-transferable and applies only to the original purchaser. The warranty does not transfer to subsequent owners if the product is resold or given away.

# 2. Warranty Periods by Product Category

Warranty periods begin on the date of original purchase and vary by product category as follows:

|  |  |  |
| --- | --- | --- |
| **Product Category** | **Frame/Main Component** | **Parts & Accessories** |
| **Bicycles (all types)** | Lifetime (Frame & Fork) | 2 years |
| **Components** | 2 years | 1 year |
| **Cycling Clothing** | 90 days | 90 days |
| **Accessories** | 1 year | 1 year |

Note: Lifetime warranty on bicycle frames and forks applies to the original purchaser for the life of the product under normal use conditions. This does not cover normal wear and tear or consumable parts.

# 3. Coverage Details

## 3.1 Bicycles

### Covered Under Warranty:

* Frame cracks or structural failures not caused by impact or abuse
* Fork failures or manufacturing defects
* Welding or bonding defects
* Paint defects or finish failures (within first year)
* Manufacturing defects in drivetrain components
* Brake system failures due to defects

### Not Covered:

* Normal wear and tear (brake pads, tires, grips, cables, chain, cassette)
* Damage from crashes, accidents, or improper use
* Modifications or alterations not authorized by Momentum Sports
* Damage from improper assembly or maintenance
* Cosmetic damage that doesn't affect function
* Theft, loss, or damage during shipping

## 3.2 Components

### Covered Under Warranty:

* Premature failure of bearings, seals, or bushings
* Manufacturing defects in cranks, pedals, or bottom brackets
* Derailleur or shifter malfunctions due to defects
* Wheelset structural failures (spoke breakage, rim cracks)
* Handlebar or stem failures

### Not Covered:

* Consumable parts (brake pads, cables, housing, bar tape)
* Damage from improper installation or adjustment
* Impact damage or crashes
* Lack of maintenance

## 3.3 Cycling Clothing

### Covered Under Warranty:

* Seam separation or stitching failures
* Zipper malfunctions
* Fabric defects affecting performance
* Manufacturing defects in chamois or padding

### Not Covered:

* Normal wear from regular use
* Fading or discoloration from washing or sun exposure
* Damage from improper care or laundering
* Tears, snags, or abrasions
* Fit dissatisfaction (covered under return policy, not warranty)

## 3.4 Accessories

### Covered Under Warranty:

* Structural failures in racks, fenders, or carriers
* Electronic component malfunctions (lights, computers)
* Pump or tool manufacturing defects
* Lock mechanism failures

### Not Covered:

* Batteries (covered for 90 days only)
* Water bottles, cages, and similar low-cost items
* Damage from improper installation
* Loss or theft

# 4. Filing a Warranty Claim

## 4.1 For Direct Customers

If you purchased directly from Momentum Sports, follow these steps:

1. Contact our Customer Service team via email at warranty@momentumsports.com or phone at 1-800-MOMENTUM
2. Provide your order number, purchase date, and detailed description of the issue
3. Submit clear photos showing the defect and any product serial numbers
4. Our team will review your claim and respond within 2-3 business days
5. If approved, we'll provide instructions for return, replacement, or repair

## 4.2 For Reseller Customers

If you purchased from an authorized Momentum Sports reseller:

1. Return to your original place of purchase with proof of purchase
2. The reseller will inspect the product and verify the defect
3. The reseller will submit the warranty claim to Momentum Sports on your behalf
4. Momentum Sports will approve or deny the claim within 5-7 business days
5. The reseller will coordinate repair or replacement with you

*Note: If your original reseller is no longer available, contact Momentum Sports directly and we'll assist you in finding an authorized service center.*

## 4.3 Required Information

All warranty claims must include:

* Proof of purchase (receipt, invoice, or order confirmation)
* Product serial number (where applicable)
* Clear photographs of the defect
* Detailed description of the problem and circumstances
* Contact information

## 4.4 Inspection and Evaluation

Momentum Sports reserves the right to inspect any product claimed to be defective. In some cases, we may require the product to be returned for evaluation before a warranty decision is made. We will provide a prepaid shipping label for warranty returns when inspection is required.

If the inspection reveals that the issue is not covered under warranty (e.g., due to misuse, lack of maintenance, or normal wear), we will notify you and discuss available repair options at your expense.

# 5. Warranty Remedies

## 5.1 Repair

When possible and practical, Momentum Sports will repair the defective product. Repairs will be performed at an authorized Momentum Sports service center or by a qualified technician. All repair costs, including parts and labor, are covered under warranty for the duration of the warranty period.

## 5.2 Replacement

If repair is not feasible or the same defect occurs after repair, Momentum Sports will replace the defective product with an equivalent product. If the exact model is no longer available, we will provide a replacement of equal or greater value. Replacement products carry the remainder of the original warranty period or 90 days, whichever is longer.

## 5.3 Refund

In cases where neither repair nor replacement is possible or appropriate, Momentum Sports may, at its sole discretion, provide a refund of the purchase price. Refunds will be issued using the original payment method when possible.

## 5.4 Limitations

This warranty is your sole and exclusive remedy for defective products. Momentum Sports' liability is limited to repair, replacement, or refund as described above. We are not responsible for incidental or consequential damages, including but not limited to:

* Loss of use of the product
* Cost of substitute equipment or services
* Travel expenses or lost riding time
* Property damage
* Personal injury

# 6. Return Policy (Non-Warranty)

In addition to our warranty coverage, Momentum Sports offers a satisfaction guarantee for customers who wish to return products for reasons other than defects.

## 6.1 Direct Purchase Returns

For products purchased directly from Momentum Sports:

* Returns accepted within 30 days of delivery
* Product must be unused, in original condition, and in original packaging
* Bicycles must be unassembled or professionally disassembled for return
* Refund will be issued to original payment method less a 15% restocking fee
* Customer is responsible for return shipping costs unless product is defective
* Original shipping charges are non-refundable

## 6.2 Reseller Purchase Returns

If you purchased from an authorized reseller, return policies are determined by the reseller. Please contact your original place of purchase for their specific return terms. Many of our resellers offer generous return policies for customer satisfaction.

## 6.3 Non-Returnable Items

The following items cannot be returned unless defective:

* Cycling clothing that has been worn or washed
* Clearance or final sale items
* Custom-ordered or personalized products
* Gift cards
* Products purchased from unauthorized sellers

## 6.4 Exchanges

We gladly exchange products for different sizes or colors within 30 days of purchase. Exchanges are subject to product availability. For direct purchases, contact customer service to arrange an exchange. For reseller purchases, contact your original place of purchase.

# 7. Product Care and Maintenance

Proper care and maintenance are essential to ensure your Momentum Sports products perform at their best and remain covered under warranty. Failure to properly maintain your products may void warranty coverage.

## 7.1 Bicycle Maintenance Requirements

* Regular cleaning after rides, especially in wet or muddy conditions
* Chain lubrication every 100-200 kilometers or after wet rides
* Brake inspection and adjustment as needed
* Tire pressure checks before each ride
* Bolt torque verification according to specifications
* Annual professional service or inspection
* Immediate repair of any damaged components

## 7.2 Component Care

* Keep drivetrain clean and properly lubricated
* Replace worn brake pads promptly
* Monitor cable and housing condition
* Follow manufacturer's torque specifications for all fasteners

## 7.3 Clothing Care

* Wash in cold water with mild detergent
* Do not use fabric softener or bleach
* Air dry or tumble dry on low heat
* Avoid contact with velcro and rough surfaces

## 7.4 Storage Recommendations

* Store bicycles in a cool, dry location away from direct sunlight
* Keep bikes off concrete floors to prevent moisture damage
* Reduce tire pressure slightly for long-term storage
* Clean and lubricate before storing

# 8. Contact Information and Support

## 8.1 Warranty Claims and Customer Service

**Email: warranty@momentumsports.com**

Phone: 1-800-MOMENTUM (North America)

Phone: +61-x-xxxx-xxxx (Australia/Pacific)

Phone: +44-xx-xxxx-xxxx (Europe)

Hours: Monday-Friday, 9:00 AM - 5:30 PM (Local Time)

## 8.2 Online Resources

**Website: www.momentumsports.com**

Warranty Claim Portal: www.momentumsports.com/warranty

Product Manuals: www.momentumsports.com/support

FAQ: www.momentumsports.com/faq

## 8.3 Authorized Service Centers

To find an authorized Momentum Sports service center near you, visit our website or contact customer service. Our network of qualified technicians can assist with warranty repairs, routine maintenance, and expert advice.

## 8.4 Reseller Support

Authorized resellers should contact our Reseller Support team for warranty claim submissions and technical assistance:

**Email: reseller.support@momentumsports.com**

Phone: 1-800-RESELLER

# 9. Legal Terms and Disclaimers

## 9.1 Disclaimer of Warranties

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

## 9.2 Limitation of Liability

MOMENTUM SPORTS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OR INABILITY TO USE THE PRODUCT, INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOST REVENUE, LOSS OF USE, OR PERSONAL INJURY. MOMENTUM SPORTS' TOTAL LIABILITY SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

## 9.3 Governing Law

This warranty shall be governed by the laws of the jurisdiction in which the product was purchased, without regard to conflict of law provisions. Any disputes arising under this warranty shall be resolved in the courts of that jurisdiction.

## 9.4 Consumer Rights

This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction. Some jurisdictions do not allow limitations on how long an implied warranty lasts or the exclusion of incidental or consequential damages, so the above limitations may not apply to you. This warranty does not affect your statutory consumer rights under applicable law.

## 9.5 Changes to This Policy

Momentum Sports reserves the right to modify this warranty policy at any time. Changes will apply to products purchased after the effective date of the revision. The warranty terms in effect at the time of purchase shall govern warranty claims for that product.

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**Thank you for choosing Momentum Sports**

*We're committed to your complete satisfaction and stand behind every product we sell. Whether you're conquering mountain trails on our flagship Mountain-200 series or commuting through the city, you can ride with confidence knowing Momentum Sports has your back.*

**Built for the Journey**

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For Customer Reference