

PORTTE[®]



**WARRANTY & CRASH
REPLACEMENT**

V1 2024

© **RIDEPORTE**

Disclaimer: the information found in this document is only intended for user purpose only, RIDEPORTE is not responsible for mis-interpretation of this information nor is it responsible for distribution of any text fragments or pictures used by others then RIDEPORTE

Document name: PORTE Warranty & Crash Replacement

Revision date: 15/03/2024

info@rideporte.com

<https://www.rideporte.com>

TABLE OF CONTENTS

PROVISIONS	4
INTENDED & PROHIBITED USE	4
DURATION	4
LIMITATIONS	4
ASSERTION	5
PROCEDURE	5
HOW TO FIND THE SERIAL NUMBER	6
RIM	6
HANDLEBAR	7
FRAME OPTION 1	8
FRAME OPTION 2	9
MISCELLANEOUS	10

PROVISIONS

When purchasing a PORTE product through our website or from an authorized PORTE dealer, PORTE grants a guaranteed factory warranty or a crash replacement subject to the following provisions:

INTENDED & PROHIBITED USE

PORTE products are only to be used for mountain bike cross-country ASTM level 1, 2 and 3.

It is prohibited to use the product for any other purpose than those indicated in the manual, the safety indicates, or other safety documents related to this document.

DURATION

The guaranteed factory warranty is, as imposed by EU law, valid for 24 months from the date of purchase. The crash replacement is valid for 36 months from the date of purchase. Both are not transferable and as such only granted to the first-time buyer of a PORTE product.

If a defect on a PORTE product is remedied within the scope of a warranty claim, the duration of guaranteed factory warranty or crash replacement is not extended. The guaranteed factory warranty and crash replacement ends when the first-time buyer transfers ownership of a PORTE product to a third person. lated to this document.

LIMITATIONS

The guaranteed factory warranty does not apply to:

1. Normal wear and tear (bearings, derailleur hangers, spokes, ...).
2. Wear and tear on superficial areas that do not affect the function of the parts.
3. Damage caused by accidents or other excessive force on a PORTE product (e.g. crash).
4. Mis-abuse (all-mountain, enduro, freeride, ... all usage that is above level 3 ASTM).
5. Incorrect assembly or higher torque used than recommended.
6. Cosmetic defects, for example in the varnish, the decals or the anodizing.
7. Damage caused by a natural disaster.
8. Installation of components or accessories other than recommended by PORTE
9. Modification of the products such as trimming (except handlebar cutting), repainting (unless raw carbon product was provided), drilling bigger spoke holes, using other decals than originally provided, ...
10. Improper maintenance or follow-up by an uncertified technician.
11. Damage caused by corrosion or as a result of exceeding the natural lifespan of a raw material.
12. All other (non-PORTE) bicycle components.
13. Damage caused by a third person or others.



WARNING

Do not use downhill stems on the carbon handlebar.

Do not use a 2-bolted stem on the handlebar generation 1 (before 2021).

Clean on a regular basis the carbon parts, so no chemical products can affect the varnish.

ASSERTION

The guaranteed factory warranty is provided by RIDEPORTE, BE 0760.688.054. The buyer must inspect the PORTE product immediately after purchase and notify PORTE or an authorised PORTE dealer at once in writing of any obvious defects. Hidden defects must be reported immediately after their discovery. In the event of a warranty claim or request for a crash replacement, the PORTE product must be handed over to PORTE or an authorised PORTE dealer. The latter will contact PORTE to remedy the defect. The assertion of a warranty claim or crash replacement always requires the presentation of the original proof of purchase.

In the event of a warranty claim, PORTE will, at its own discretion, repair the defect or replace the defective product with a product of similar quality, whereby colour, decal and model deviations are possible. If a repair or replacement is not possible, a purchase price refund will be made taking into account previous use. PORTE is entitled to commission third parties to remedy the defect. The crash replacement consists of a 40% discount on the retail prices online at [rideporte.com](https://www.rideporte.com) for a similar product.

PROCEDURE

All warranty claims or crash replacement requests should be made through the web page accessible on the following URL: <https://www.rideporte.com/warranty>

Please take an adequate amount of pictures:

1. Picture(s) of the problem of why a warranty or crash replacement is requested.
2. Picture of the complete bike.
3. Picture of the serial number (see next page for more details).

Please provide us with as much specific information as possible, such as: the tire pressure used, which stem used with the handlebar, the Nm used on the grips or brake levers, the jump height when a handlebar fails ... anything that can give us valuable information.

If possible, always provide a picture of the tyre on the rim when a RATHE product is concerned.

HOW TO FIND THE SERIAL NUMBER

The serial number can be found on:

- The rimbed of the rim.
- Inside on the right side of a handlebar.
- Inside the headset and below the bottom bracket of a frame.









MISCELLANEOUS

The place of jurisdiction for all disputes in connection with this guaranteed factory warranty and crash replacement is Bruges, Belgium. This manufacturer's guarantee is subject to Belgian law to the exclusion of all legislation that refers to foreign law.

PORTE is not responsible for deadly accidents, bodily injury, material damage to personal belongings or damage (physical or material) to third parties that may result from a defective component.

Shipping costs must always be paid, unless the amount of the concerned products exceeds 500 euros then shipping costs are free.