



Zagon Composites Lifetime Crash Replacement Policy

When purchasing any Zagon Composites merchandise in any way, you agree to be bound by the "Lifetime Crash Replacement Policy" as outlined in this document.

1 Referenced Parties

"We" / "Us" / "Our" refers to Zagon Composites as a company in South Africa with registration number 2015/219459/07, with our offices at 21 Chief Albert Luthuli Drive, Potchefstroom, 2520, South Africa.

"You" / "Your" refers to a visitor to Our Website and also our customer.

2 Definitions

In this policy document:

- "Courier" / "Carrier" means any person or business contracted by us to carry Products from us to You.
- "Customer" / "Consumer" means any individual who, in connection with this agreement, is acting for a purpose which is outside his business.
- "Content" means any content in any form published on Our Website by us or any third party with our consent.
- "Merchandise" / "Products" means any of the Products we offer for sale on Our Website, or, if the context requires, Products we sell to You.
- "Our Website" means any website and all web pages controlled by us.
- "Our Service" means all retail activities that allow visitors of Our Website to select, purchase and receive merchandise via Our Online Shopping Marketplace.

“Post” means display, exhibit, publish, distribute, transmit and/or disclose information, content and/or other material on Our Website.

3 Lifetime Crash Replacement Policy Provisions

At ZAGON we want You to ride Your carbon wheels every day with confidence. In the event of an accident, whether it is during a ride or not, under the Lifetime Crash Replacement Policy We will replace Your Product at 50% of the Product’s current local market value.

Damages covered under the Lifetime Crash Replacement Policy:

- damages due to unforeseen Accidents: This include incidents where a bicycle rack was involved, melting rims exposed to extreme heat form exhaust pipes, etc.;
- damages while riding: This includes incidents with potholes, impact crashes with other objects, etc.

Damages Not covered by the Lifetime Crash Replacement Policy are:

- damages due to everyday wear and tear such as worn or damaged decals, scratches, worn brake tracks, UV fade, cosmetic damages due to incorrect cleaning methods used, worn bearings, etc.

Requirements to qualify with the Lifetime Crash Replacement Policy, You as the current owner MUST:

- be the original owner of the ZAGON product;
- have a valid proof of purchase, either from us or an authorized ZAGON dealer;
- have the Product’s original authenticity certificate stating the serial number.

4 Crash Replacement Procedure

Replacement claims must be made as follows:

- within the period of one (1) month since the accidental damage occurred.
- the claim must be submitted to support@zagoncomposites.com.
- as the original owner of the Zagon carbon wheels that are being replaced, You must include proof of purchase and the Product’s original authenticity certificate with the serial number with Your claim.
- if we determine that Your claim is valid and Your product is subject for replacement, we will replace Your product:
 - at fifty (50) percent (%) of the Product’s current local market value;

- replace the product with the same model product (in the case that Your Product is unavailable or has been discontinued, Your product will be replaced with a comparable product or with an upgrade option).

Merchandise must be returned to Us as follows:

- secured with wheel specific packaging (ideally);
- make use of courier services at Your own risk and cost;
- return address is: Zagon Composites, 21 Chief Albert Luthuli Drive, Shop B1 - Bult Boulevard Building, Potchefstroom, 2520, South Africa.

5 Indemnity

Zagon Composites reserves the right to refuse replacement claims to any person who in our sole discretion abused Our Products or Crash Replacement Policy.

6 Contact Information

Any questions, replacement claims or general correspondence regarding Our Lifetime Crash Replacement Policy can be directed as follows:

- email can be sent to support@zagoncomposites.com;
- snail mail can be addressed to Zagon Composites, 21 Chief Albert Luthuli Drive, Shop B1 - Bult Boulevard Building, Potchefstroom, 2520, South Africa.