



In all warranty cases, please contact the dealer where you purchased the product from first. Chances are, they'll be able to help you out directly. Before you contact us, please read all of the information listed below. If you've read our warranty policy as listed below and you're still not sure if you have a valid claim, please read our frequently asked questions. If you've reviewed all of this information and would like to make a claim, please follow our returns process.

WARRANTY POLICY

Verde warrants the replacement of original Verde products due to defects in material and/or workmanship in accordance to conditions outlined below. All complete bikes purchased through mail order and/or over the Internet must be assembled by a qualified bicycle mechanic and accompanied by both proof of purchase and an assembly receipt (from a local bike shop) or the warranty shall be deemed void. Please support your local authorized Verde dealer.

COMPLETE BIKE FRAME/FORK LIMITED WARRANTY

Verde offers a standard 12 month warranty against manufactures defects on all complete bike frames, forks, and handlebars from the original date of purchase. This limited warranty applies to the original owner with proof of purchase (receipt). Frames, forks, and handlebars must not have been altered, painted, or sandblasted. Bending or denting of frames, forks, or handlebars is excluded from this warranty. Bending is a sign of impact, rider abuse, error, or punishment and therefore is not covered under this limited warranty.

COMPLETE BIKE PARTS LIMITED WARRANTY

Verde offers a standard 90 day warranty on all complete bike components for defects in workmanship from the original date of purchase, backed by a one-on-one consideration for cases that fall outside of this period. This limited warranty applies to the original owner with proof of purchase (receipt). Normal wear, accident, impact, rider abuse, error, or neglect, improper assembly, and improper maintenance of parts are not covered by this warranty.

AFTERMARKET FRAME TWO-YEAR WARRANTY

Verde offers a full two year warranty on all aftermarket frames from the original date of purchase. This two-year warranty applies to the original owner with proof of purchase (receipt). Aftermarket frames must not have been altered, painted, or sandblasted. Bending or denting of frames, forks, or handlebars is excluded from this warranty. Bending is a sign of impact, rider abuse, error, or punishment and therefore is not covered under this limited warranty.

AFTERMARKET FORK LIFETIME WARRANTY

Verde offers a full lifetime warranty on all aftermarket forks. This lifetime warranty applies to the original owner with proof of purchase (receipt). Aftermarket forks must not have been altered, painted, or sandblasted.

AFTERMARKET PARTS LIMITED WARRANTY

Verde offers a standard 90 day warranty on all aftermarket components for defects in workmanship from the original date of purchase, backed by a one-on-one consideration for cases that fall outside of this period. This limited warranty applies to the original owner with proof of purchase (receipt). Normal wear, accident, impact, rider abuse, error, or neglect, improper assembly, and improper maintenance of parts are not covered by this warranty.

Warranty terms may differ from country to country. If you live outside of the USA, visit an authorized Verde dealer with your claim. The dealer will validate the claim and contact the Verde distributor in your country. They will handle your claim for you.

Labor and transportation charges are not included. These warranties are valid to the original retail purchaser only. Proof of purchase (receipt) is required to validate protection under these warranties as outlined above. Uses of parts or devices not consistent with the use originally intended for complete bicycles and aftermarket components as sold are not covered by these warranties. These warranties are limited to replacing the defective part without charge and the company shall in no event be responsible for special damages.

Notice: The user assumes the risk of any personal injuries, damage to, or failure of Verde bikes, frames, forks, handlebars, stems, and/or any other product manufactured under the Verde name, and any other losses if Verde product is used in any competitive event.

These warranties are expressly in lieu of any other warranties. Any implied warranty, including any warranty of merchantability of fitness, shall be limited in duration to the duration of the expressed warranty set forth herein. The prompt return of the warranty registration form (accompanied by proof of purchase and assembly receipt, if applicable) within 30 days of purchase is a condition precedent to the coverage as provided herein. These warranties give you specific legal rights and you may also have other rights, which vary from country to country.

Although these warranties are limited, we appreciate your business and customer satisfaction is very important to us. If any problems occur with your Verde product, please feel free to contact us and we'll do our best to satisfy you. As soon as you notice a problem, please take immediate action. Delaying the situation or ignoring the problem will only lessen your chances of getting the problem properly taken care of.



COMPLETE BIKE WARRANTY FAQ

I purchased my bike through mail order and it came to me already assembled in the box. All I had to do was put on the front wheel, handlebars, and pedals. Why do I need an assembly receipt with my warranty registration? What you've received is called a partial assembly. This is the same exact way that bike shops receive complete bikes shipped from our distributors. The entire bike needs to be checked, bearings greased, and adjusted by a qualified bicycle mechanic at a local bike shop before you ride it. Riding the bike straight out of the box will void your warranty.

My friend is a mechanic and has built bikes before. Can he assemble the bike for me? No. You must take the bike to a local bike shop to be assembled by a qualified bicycle mechanic in order for your warranty to remain valid.

I was putting the bike together and stripped out the threads on the pedals. Can you send me new ones? Again, this is why YOU MUST take the bike to a local bike shop to be assembled. Not only will they ensure that everything is put together and adjusted properly, but they'll also become a resource to help you out should any further adjustments need to be made down the road. If you strip any parts due to improper assembly or maintenance, they are not covered under your limited warranty.

My bike is only a couple of months old and it has a flat tire and worn grips. Parts will wear from normal use. Depending on how much time you spend riding, certain parts will wear faster than others. Tires, tubes, grips, and other wearable parts aren't covered for normal wear under your limited warranty. If any of these parts are significantly worn or punctured, you should visit your local bike shop and purchase a replacement.

My rim is bent. Will you send me a new wheel? Bent wheels and rims will occur under normal conditions and are not covered under your limited warranty. Spokes will loosen over time and will cause your wheel to lose its true (straightness), so they'll need to be adjusted periodically using special tools. If your wheel wobbles, take it to your local bike shop and ask them to true it for you. If you've landed crooked and damaged the actual rim itself, you may need to purchase a replacement rim and have your wheel rebuilt by a qualified bicycle mechanic.

I crashed on a jump and bent my frame, fork, and handlebars. Are they covered under my warranty? Generally the bending (and denting) of your frame, fork, or handlebars is caused by impact or rider error, and is not covered under your warranty. Although bending isn't covered for a free replacement product, you may be eligible for a replacement upgrade at a discounted price.

I tried to adjust my cassette hub and now it makes noise and is defective. Can you send me a new hub and/or wheel? Cassette hubs are very complex and should only be adjusted by your local bike shop. Special tools are needed to adjust your hubs correctly and should only be attempted by qualified bike mechanics. They'll know how to adjust your hubs properly. Do not disassemble your cassette hub. Attempting to adjust your cassette hub without the right tools will void your limited warranty.

My bike got stolen. Can you give me the the serial number? Unfortunately at this time we have no way of tracking your bike's serial number for you unless you've filled out your warranty registration card, mailed it to us, and your warranty period is currently active. We also highly recommend keeping a copy of your warranty registration card for your own personal records.



OUR WARRANTY CLAIM PROCESS

STEP ONE

Evaluate the validity of your claim.

- Are you the original owner of the product?
- Was the product purchased within the last 12 months?
- Was the product purchased from an authorized Verde dealer?
- Was the product assembled by a qualified bicycle mechanic?
- Does the damage appear to be attributable to defective materials or workmanship?
- Does the damage appear to be due to normal wear, impact, accident, rider abuse, error, or neglect, improper assembly, or improper maintenance?

STEP TWO

Contact us to obtain a Return Authorization (RA) Number.

- You must obtain a RA# first. A RA# can be obtained by either phone or e-mail.
- Call 614-777-0900 and ask for the warranty department or e-mail warranty@greenhousebmx.com.
- Tell us WHAT product you are sending back—describe the product.
- Tell us WHY you are sending the product back—describe the problem.
- If your claim is deemed valid, you will be given a RA# for future reference.

STEP THREE

Pack and ship the product immediately after you have received a RA#.

- DO NOT send us claims without a RA#. Claims without a RA# will not be accepted.
- Include your address, phone number, and the best time to contact you.
- A valid street address is required. We cannot return ship to a PO Box.
- Include a copy of the original proof of purchase and assembly receipt, if applicable.
- Include a brief description of the problem and the RA#.
- Mark the defect clearly with a piece of masking tape.
- Print the RA# clearly on the outside of the box.

Ship your claim to:

Verde Bikes

Attention: Warranty RA# _____

3660 Parkway Lane, Unit #E

Hilliard, OH 43026

- Customers are responsible for shipping charges to Verde.
- We recommend using UPS or FedEx to ship your claim and that you insure the package.
- If you live outside of the USA, visit an authorized Verde dealer with your claim. Bring a copy of the original proof or purchase (receipt). The dealer will validate the claim and contact the Verde distributor in your country. They will handle your claim for you.

STEP FOUR

How your claim will be handled.

- The warranty process goes into effect when we receive your claim with RA#.
- Within two business days of receiving your claim, our warranty department will contact you.
- If the returned product is within the valid warranty period and judged by Verde to be defective, we will replace the product free of charge. The warranty will remain valid on replaced items for the balance of one year from the original purchase date.
- If the problem is not covered under our warranty guidelines, you will be offered a replacement upgrade at a discounted price.