



EMAIL



PRINT

WARRANTY SERVICE FORM

SHIMANO NEW ZEALAND,
79 APOLLO DRIVE,
ALBANY, 0632, ATTN - CYCLES

PHONE: 09 478 1969 ext 2

PROOF OF PURCHASE ATTACHED?

ALL CLAIMS MUST INCLUDE P.O.P

FAULT / ISSUE

DESCRIPTION OF PROBLEM

LENGTH OF USE: _____
SHIMANO PART#: _____

PRODUCT DESCRIPTION:

**IS THIS A WARRANTY CLAIM?
OR REQUEST FOR SERVICE?**

FOR SERVICE REQUESTS,
NO PROOF OF PURCHASE IS
REQUIRED

STORE DETAILS

STORE NAME: _____
PHONE: _____
CONTACT: _____

**REQUEST FOR GOODS TO BE
SENT IN ADVANCE?**

PLEASE COMPLETE FORM & EMAIL THIS REQUEST

FOR RETURN OF PRE-APPROVED REPLACEMENTS

BIKE BRAND: _____
DISTRIBUTOR: _____

GOODS ALREADY SUPPLIED?

SNZ INVOICE#: _____

OFFICE USE

CLAIM OUTCOME

REPAIRED
REPLACED
DENIED

REFERENCE # **W**

PARTS
REPLACED

CLAIM APPROVED BY: _____

PLEASE READ CAREFULLY

1. SHIMANO NEW ZEALAND'S WARRANTY POLICY COVERS 'MANUFACTURING DEFECTS' - NOT WEAR OUT, OR DAMAGE CAUSED FROM EXTERNAL TRAUMA.
2. FOR CLARIFICATION ON WARRANTY TERMS AND CONDITIONS - PLEASE CONTACT A SHIMANO NEW ZEALAND REPRESENTATIVE.
3. PLEASE DO NOT RETURN CLAIMS WITH TYRES, CASSETTES, QR LEVERS ETC FITTED - THIS WILL HELP WITH THE SPEED IN WHICH YOUR CLAIM IS PROCESSED.