

LIFETIME WARRANTY on ICE F-22 frames

Terms and conditions

- **Duration:** ICE F-22 frames are guaranteed for life (Varnish, paint and decal kit excluded).
- **Conditions:** The warranty applies against any manufacturing defect
 - NB: Replacement operations under the lifetime warranty can only be carried out after the agreement of the ICE brand and only by its after-sales service, or through a technician / dealer brand approved.
 - For any warranty claim, the original invoice (mentioning your name imperatively) will be required: without it, no claim can be accepted and the warranty claim will be cancelled.
 - The customer must not ship the product concerned without the prior agreement of ICE. Otherwise, the product would risk being refused upon receipt and the customer would be solely responsible for the costs incurred, and any damage suffered during transport.
 - The customer is responsible for the packaging of the product as part of its possible return. Careful packaging is required (if possible please return the frame in its original packaging) and imperatively affix the return number provided by ICE on the box. Otherwise, the product could be lost or damaged and the customer would be solely responsible for the additional costs generated and any damage suffered during transport.

/!\ Exclusions: the guarantee request will be systematically refused in the following cases:

- Routine servicing and/or possible repairs would not have been carried out.
- The problem is due / would be the consequence of bad settings or bad assembly (products not compatible with the frame).
- The problem is caused by knocks on the paintwork or their consequences.
- The frame has been fixed or clamped (workstand, bike rack, ...)
- Modifications have been made to the product by the customer or by unauthorized technicians.
- The problem is due to a cause unrelated to the quality of the product (accident, misuse of the frame, etc.)
- Chip or deterioration of the paint due to a crash, shock, (storage in a humid place, bike rack, high pressure cleaner, etc.)
- The frame has been repainted
- The frame is no longer in its original color due to chemical stripping, sandblasting, bead blasting, etc.
- The problem was caused when transporting the frame

This warranty would also be voided in its entirety by any modification made to the frame.

This warranty applies only to ICE F-22 frames purchased from an authorized dealer or distributor.

This warranty applies only to the first purchaser and cannot be transferred to a third party.