



Zagon Composites Three Year Limited Warranty Policy

When purchasing any Zagon Composites merchandise in any way, you agree to be bound by these "Thirty Day Return 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. Warranty Policy Provisions

Zagon Composites warrants that all the products purchased from Us or one of authorized dealers, to be free from any defects in materials or workmanship for a period of three (3) years from the date of purchase by the original owner.

Products that are included in the Limited warranty are Zagon carbon bicycle rims and the hubs.

The products that are excluded in our limited warranty are consumables such as: brake tracts, brake pads, rim tape, decals, spokes and bearings.

Requirements that applies to the three (3) year limited warranty, You must:

- be the original owner of Our Merchandise;
- have a valid proof of purchase either from Us or one of Our authorized dealers;
- have the products' original authenticity certificate stating the products serial number.

The 3 Year Limited Warranty does not cover:

- Damages to, or damage caused by Our parts that has been incorrectly installed, serviced or adjusted in respect to Our installation and service guides;
- Damages of Our products caused by misuse, abuse, negligence, crash or accident;
- Products purchased second-hand;
- Consumable wear parts such as brake pads, brake tracks, decals, bearings and rim tape;
- Counterfeit products;
- Products purchased by unauthorized dealers selling via third party sites and marketplaces;
- Parts manufactured by third party manufacturers;
- Unauthorized modifications or alterations;
- Any repairs that was not performed Us or any of Our authorized dealers;
- Any claims three (3) years after the original purchase date.

4. Warranty Claim Procedure

Warranty claims must be made by the original owner within the period of three (3) years since the date of purchase via e-mail to support@zagoncomposites.com, with the following supporting documents or artifacts to be able to make a claim:

- proof of purchase from Us or one of Our authorized dealers;
- product authenticity certificate stating product serial number.

After We validated your claim and that Your product still meets the warranty requirements, We will during the warranty period:

- repair the product at no charge for labor or parts;
- replace the product with the same model or best comparable model product when required.

Merchandise should be sent to Us as follows:

- 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. Contact Information

Any questions or general correspondence regarding Our Three Year Limited Warranty 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.