

MAKE THE CALL

Handbook 2022

TREK

A portrait of Laurie Koch, a woman with long brown hair, smiling. She is wearing a white top with a polka-dot pattern and a dark jacket. The background is a light grey gradient.

WE'RE A HOSPITALITY COMPANY

LAURIE KOCH, VP OF GLOBAL CUSTOMER SERVICE AND TREK'S GUARDIAN OF GOOD VIBES

Trek is a different type of company in more ways than one. But the key difference (and one of my personal favourites) is that Trek doesn't provide customer service. We provide hospitality.

Customer service is expected everywhere, so the only way you can stand out is when you either fail to deliver it or wildly exceed customer expectations. That's why we do something different entirely. At Trek, we don't deal with problems. We deal with people and experiences, and we make sure that everyone who comes into contact with our brand feels valued and appreciated. We call this providing incredible hospitality.

Top-of-the-line hospitality is important everywhere, including Trek's Warranty Department. Here, we practise empathy daily, and we constantly put ourselves in the shoes of our customers and retailers in order to serve them fairly and efficiently. As a member of the Warranty Department, you should constantly be asking yourself questions like: What can we do to communicate our policies more clearly? How can we take care of our customers faster? How do we empower our shops to help customers first, and talk to us later? In short – how can we use our warranty process to provide incredible hospitality to dealers and customers alike?

This guide will help you answer those questions. Hospitality is a practice, and like anything in life, you have to work at it to become an expert. Read through this document, keep it close at hand and don't hesitate to get in touch if you have any questions. We're eager to help you Make the Call!

TREK'S RULES OF HOSPITALITY

*You're probably wondering what these rules have to do with making the call
between warranty and non-warranty issues.*

At Trek, we view everything through the lens of hospitality. Even this.

Read them. Remember them. Follow them. And good things will happen.

1. Make others' problems your problems

Empathy is everything. When someone senses that they're not alone when they're communicating with you, they'll remember you as someone who made them feel valued.

2. Be present

Great hospitality is about making people feel seen, heard and valued. The root of that is a simple practice: Be open, be available and listen. When you're really present and engaged, people will sense it. They'll remember you as someone who made them feel understood.

3. Show people they matter

Masters of hospitality can recall details about their customers, like their name, major life events and their last conversation. Showing someone that you remember them, even if it's as simple as calling them by name, is an easy way to pay a deeply meaningful compliment. When you remember people, you're telling them that they matter.

4. Don't worry about being right

Making things right is always better than being right. Empathise and keep a cool head, even if you end up in a situation where someone's directing anger at you. Because when things calm down, you don't want to be remembered as someone who was inflexible. The big picture is all that matters.

5. Never miss an opportunity to surprise and delight

Be thoughtful. Be creative. Be brave. When you provide incredible hospitality, people will remember you as someone who cared about them – and that's not something that someone forgets. Take every opportunity you can to surprise people with hospitality. This approach will take you far.

6. Nobody waits for a beer

We've all been there. You're at a function, maybe it's a post-work get-together with your customers, and the beer's not flowing because the place is ill-prepared and understaffed. The room's hot, people are agitated, and everyone's beginning to wonder, "Where the beer?" Hospitality is about anticipating needs and desires, so we avoid moments like this at all costs – even when it means hopping behind a bar and pouring a pint yourself. At a Trek event, nobody waits for a beer. It's a standard we're all responsible for upholding.

MAKE OTHERS' PROBLEMS YOUR PROBLEMS

This one might seem obvious, but it's important. When a customer presents you with a problem, you should consider it yours.

Think of it this way – if the customer's daytime running light won't turn on, your daytime running light won't turn on. If they have a race this weekend, you have a race this weekend. If their bike is broken – you guessed it – your bike is broken, too.

Practising empathy is key when addressing warranty claims. You need to be invested in a customer's problem in order to provide incredible hospitality and Make the Call one way or another.

When someone comes to you with a damaged bike, treat it as if it were your own. Thoroughly inspect the damage, take your time examining the product and take good photos while you're at it. Grab your mobile phone and document what you see. Both you and your customer will be happy that you invested in their problem, and it'll be even easier to Make the Call.





BE PRESENT

and show people they matter

When a customer rolls a broken bike into the shop, many mechanics don't hesitate to get the bike right in the stand and start solving the problem. It's not a bad instinct, but it's missing a key step – being present.

Take some time to ask the customer some questions and learn about the incident. It's important to get all the details up front. Most customers just want to be heard, and simply being a good listener and getting their full run-down of what happened will show that you are present. This will make the customer feel like they matter, and it will build a lasting rapport.

DON'T WORRY ABOUT BEING RIGHT

Everyone makes the wrong call at one point or another. If you do, have no fear. We'll work with you to make the deal fair for everyone. It's better to act even if you make a small mistake than to do nothing at all. However, that doesn't mean you should cover everything under warranty for the sake of speed or simplicity.

If you're not sure about something, call us. We won't be angry if you make a bad call in good faith. If you give a bike away under warranty, but closer inspection shows that the call wasn't quite right, Trek will look into splitting the cost or negotiating a fair deal. There will always be a solution. But always remember – it's the big picture that matters.

*Living room furniture on the lawn?
There's no wrong way to kick back at World Cup Waterloo.
Especially when you're the legendary Jens Voigt.*

NEVER MISS AN OPPORTUNITY TO SURPRISE AND DELIGHT

Once you have all of the information you need, it's time to Make the Call and take care of your customer.

–For any issues with Bontrager products, you can simply help the customer straight away. There's no reason to delay in accessory cases.

–If evidence suggests a warranty issue, see if you can help the customer quickly by providing them with something from your shop's stock. You can also offer a warranty upgrade option.

–If a customer admits that they crashed and broke their frame, you can immediately offer a 20% discount towards another frame or bike.

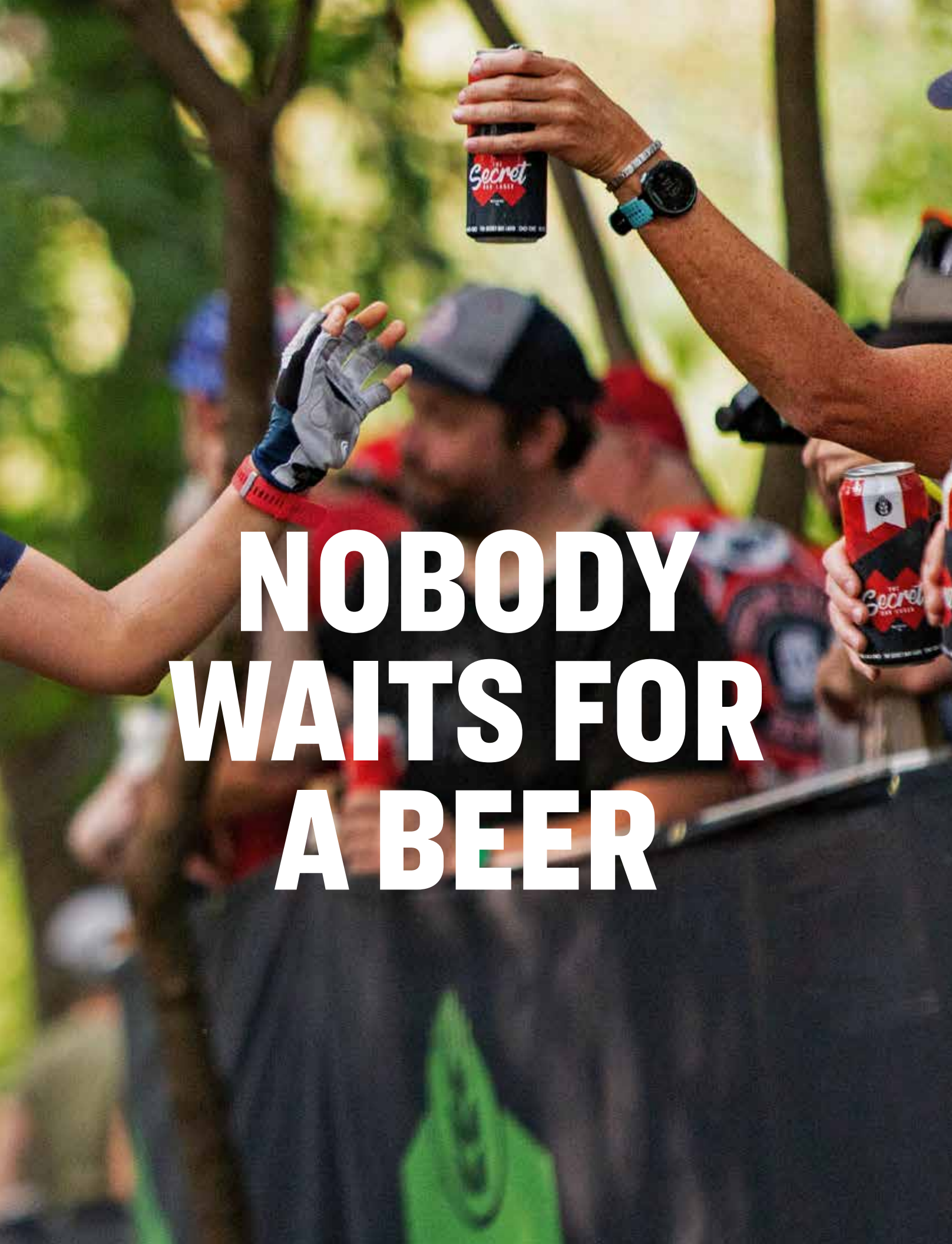
But, if something unlikely happens, or it's one of your best customers, it might be time to think of a more creative solution – one that will surprise and delight your customer, and create a lasting impression.

When you see an opportunity to surprise and delight and practise generosity – do it! Listen to your inner-voice and take action in being generous. You never know just how large an impact your generous urge can have.

If you're uncertain about what you can and cannot offer your customer, call the Trek Warranty Team and we can think of a solution together.

Whatever call you make – be thoughtful, be creative and be brave. When you Make the Call, you should take every opportunity you can to surprise people with just how much we truly care.





NOBODY WAITS FOR A BEER

Congratulations!

You Made the Call and your customer is delighted. In your excitement, don't forget to send a claim to Trek. One of the worst experiences for a customer is to be left waiting.

In order to keep things rolling quickly and efficiently, you should spell out exactly how you resolved an issue when you make a warranty claim. In the Trek Warranty Claim process, we're looking for the most accurate information possible. We strive to identify and solve problems as quickly as we can, and we rely on you to aid in our efforts.

Claims with bad or incomplete information don't just slow down the resolution process for you and your customers. They may deny Trek's Quality Team the facts they need to quell product issues.

Make absolutely certain that your warranty claim is timely, complete and as detailed as possible, so your customer isn't left "waiting for a beer".



Now that you’ve seen how to best “Make the Call” while following Trek’s rules of hospitality, let’s examine an ideal warranty interaction:

It’s a beautiful day at the bike shop, and your team is working through routine maintenance work orders. You look up to see one of your regular customers pushing a bike through the front door. They have a pained expression on their face as they approach the service intake area.

They tell you a story about what they’ve been experiencing on their 2016 FX 3. They mention some creaking as well as a “softer” feeling when they stand to pedal. When cleaning their bike the other day, they found a small crack at the weld where the seat stay meets the seat tube. They insist they have not crashed the bike, and you can see from their customer history that the bike is well-maintained.

So, what happens next? In previous years, you would have noted the customer’s explanation, taken pictures of the issue and fed it all into a warranty claim. You would have told the customer that you’d be in touch in a few days once you’d spoken to Trek. They would have left your shop without a bike and had to wait for more information.

Fortunately, you don’t do it this way any more. Now, when cases are this clear, you Make the Call and take care of your customer fast! You know that a crack at the weld is usually a material defect that is covered by warranty, and the bike is in good shape and shows no evidence of collision. You’re confident that Trek will cover this bike under warranty so you know you can help the customer now rather than waiting for confirmation. You look up at your customer who still looks worried. You offer the reassurance they’ve been waiting for: “I’m sorry that you’ve had this issue with your bike, but we’re going to take care of it straight away.”

An hour later, the customer walks out of the shop with a new bike. You had a new FX 3 in stock, and offered it up knowing that Trek would make it right after the fact. Your customer was blown away, but confessed they were curious about upgrading to a carbon bike. Before long, you sold them an FX 6, and discounted the price of an FX 3 from the total. In the end, your customer received a peak hospitality experience, and you turned an unfortunate situation into sales revenue for your shop.

All that’s left is to talk to Trek to get an FX 3 or a credit on the way.

MAKE THE CALL

Warranty Handbook 2022

TREK

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A Note on Claim Accuracy

In the Trek Warranty Claim process, we’re looking for the most accurate information possible. We strive to identify and solve problems as quickly as we can, and we rely on our dealer partners to aid us in that effort. Claims with bad or incomplete information don’t just slow down the resolution process for you and your customers. They may deny Trek’s Quality Team the facts they need to quell product issues. Please refer to the B2B for Tech and Warranty section for details on submitting claims.

KNOW THE CALLS

Trek/Bontrager/Electra/Diamant Limited Warranty

We provide a warranty against defects in materials and workmanship for all original equipment and aftermarket products, as specified below:

Lifetime	Frame sets (frame and rigid fork), main frame and full suspension swing arms for the lifetime of the original owner
	Bontrager wheels with carbon rims
2-year	Clothing
	Parts and accessories
	Rear suspension linkage components, including bearings, rocker link and accompanying hardware and components
	Bontrager wheels with alloy rims
	Paint and transfers

This warranty applies to:

- All model year 2020 and newer bicycles
- Parts and accessories purchased after 1 August 2019.

This warranty does not cover:

- Normal wear and tear
- Improper assembly
- Corrosion
- Improper maintenance
- Installation of components, parts, or accessories not originally intended for or compatible with the bicycle as sold
- Damage or failure due to accident, misuse, abuse, or neglect
- Labour charges for part replacement or changeover
- Non-proprietary products (any other original part or component) covered by the original manufacturer’s warranty

For information on historic Trek warranty policies, refer to the Additional Resources section

Subsequent Ownership Warranty

Subsequent owners (second or later) are entitled to a three-year warranty from the date of original purchase from the retailer. Proof of original purchase is required to validate the coverage period.

This policy only applies to model year 2020 and newer bicycles.

Warranties for non-proprietary items

Trek is committed to making the warranty process easier for our dealers. We now handle the warranty process for most brands that we sell on Trekbikes.com. We will honour the warranty for those brands if the product is within the warranty period and we have the proper part to resolve the claim. If Trek cannot supply the correct part, we will refer you to the supplier for a resolution or provide a credit. You can find supplier contact info and policy information in the Additional Resources section.

Definition of a defect

From Webster:

- Defect: a fault or imperfection
- Material: the substance or substances out of which a thing is [. . .] made
- Workmanship: the art, skill, or technique of a workman

Using the Webster definitions, the coverage can be restated as “a fault or imperfection in the substance from which a part is made, or a fault or imperfection in the skill or technique of the workman who made the part.”

So is it covered by warranty or not?

Given the definition above, any issue that is NOT directly attributable to the material Trek used in the product or the work Trek did on the product would NOT be covered under the warranty.

Above all else, we’re looking for any hint of a defect. We want to get to yes!

Please refer to the Training Resources section for examples of warranty defects.

Non-warranty damage

Sometimes unlucky things happen to bikes and are not covered by the warranty policy. Again, for warranty coverage we’re looking for any suggestion of a defect. Any bike damage that we can’t attribute to a defect is the result of an outside force. When something outside of Trek’s manufacturing process leads to bike damage, it’s a non-warranty situation.

Common examples include a crash or impact, misuse, lack of maintenance, and normal wear and tear.

Please refer to the Training Resources section for examples of non-warranty damage.

Resolutions Options

Once you have classified an issue as warranty, non-warranty or a candidate for goodwill assistance, you can look at the best resolution option for that issue.

WARRANTY

Warranty Replacement

If possible, Trek will replace the defective item with the same or a similar item. For bikes with defective frames, we will offer a replacement frame set or the option to upgrade to a better frame or bike. For parts and accessories, Trek will either send an exact replacement or credit to cover the value of the item.

Compatibility Issues

The bicycles and parts made by Trek are always changing and improving. Trek makes regular changes to graphics and improvements to technology. Because of these changes, a part replaced under warranty might be a different colour from the original bicycle or part, or in some cases the replacement part might be a revised or newer model. When a colour changes, Trek might not have the earlier colour available. When a frame specification changes, the customer's original parts might not fit (e.g. a different seat post diameter). This section explains how Trek handles those compatibility issues.

Frames

Some frame improvements create issues with part compatibility between model years. If the bike was purchased within the last two years, Trek will include frame-specific hardware with the replacement frame. This includes proprietary parts such as bottom bracket bearings, head set bearings, full suspension linkage hardware, cable guides, and DuoTrap plugs.

This programme does not include front suspension forks or rear shocks. Replacement suspension forks or shocks may be purchased while filing the service claim at a 25% discount.

In the case of a Warranty Upgrade, the customer is responsible at normal pricing for all the necessary frame hardware including front and rear suspension shocks.

Wheels

With some wheel models, the transfers and colours of the replacement will not match the original part (or its mate). A matching wheel may be purchased while filing the service claim at a 25% discount. This programme is only available for wheels within the standard warranty period.

Warranty Credit

In some cases, Trek will credit a shop for the value of a defective item. If a shop provides a customer with a replacement item, but does not need to replace their stock, they can request a credit through a warranty claim to offset their cost. We also issue credits occasionally so a shop can source a replacement part from another supplier. As always, good notes on credit claims help our team to understand what needs to happen next.

Scratch and Dent Credit

When bikes or accessories arrive at a shop with noticeable shipping or packaging damage, but are still in saleable condition, Trek can provide a Scratch and Dent credit so the shop can discount the damaged item. When filing a claim for a Scratch and Dent credit, feel free to request a reasonable credit percentage in the claim notes. This helps us resolve claims even faster!

Warranty Repair

Occasionally, the best warranty resolution for an item is to repair it in a Trek Service Centre. This primarily applies to top-tier Bontrager carbon wheels. Please contact the Trek Customer Care team to determine if the repair can be performed in your store or needs to be repaired by Trek.

Warranty Upgrade

If Trek determines that a frame, part or accessory will be covered under warranty, your customer has the option to pursue a warranty upgrade. For example, we may offer a warranty replacement frame for an alloy Fuel EX, but the customer is interested in a carbon mountain bike. Your customer can use the retail value of the offered frame set towards any upgraded frame or bike.

If you Make the Call and arrange a warranty upgrade straight away for a customer, be sure to enter specific notes in the subsequent claim to eliminate any guesswork for our Warranty Team.

NON-WARRANTY

In situations that are clearly not covered by warranty, shops can improve the customer experience by taking action quickly. There are several calls they can make to get a customer back on a bike.

Loyalty Programme: Home of the 20% Loyalty Discount!

Trek knows that your customers love their bikes, and sometimes the burden of fixing a non-warranty problem can be expensive. And giving a person “the bad news” that a crash is not covered by the warranty can cause a disturbance in your relationship with your customer. Trek does not recommend any repair that disturbs the carbon structure.

To improve the customer experience, Trek provides a service called the Loyalty Programme for bicycles damaged under non-warranty circumstances. When confronted by non-warranty damage you can offer your customer a 20% discount towards a replacement option under the Loyalty Programme.

Bontrager Wheel Guarantee

In non-warranty cases involving Bontrager carbon wheels, the Bontrager Wheel Guarantee allows dealers to turn bad luck into new product

If a customer structurally damages a Bontrager carbon wheel while riding within the first two years of ownership, we will replace or repair it for free. It’s that simple. This coverage applies to Bontrager carbon wheels that come as standard on bikes as well as aftermarket wheel purchases.

Helmet Crash Replacement

A helmet that has been impacted in a crash should be replaced, even if there is no visible damage, because any damage to the helmet will reduce the protection the helmet offers.

If a consumer’s Bontrager helmet is involved in a crash within the first year of ownership, Trek Bicycle will replace it at no charge. To provide the best customer service, shops can offer customers a replacement helmet from their stock and then work with Trek for another.

To qualify under this policy, file a claim on B2B. Select “Helmet Crash Replacement Credit Request” located in the Non-Warranty Claims section and include a picture of the damaged helmet, as well as an image of the sales receipt clearly showing the item and date when it was purchased. If approved, Trek will send out a replacement helmet.

30-Day Unconditional Guarantee

They will ride it and love it. If not, we’ll take it back. It’s that simple. This Guarantee encompasses every item we make. That’s all clothing, all shoes, all helmets, all components. The industry-best guarantee: simpler, easier for retailers and customers.

The Guarantee for your customers:

Ride it and love it. If not, we’ll take it back. It’s that simple.

If for any reason your customer is not satisfied with a Trek or Bontrager aftermarket purchase, have them return the item, along with the original sales receipt, to the original place of purchase within 30 days for exchange. Remember: when you submit a post-purchase claim on the B2B you’ll attach an image of the original proof of purchase, so it’s a good idea to capture a quick photo of the receipt at this time.

After-market exclusive

The Unconditional Bontrager Guarantee excludes Bontrager OE (original equipment) componentry sold as part of a bicycle.

Also, we sell many other brands on Trekbikes.com, but the Guarantee only applies to Bontrager parts and accessories.

How to make a claim

If a consumer uses and dislikes a Bontrager item covered by the Unconditional Bontrager Guarantee, you must complete a claim. Follow these steps:

- Your consumer must return the item to the original place of purchase with a receipt within 30 days of the purchase date
- Take the item back and offer an exchange or credit.
- Enter a service claim on the B2B. Under “What’s the issue?” select Unconditional Bontrager Guarantee. Attach an image of the original proof of purchase as prompted by B2B.
- In the box Additional Claim Details, write the specific reason why the item was returned
- Please package the item up, and Trek will send a call tag for return

Retailer FAQ

Are components that come on bikes covered?

No. The Unconditional Bontrager Guarantee (UBG) is for aftermarket products only. The customer needs to provide a copy of his or her dated receipt for the aftermarket parts.

What if you feel the policy is being abused?

You have full autonomy over the policy, with the right to refuse to honour the guarantee if you feel the consumer is abusing it.

What about multiple claims?

If a consumer returns the same model or product multiple times, you have full authority to honour or reject the claims. If you honour the guarantee, Trek will process the claim.

My question was not answered here. What should I do?

We are always happy to help you find answers. Contact your Warranty team for any additional questions and concerns.

SHIPPING DAMAGE

To get products to you, Trek has to ship them. In shipping, sometimes they get damaged. Following these steps can help avoid a claim, or make a shipping damage claim pain free and easy.

However, not all product with shipping damage needs to be returned. If you receive product that is damaged but still sellable (i.e. merely scratched, nicked or dinged) file a Shipping Damage claim to receive Scratch and Dent credit.

Here is what you should do if you receive damaged product from UPS or another carrier and you do not want it.

Receiving a shipment

You can sometimes avoid a claim by receiving carefully. The first and best step is to refuse any damaged freight.

Always inspect freight carefully

Before signing any freight bill, count and inspect the cartons. If you see damage that you feel you are unable to fix, refuse the damaged box. However, sometimes there is concealed damage (concealed damage is damage not noted on the freight carrier's delivery receipt), or you may decide to accept the box (not recommended). In those cases, follow these instructions.

Sign for the shipment as being short or damaged

If there is a shortage or damage, make note of this on the freight bill. Then, as soon as possible, do a more detailed inspection of the product.

How to resolve shipping damage

If you find hidden freight damage, follow these instructions to get reimbursement. In most cases, you must file within 10 days of receiving the shipment.

Keep the original box and packaging

Most carriers will not accept merchandise for a claim in a different box or packaging, or you did not note damage on the bill of lading. As much as possible, do not remove protective wrap from the damaged product. If you have already removed it, keep the packaging and box. Carriers will not accept the claim if the product is in another box or different or missing packaging.

Contact Trek

Please place a claim via B2B. We will review the claim and be in contact with the next steps to take to resolve the claim. Retain the original box and packaging. The claim will require the following information:

- Order number
- Carrier
- Specific product(s) with damage and the part numbers
- Connote / Shipment Number

B2B FOR TECH AND WARRANTY

This section covers the sections of Trek’s B2B site that can be used for technical information and managing warranty claims.

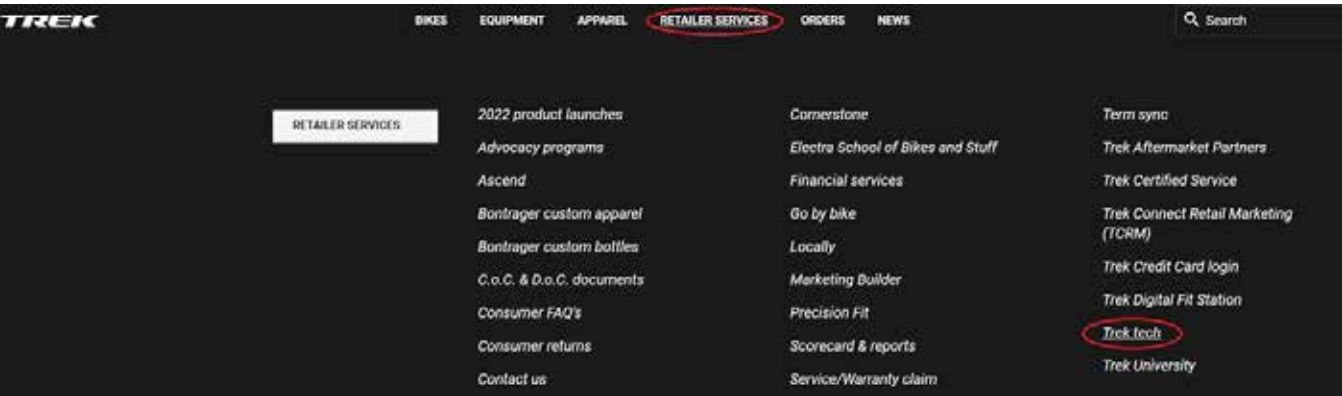
For more support on these topics, check out the helpful B2B instructional videos on Trek U!

Trek Tech

The Trek Tech page is an extensive resource for all bike specs, wheel information, suspension diagrams, service bulletins and reference materials of all types.

How to access

The Tech Site can be accessed through B2B by going to the Retailer Services tab and clicking on the Trek Tech link



What you’ll find

The Trek Tech page provides a variety of information and is divided into five main categories:

Search by Serial Number

If you do not know the exact year or model of a bike, you can find specifications and documents using the bike’s serial number. Some older serial numbers may not be recognised, in which case you can search by year and model (details below) or get in touch with your friendly Tech and Warranty team!

Technical information

Exploded diagrams, historical bike information, manuals, bike component spec, detailed Bontrager wheel information, and so much more.

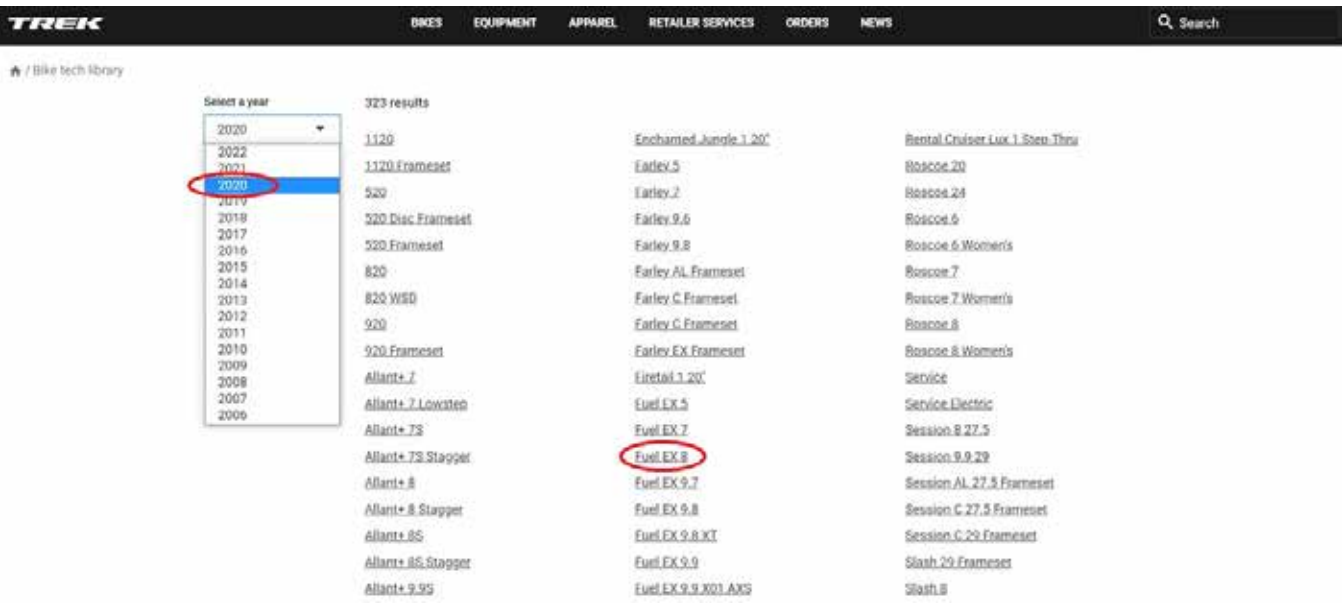
Find tech information for a bike by searching for its serial number below.

Bike serial number

Bike Tech

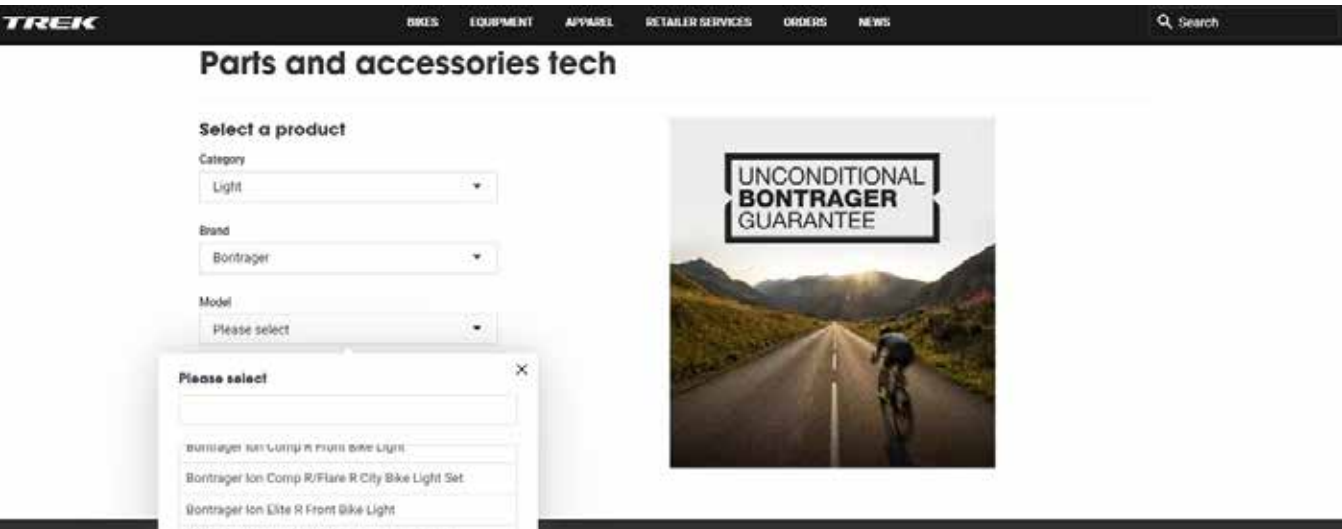
This section will provide specifications and part numbers for the components used on all of our bikes. You can use this information for warranty claims as well as ordering non-warranty replacements parts for your customers. The bike spec pages will also provide links to geometry information and other reference documents specific to the type of bike you are looking for.

Select the year and model from this section to access the relevant information



Parts and Accessories Tech:

Looking for service parts for a Trek or Bontrager accessory? You can use this resource section to search for parts and accessories information.

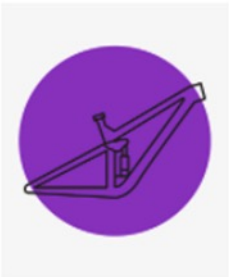


Wheels and Tyres

The wheel section provides specifications and parts numbers for our wheels as well as detailed information important for wheel building such as effective rim diameters, rim offsets, and hub flange dimensions. You will also find quick reference guides for replacement bearings and freehub bodies to help make it easier to locate the needed information quickly. This section also contains compatibility guides for tubeless rim strips and valves.

Additional Resources

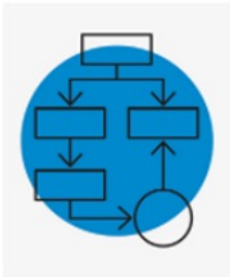
The reference section provides reference materials of all types including a historical archive of our bike catalogues, quick reference guides for our proprietary systems (including BB90, BB95, and all versions of our ABP system), suspension diagrams and set-up guides, and torque specifications. You will also find sections for service bulletins and recall information.



Suspension & frame reference
[View suspension & frame reference documents](#)



Catalog archive
[View catalog archive](#)



Geometry archive
[View geometry archive](#)



Manuals & guides
[View manuals](#)



Service bulletin archive
[View service bulletins](#)



Safety & recalls
[View safety & recall documents](#)



Precision Fit
[View Precision Fit documents](#)

Service Bulletins

Service Bulletins are used to update dealers on issues regarding products in the field. New Service Bulletins are typically posted on the B2B home page and then archived.

Safety and Recalls

This section contains Trek’s archived recall notices. Recalls never expire, and no proof of purchase is required to file a recall claim for your customer.

If you need help accessing Trek Tech or finding the information you are looking for please contact Tech@trekbikes.com

Finding bike specifications using the SKU

If you have a bike SKU on hand, you don’t need to search through the Trek Tech page for information. Just search the Trek part number on B2B and navigate to the “Bike tech” section of the page. You will be able to find related parts for the exact model, size and colour that you searched for.

SERVICE/WARRANTY CLAIM

Filing a service claim is done online on the B2B site. With this system, filing a claim takes only minutes and you will receive a confirmation at the end of the process.

Before starting a claim

Before entering a service claim on B2B, it is important that we receive the following documents and information:

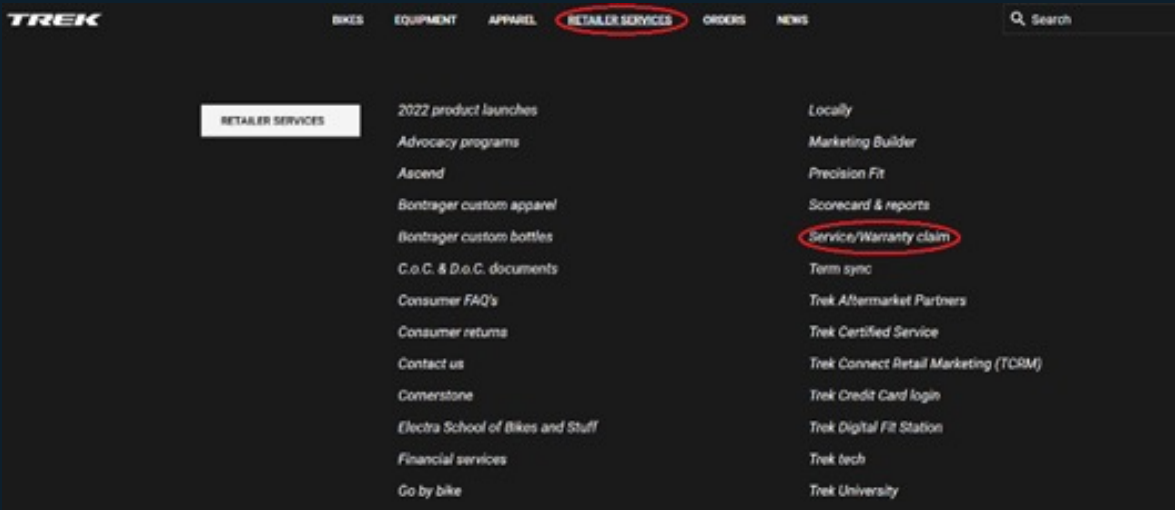
- Confirmation of original ownership (image of receipt)
- Image of serial number
- Pictures of the issue when needed (no need for a picture if the issue is “chain noise”)
- From the bicycle:
 - Year
 - Model
 - Size
 - Colour
 - Serial number

Warranty Claims and Product Quality Feedback

We have all encountered an issue during a bike build that does not require a replacement part, but still represents a quality issue. In addition to submitting warranty claims to get replacement parts, you can now send product quality feedback directly to our Quality Team. This channel allows us to spot quality issues more quickly and enhance both the dealer and customer experience with Trek products.

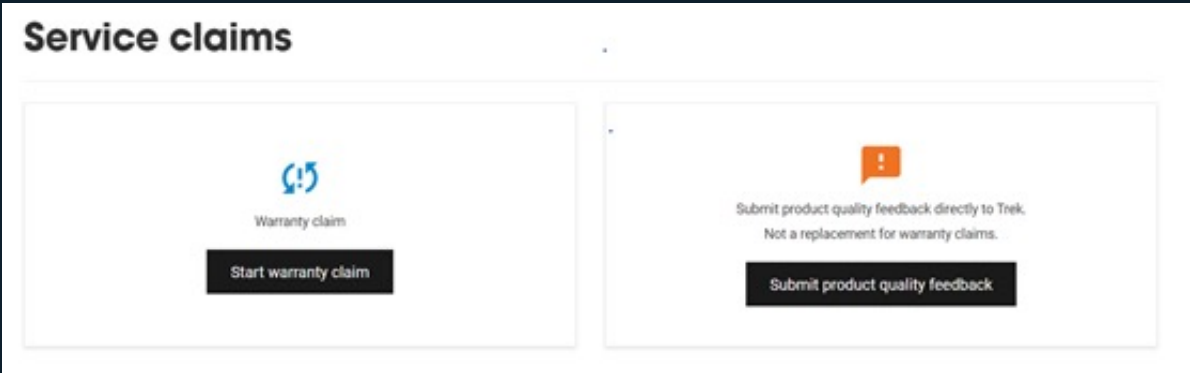
How to enter a claim or send feedback

1. Log on to B2B
2. Click on the Retailer Services tab



3. Select Service/Warranty claim from the menu

4. Click Start Warranty Claim



5. Enter contact info, a PO, if desired, and enter claim notes

A screenshot of the 'Claim SA-5L0-Y8H-3P' form. The form includes sections for 'Claim contact info' with fields for 'Contact person *', 'Phone number *', and 'Email address'. Below this is the 'Claim details' section with a 'PO number' field and a 'Claim notes' text area. At the bottom, there are two checkboxes: 'This is a non warranty claim' and 'Retailer make the call'.

6. When entering claim notes, be as specific as possible. You can include the preferred resolution option or tell Trek that you Made the Call so we know how to help.
7. The claim can also be specified as non-warranty for:
 - Unconditional Bontrager Guarantee
 - Bontrager Wheel Guarantee
 - Loyalty Discount
8. Retailer make the call
 - This button helps us understand if you've made the call of warranty or non-warranty
 - Please include detailed notes of the situation and your suggested solution for resolution
 - Need help? Refer to the Be the Warranty Guide modules on Trek U

9. The next section contains all the bike or accessory details

- This section contains all the information that your rep will receive about the product you are claiming. Each claim can contain multiple accessories, but the quantity will default to one.
- If a claim is being submitted for any component that came on a bicycle, that claim must be entered with the bike's serial number. Any claims submitted without this information will be flagged for more information. If the claim is for a part or accessory that was not on a bicycle that claim can be submitted for that individual part or accessory.
- If the serial number is not recognised, simply upload a picture of the serial number to move forward with the claim.

10. The next step is entering the product information

- First enter the bike serial number. If the claim is for a part or accessory, the serial number field will be left blank. Entering the bike serial number should prompt the bike details to auto-populate.
- If the serial number is not recognised, simply upload a picture of the serial number to move forward with the claim.
- You can then enter the model year, size and colour

11. Click the calendar icon to select the date when the consumer purchased the bike or when it was received to your shop

12. In the Issue Details section use the Issue Description Chart to best describe the damage or defect (Figure 5)

13. This will open an Issue tree menu

- Navigate to the proper issue. If you cannot locate an exact match, pick something close and make sure to add more details in the Claim Notes box.

14. Then you will need to specify whether the issue occurred before or after consumer purchase

15. Select the preferred option under the Requested Action

Requested action

☒ Replace

☐ Credit

☐ Repair

- For Wheel Service claims or Dropout Repairs, select Repair
- For any claims where Trek will be sending replacement parts select Replace
- For Scratch and Dent discounts, or if a replacement item is not necessary, select Credit

16. Adding Attachments

- Every bike related claim will need a clear image of the serial number, clear photo(s) showing the damaged parts, and a copy of the customers purchase receipt if it has been sold.
- Every Bontrager Guarantee claim needs a copy of the purchase receipt.
- Any claims not meeting these criteria will be flagged for the required information and will not be processed

1. Select the section you would like to upload a photo to

Attachments

Proof of purchase

Upload image

Damage/defect

Upload image

2. Select the file from your computer
3. Upload the files to the claim
4. If you need to add more than five attachments, select the Add More Photos option

Image 1

Upload image

Add more photos

17. You can Save the claim to edit later

SaveDelete claim line

Add another claim line

- Note: claims beginning with SA rather than W are only temporary, saved claims, and have not been submitted for review

18. You can add another claim line to submit multiple items for review

19. Hit the Submit Claim button

Submit claimSave claimDelete claim

- You may receive an error on a part or accessory claim which does not have a serial number to enter, press the submit claim and the claim will process, providing all other information is correct

20. The claim will give you a confirmation with a claim number beginning with a “W”

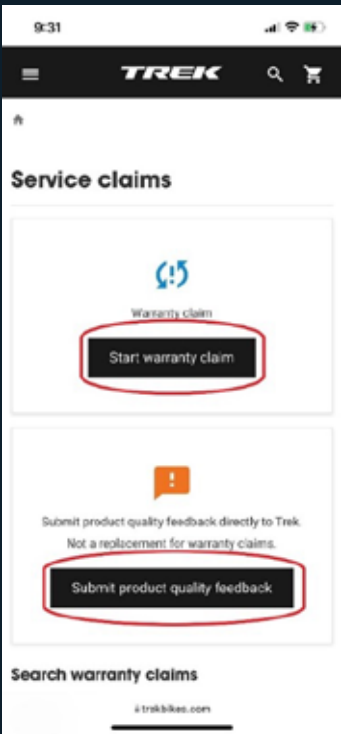
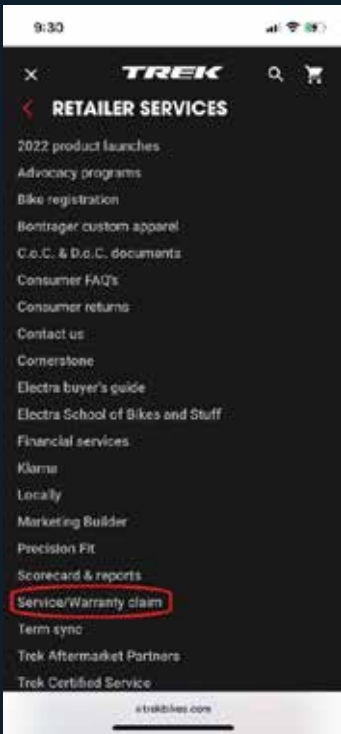
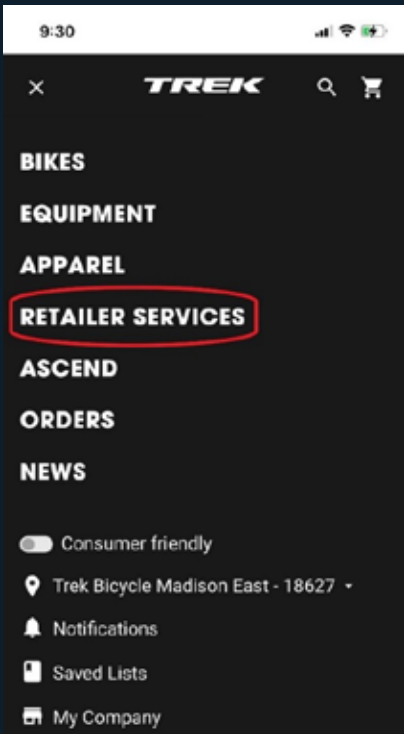
Thank you, your claim has been submitted. Your claim number is W000005NH

Submitting a claim from a mobile phone

The B2B site is mobile-friendly! This means that you can submit a warranty claim faster than ever. Just snap some pictures and submit them directly from your phone for Trek to review. Even better? It's just as easy as submitting a claim on a desktop.

Navigate the mobile B2B site just as quickly as the regular site!

When submitting a mobile claim, you can upload photos directly from your photo library!



ADDITIONAL RESOURCES

Evaluating damage for defect vs impact

Defects in materials

With this type of defect, it is sometimes hard to determine if the issue was the material or the workmanship.

As a clear-cut example, if a product broke and there was an obvious flaw in the material at the break, that would be a defect in the material. If a tyre sidewall ripped without any cutting or abrasion, that might be from a defect in the material.

However, care must be taken in assessing any such damage. With either of the above examples, outside influences could be at the root of the problem. If the tyre had some threads cut by a bike rack, then the resulting rip would not be a defect but instead misuse. If the part broke because it had a deep scratch at that point, the weakness might have been started from a sharp edge on a workstand clamp, an example of incorrect maintenance. Neither misuse nor incorrect maintenance are covered by our warranties.

Defects in workmanship

To maintain the quality and performance of our products, Trek has clear-cut standards for most of the products Trek makes.

As an example, Trek has established allowable tolerances of frame alignment. If a frame is outside those tolerances that would be a manufacturing defect. Similarly, Trek has standards for cosmetic finishes on the bikes. If a bonded joint exhibits a gap that is outside those cosmetic standards, then the frame might have a manufacturing defect.

Warranty Examples

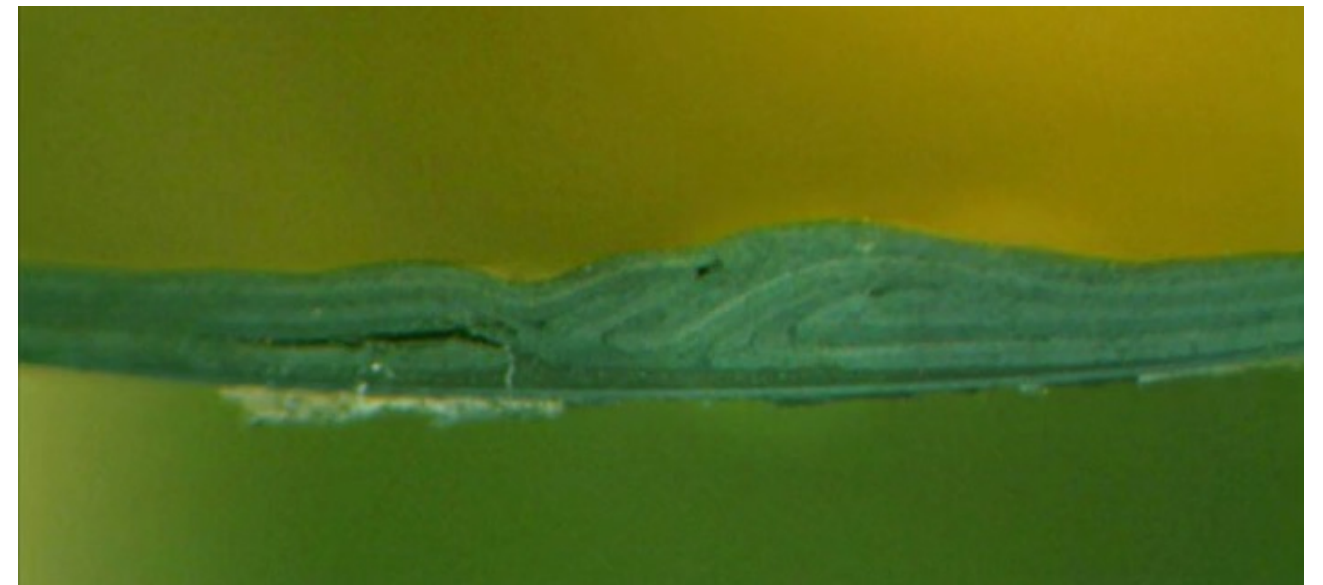
This crack at the weld on an aluminium frame shows a material defect that would be covered under warranty:



This incomplete weld is a defect in workmanship and is also a warranty issue:



On carbon bikes, if the carbon material gets folded or bunched during manufacturing, it can compromise the frame integrity and lead to frame failure. This is covered by warranty.



An unscheduled ply-drop can occur when the thickness of carbon tubing falls below the proper specification. This creates a weak point that can lead to the failure seen below. This is also a warranty defect.



Examples of Outside Force

There are many issues that are not covered under the warranty. This section gives some examples and explains why they are not covered by the warranty.

This top tube shows damage consistent with a clamping force. It was clamped in a repair stand and that broke the frame.



This damage is the result of the wheel coming out of the dropouts.



Here we can conclude that the rear derailleur was the source of the outside force.



Carbon Fibre Care and Inspection

Carbon fibre and hidden damage

Carbon fibre behaves differently than metal when overloaded (Figure 1). The following section explains carbon care and maintenance.



Figure 1. Overloaded forks: metal fork on left bent when overloaded. Carbon fibre fork on the right broke at a much higher load, but completely separated.

Carbon care and maintenance

Trek has been producing OCLV carbon bicycles since 1992. Our products are rigorously tested and proven in the most brutal race conditions. From the Tour de France to the 24-Hour Mountain Bike World Championships, our OCLV carbon bikes have been ridden to victory in a variety of racing arenas.

Carbon has proven its performance pedigree. However, carbon fibre has unique qualities. Unlike metal parts, carbon fibre parts that have been damaged usually do not bend, bulge or deform; they break. A damaged carbon part may appear normal at a quick glance but could suddenly fail without warning. Carbon forks, handlebars and stems are most critical.

Trek wants you to be safe. No matter what brand you ride, if you have crashed or impacted your bike (like when you forgot to take it off your roof rack when you drove into the garage), take your bike to your dealer for inspection. Regularly follow the self-inspection tips below.

If you suspect any of them are true, stop riding your bike immediately and take it to your local dealer for inspection and evaluation.

Visual test

- Frequently inspect your bike frame, fork, and carbon components
- Look for any gouges or deep scratches, cracks, loose fibres, or other surface flaws
- When cleaning your bike, pay attention to the cloth getting snagged

Audible test

- Be careful to listen for uncommon noises
- While riding your bike, carefully listen for any uncommon sounds. Creaking, cracking or popping noises could all be indications of a problem

Tactile test

Judging your bicycle's ride quality can be another method for discerning a potential problem. Things to be aware of include:

- Any degradation in the braking or gear shifting performance
- A change in the bike's ride quality or handling characteristics

Warning: Damaged carbon fibre can fail suddenly, causing serious injury or death. Carbon fibre can conceal damage from an impact or crash. If you suspect your bike has been impacted or crashed, immediately stop riding. Take the bike to a dealer for inspection.

Carbon fibre FAQ

Is carbon fibre safe?

Yes. By weight, carbon fibre is stronger than aluminium, steel, or titanium. However, if a carbon part is damaged in an impact or crash, carbon fibre breaks, it does not bend. Therefore, it should be inspected carefully after an impact.

Why the concern over carbon fibre? I thought it was the strongest material out of which you could make bike parts.

Trek has been making carbon fibre bicycles for over two decades. Trek has more experience than anyone else in the industry and is taking a leadership role to make sure that consumers understand that carbon fibre behaves differently than aluminium or steel when impacted. It breaks, it does not bend.

If a consumer does not want their carbon bike or carbon parts any longer, what should they do?

They can replace their carbon components with aluminium ones.

If the visual, audible, or tactile test proves inconclusive what should the dealer or owner do?

Replace the part.

HISTORIC WARRANTY POLICIES

Trek Care/Bontrager Limited Warranty (2012-2019)

All Trek bicycles are sold exclusively through our network of authorised dealers who we entrust with professional assembly and service of your bicycle. Trek Bicycle Corporation provides each original retail purchaser of a Trek bicycle a warranty against defects in materials and workmanship, as stated below:

Lifetime	Frames for the lifetime of the original owner (except forks, the Session, Scratch, Slash and Ticket model frames, and the swing arms on all full suspension bicycles)
5 years	Swing arms on all full suspension bicycles (except the Session, Scratch, and Slash model frames)
3 years	Session (aluminium), Scratch, Slash, and Ticket model, frames, and swing arms
2-year	Session (carbon) model frames and swing arms
	Ride+ motor, controller, & battery pack (or 600 charges, whichever comes first)
	All original Bontrager forks, rocker links, parts and components (except consumables such as tyres and tubes)
1-year	Paint and transfers

This warranty applies to 2011 and newer model bicycles and covers only Trek and Bontrager branded products. Any other original part or component shall be covered by the stated warranty of the original manufacturer. Any products not specifically included above are hereby omitted.

This warranty does not cover:

- Normal wear and tear
- Improper assembly
- Improper follow-up maintenance
- Installation of components, parts, or accessories not originally intended for or compatible with the bicycle as sold
- Damage or failure due to accident, misuse, abuse, or neglect
- Labour charges for part replacement or changeover

This warranty is void in its entirety by any modification of the frame, fork, or components. This warranty is expressly limited to the repair or replacement of a defective item, and said repair or replacement is the sole remedy of the warranty. This warranty extends from the date of purchase, is offered only to the original owner, and is not transferable. This warranty applies only to Trek bicycles purchased through an authorised dealer or distributor. Trek Bicycle Corporation is not responsible for incidental or consequential damages. Some states do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you. Any claim against this warranty must be made through an authorised dealer or distributor. Proof of purchase is required. A bicycle must be registered with Trek Bicycle Corporation, either through on-line registration or by the receipt of a warranty registration card by Trek Bicycle Corporation, before a warranty claim may be processed. Claims made outside the country of purchase may be subject to fees and additional restrictions. Warranty duration and detail may differ by frame type and/or by country. This warranty gives you specific legal rights, and those rights may vary from place to place. This warranty does not affect your statutory rights.

Trek and Gary Fisher Limited Warranty (2010 & earlier model years)

All Gary Fisher bicycles are sold exclusively through our network of authorised dealers who we entrust with professional assembly and service of your bicycle. Trek Bicycle Corporation provides each original retail purchaser of a Gary Fisher bicycle a warranty against defects in materials and workmanship, as stated below:

Lifetime	Frames for the lifetime of the original owner (except the fork)
5 years	Rigid forks
	All Bontrager components and accessories, except consumables such as tyres and inner tubes
1-year	Paint and transfers
	All original parts, excluding Shimano parts, suspension forks and rear shock absorbers

This warranty applies to 2010 and earlier model year bicycles and covers only Gary Fisher and Bontrager branded products. Any other original part or component shall be covered by the stated warranty of the original manufacturer. Any products not specifically included above are hereby omitted.

This warranty does not cover:

- Normal wear and tear
- Improper assembly
- Improper follow-up maintenance
- Installation of components, parts, or accessories not originally intended for or compatible with the bicycle as sold
- Damage or failure due to accident, misuse, abuse, or neglect
- Labour charges for part replacement or changeover

This warranty is void in its entirety by any modification of the frame, fork, or components. This warranty is expressly limited to the repair or replacement of a defective item, and said repair or replacement is the sole remedy of the warranty. This warranty extends from the date of purchase, is offered only to the original owner, and is not transferable. This warranty applies only to Gary Fisher bicycles purchased through an authorised dealer or distributor. Trek Bicycle Corporation is not responsible for incidental or consequential damages. Some states do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you. Any claim against this warranty must be made through an authorised dealer or distributor. Proof of purchase is required. A bicycle must be registered with Trek Bicycle Corporation, either through on-line registration or by the receipt of a warranty registration card by Trek Bicycle Corporation, before a warranty claim may be processed. Claims made outside the country of purchase may be subject to fees and additional restrictions. Warranty duration and detail may differ by frame type and/or by country. This warranty gives you specific legal rights, and those rights may vary from place to place. This warranty does not affect your statutory rights.

Bontrager limited warranty (2010-2019)

Trek Bicycle Corporation warrants new Bontrager and Trek branded components, parts and accessories against defects in workmanship and materials, as specified below:

2-year	Brakes, baskets, computers, mudguards, handlebars, locks, pumps, rear racks, repair stands, rigid forks, saddles, seat posts, stems, tools, water bottle cages and wheels
1-year	Clothing, bags, bar tape, gloves, grips, helmets, lights (excluding bulbs and batteries), rims, shoes, tyres and tubes.

This warranty is effective as of August 1, 2010 and covers only Bontrager and Trek branded products. Any products not specifically included above are hereby omitted.

This warranty does not cover:

- Normal wear and tear
- Improper installation or assembly
- Improper follow-up maintenance
- Damage or failure due to accident, misuse, abuse, or neglect
- Labour charges for part replacement or changeover

This warranty is void in its entirety by any modification of the warranted product. This warranty is expressly limited to the repair or replacement of a defective item, and said repair or replacement is the sole remedy of the warranty. This warranty extends from the date of purchase, applies only to the original owner, and is not transferable. This warranty applies only to products purchased through an authorised dealer or distributor. Trek Bicycle Corporation is not responsible for incidental or consequential damages. Some states do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you. Any claim under this warranty must be made through an authorised dealer or distributor. Proof of purchase is required. Claims made outside the country of purchase may be subject to fees and additional restrictions. Warranty duration and detail may differ by product and/or by country. This warranty gives you specific legal rights, and those rights may vary from place to place. This warranty does not affect your statutory rights.

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