



INFOCRANK 2 YEAR CONSUMER LIMITED WARRANTY

WARRANTY INFORMATION

InfoCrank (the product or device, in its entirety) is warranted to be free from defects in materials or workmanship for 2 years from the date of purchase. Within this period, Tough Torque Limited trading as Verve Cycling will, as its sole option, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge to the customer for parts or labor, provided the customer shall be responsible for any transportation cost. This warranty does not apply to: (i) cosmetic damage, such as scratches, nicks and dents; (ii) consumable parts, such as batteries, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; (iv) damage caused by service performed by anyone who is not an authorized Affiliate of Verve Cycling; (v) damage to the product that has been modified or altered without the written permission of Verve Cycling; or (vi) damage to a product that has been connected to power and/or data cables that are not supplied by Verve Cycling.

In addition, Verve Cycling reserves the right to refuse warranty claims against products or services that are obtained and/or used in contravention of the laws of any country.

Repairs have a 90-day warranty. If the unit sent in is still under its original warranty, then the new warranty is 90 days or to the end of the original 2 year warranty, depending upon which is longer.

The warranties and remedies contained herein are exclusive and in lieu of all other warranties express, implied, or statutory, including any liability arising under any warranty of merchantability or fitness for a particular purpose, statutory or otherwise. This warranty gives you specific legal rights, which may vary from state to state and by country.

In no event shall Verve Cycling be liable for any incidental, special, indirect, or consequential damages, whether resulting from the use, misuse, or inability to use this product or from defects in the product. Some states or countries do not allow the exclusion of incidental or consequential damages, so the above limitations may not apply to you.

Verve Cycling retains the exclusive right to repair or replace (with a new or refurbished replacement product) the device or software or offer a full refund of the purchase price at its sole discretion. Such remedy shall be your sole and exclusive remedy for any breach of warranty.

Please ensure you have checked the FAQ page and instruction manuals carefully to ensure there is no easy fix.

To obtain warranty service: Contact your local Verve Cycling Affiliate or request a repair through the Support page on the Verve Cycling website. Securely pack the device and a copy of the original sales receipt, which is required as the proof of purchase for warranty repairs. Send the device, freight charges prepaid, to the address provided to you. Include your return address and phone number.

Online auction purchases: Products purchased through online auctions (this does not apply to purchases made on vervecycling.com) are not eligible for warranty coverage. Online auction confirmations are not accepted for warranty verification. To obtain warranty service, an original or copy of the sales receipt from the original retailer is required. Verve Cycling will not replace missing components from any package purchased through an online auction.

OBTAIN WARRANTY SERVICE IN 3 EASY STEPS

1. Register

Visit the Verve Support webpage to register your InfoCrank.

2. Request a Repair

On the Support Portal create a Ticket and give us as much information about your issue as possible.

3. Send Us the Device

If a replacement InfoCrank is required to resolve your issue, we will send you a new one as soon as we receive tracking details of your InfoCrank return shipment.

Support

If you have any questions, we are here to help. Go to our Support page or email us at support@vervecycling.com