

FRAMESET WARRANTY

Surly™ frames and forks are guaranteed to be free from manufacturing defects for three years from the original date of purchase. If we screwed up something in the manufacturing process that resulted in the premature failure of the product, we'll fix or replace it at our discretion. This warranty is for the original buyer of the product and is not transferable. It should go without saying that we won't even consider your warranty problem without a dated proof-of-purchase.

This warranty doesn't cover damage resulting from any sort of riding other than "normal" riding, and the inevitable wear and tear resulting from "normal" use. Surly products are built to be used vigorously, and we wouldn't expect you to treat them gently. However, we can't be responsible for the inherent danger to body and property you face each time you throw your leg over the top tube. We're hip to the "just riding along" phenomenon - and frankly, we're just not having it.

Sorry, the paintjob isn't covered, nor is any damage that happens to you or your other components as a result of any failure of one of our products. Lastly, if you modify or neglect our products, we can't be responsible for them or what might happen to you while you're using them. We hate to spell it out, but hey, it's the 21st Century. We're known to back up our products, but we've seen too many peoples' parts come back to us that were not defective and did not meet our warranty guidelines. Save yourself some time and shipping money by reading this and making a decision for yourself. If you and your shop think your Surly product is worthy of a warranty inspection, please return the product to the original place of purchase, accompanied by a sales receipt. In the unlikely event that this is not possible, call or email us and we'll do our best to get you riding again.

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