

mavic care

WARRANTY

We continue to build on our 130 years of experience, service and passion for the world of cycling, and strive to develop further our core strengths to innovate our product offer from our base in Annecy, at the heart of the French Alps. The design, development & production processes are established, reliable, durable and efficient allowing you to ride with confidence. It's our heritage in which we have deep pride.

At Mavic, it is key that we deliver the highest quality of service and product offer to meet the needs of our customers. As a result, **we are offering a lifetime guarantee for our carbon wheels** purchased since September 1, 2020. This guarantee can only apply to the original owner once they have registered the product on [mavic.com/care](https://www.mavic.com/care) **within 2 months of the product purchase**. All products are recognizable by their serial number starting with CFA214xxx or CRA214xxx.

Our aluminum wheels and all our other products are covered **by the 2-year guarantee which can be extended to 3 years for aluminum wheels** plus Mavic helmets and the Comete Ultimate shoes once the product has been registered on [mavic.com/care](https://www.mavic.com/care) **within 2 months of the product purchase**.

All warranties cover material and manufacturing defects that would appear during normal use of the product apart from so-called "wear" parts.

To register your product or make a claim under this warranty or to find the complete warranty terms and conditions please go on :

<https://www.mavic.com/care>



CRASH REPLACEMENT

We recognize the frustrations when you have an accident and break your equipment, whatever the level of our riding ability, and appreciate that there is a heavy financial investment in your bike equipment. In this scenario, we offer the original owner of an alloy or carbon wheel a **preferential offer** following the problems encountered.

If your product* has been registered on [mavic.com/care](https://www.mavic.com/care) (within 2 months of purchase), we offer to replace it with an identical or equivalent product according to the following offer:

Carbon wheels, covered by the lifetime warranty :

- **50% off the public price** recommended by Mavic for wheels, with less than **2 years of use**
- **40% off the public price** recommended by Mavic for wheels, with between **2-5 years of use**
- **30% of the public price** recommended by Mavic for wheels, with between **6-10 years of use**

Alloy wheels and carbon wheels not covered by the lifetime warranty :

- **40% off the public price** recommended by Mavic for wheels, with less than **3 years of use**