

Product Purchased from Australian Bicycle Dealer

- If a problem is encountered with a Shimano bicycle product purchased through an Australian Bicycle Dealer, the consumer is advised to return the product to the dealer along with proof of purchase.
- Alternatively, the consumer may choose to first ring Shimano directly about the issue. If advised to do so by Shimano, the consumer may choose to send the product and proof of purchase directly to Shimano for warranty inspection.

Product Purchased from International Mail Order

- If a problem is encountered with a Shimano bicycle product purchased through international mail order, the consumer may choose to send the product and proof of purchase to Shimano for warranty inspection.

Shimano Australia may charge a \$200 international warranty inspection fee before looking at the product.

Australian Bicycle Dealer

- For warranty inspection on aftermarket product sales, dealer is advised to contact Shimano directly.
- For warranty inspection on products covered by new bicycle warranty, please contact the bicycle distributor for quickest service.

Australian Bicycle Distributor New Bicycles Purchased in AUS

- Shimano Australia has supplied all Australian bicycle distributors with Shimano Warranty Request Forms. Once the distributor fills out this form and faxes it to Shimano, a replacement part can be sent immediately to the dealer without waiting to receive the product. Shimano tracks these warranty parts which may be sent to Shimano at a later date for inspection.

Shimano Australia Warranty

- Shimano Australia strives to offer the quickest possible service on warranty. Our goal is to have consumers back on their bicycles as soon as possible.
- If a product is determined to be a warranty, we will immediately arrange to have a replacement part sent to the dealer/consumer. We will then forward the defective part to Shimano Japan for further inspection by our QC engineers.