

At the Hive, we design and build world-class bicycle components. While we go to great lengths to perfect our products through meticulous manufacturing and engineering processes, defects can still occur.

If you have an issue, the first thing to remember is to stay calm. We understand that despite our best efforts, you may have issues with the performance component you purchased. If you approach the situation with a good attitude and give us the real story, then we're here to help no matter the circumstance.

If you are an original owner and experience a problem with your product due to manufacturing defects, your product will be repaired or replaced free of charge for a period of five (5) years from the date of purchase. Bearings carry a one (1) year no questions asked warranty. You'll need an original purchase receipt whether for a complete bike or individual component.

Questions about our products or this policy, please write to: [support@bythehive.com](mailto:support@bythehive.com)

### **Crash Replacement**

We know that everyone crashes sometimes. Since we're just as accident prone as you, we think it's important to offer a generous crash replacement policy of 35% off MSRP. All that's required is a proof of purchase and that the product be less than five (5) years old. Depending on where you are and what component you destroyed, we may ask you to send the broken parts in for inspection so we can learn from the experience. This policy also applies to things like not using a torque wrench or driving into your garage with your bike on the roof.

### **Carbon Care Wheel Protection**

Damage from impact, wear and tear, and crashes are covered by our carbon care wheel program. Damage your carbon wheels in any way during the first year of ownership, and you are eligible for a replacement rim at no charge. Wheels damaged after one (1) year, but less than five (5) years old are eligible for a crash replacement discount. Contact us for more details  
Americas/Global: [support@bythehive.com](mailto:support@bythehive.com)  
EU: [support.eu@bythehive.com](mailto:support.eu@bythehive.com)

### **Consumables**

Please remember your bike requires frequent maintenance and replacement of components subject to wear and tear, which are not covered by the Crash Replacement Policy. These items include:

- Bushings
- Dented Rims
- Worn Chainrings
- Bashguards
- Plastic Sliders and Wearplates
- Pedal Pins Chainguide Rollers
- Brake Pads

### **Misuse**

Products by the Hive are engineered for specific use. For example, you should not be using an XC component on a DH bike. If we suspect you're misusing your component, we may opt to upgrade you to a component more suitable for your riding style; otherwise, you'll still have the option to go with our generous crash replacement policy.

### **The Fine Print**

The Hive and its agents retain sole discretion as to whether a problem experienced with your component is due to a manufacturing defect and is hence covered under this warranty policy. The Hive retains sole discretion whether to repair or replace defective components.

This warranty does not apply to products that have been modified.

This warranty gives you specific legal rights, which may vary by location. This warranty does not affect your statutory rights.

This warranty does not cover damages caused by the use of parts from different manufacturers or the use of non-approved chain lubricants or cleaners.