

## Mango Beach Cruisers Warranty Policy

At Mango Beach Cruisers, we are committed to providing our customers with high-quality products and exceptional service. Your satisfaction is our priority, and we stand behind the craftsmanship of our cruisers. This warranty policy outlines the coverage, terms, and conditions of our warranty program.

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### Warranty Coverage

#### 1. Frame Warranty

- Mango Beach Cruisers offers a limited lifetime warranty on all bicycle frames for the original owner. This warranty covers defects in materials and workmanship under normal use and conditions.

#### 2. Components Warranty

- Non-consumable components (e.g., handlebars, seat posts, and forks) are covered under a 1-year warranty from the date of purchase against defects in materials and workmanship.
- Consumable components (e.g., tires, tubes, brake pads, and chains) are not covered under warranty unless they are defective upon receipt.

#### 3. Paint and Finish

- The paint and finish on Mango Beach Cruisers are covered for 1 year against peeling, cracking, or significant discoloration due to manufacturing defects.
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### Warranty Exclusions

This warranty does not cover:

- Normal wear and tear, including scratches, dents, or fading.
  - Damage caused by accidents, misuse, neglect, improper assembly, or unauthorized modifications.
  - Damage resulting from exposure to extreme weather conditions or improper storage.
  - Labor costs for repair or replacement.
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### Eligibility and Limitations

- The warranty applies only to the original purchaser and is non-transferable.
- Proof of purchase (e.g., receipt or invoice) is required to process warranty claims.
- Warranty claims must be submitted within the specified warranty period.

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## How to Submit a Warranty Claim

1. Contact our Customer Service team at [kahuna@mangocruisers.com](mailto:kahuna@mangocruisers.com) with the following details:
  - Your name and contact information.
  - Proof of purchase (e.g., receipt or order number).
  - Description of the issue and photographs of the defect.
2. Our team will review your claim and determine if the issue is covered under warranty.
3. If approved, we will provide instructions for repair, replacement, or further steps. The resolution may include sending replacement parts or, in some cases, replacing the entire product.

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## Additional Notes

- Shipping costs associated with warranty claims may be the responsibility of the customer unless otherwise specified.
- Mango Beach Cruisers reserves the right to repair or replace defective items at its discretion.
- This warranty is governed by the laws of the United States of America.

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Thank you for choosing Mango Beach Cruisers. We're here to ensure you enjoy every ride with confidence and peace of mind!