

Service Sheet

Prices: pmbswiss.ch

Contact: pmbswiss@gmail.com +41 76 572 25 46 (english spoken)

Customer & Bike informations

Name, Surname:

E-mail:

Adress (shipping):

Weight with riding equipments:

Zipcode, City:

Brand and Model-Year of the Bike:

Phone:

Practice (racing, bike park, jumps..):

Order

Fork Service Standard Pro Upgrade Repair Warranty

Shock Service Standard Pro Upgrade Repair Warranty

Express Service 24H yes (50 CHF)

Pro Service, Upgrade, Repairs: please detail your requirements here:

Terms & Conditions

GENERAL TERMS & CONDITIONS

- **Standard and Pro Services provided general regular maintenance not repairs; check the "Repair" box if a repair is needed**
- **Service sheet:** must be completely and accurately filled otherwise a service fee will be invoiced (49 CHF)
- **Price:** prices are displayed on pmbswiss.ch; for repairs, an estimate will be communicated to the customer after the suspensions are delivered to PMB
- **Lead time:** 5-6 days on average after the suspensions are delivered and if no repair is needed; lead time is subject to change depending on the workload
- **Service available for:** bicycle suspensions made by Öhlins, Fox, Rockshox and Marzocchi (2018+) and for which parts are still available
- **Service not available for:** PMB Suspension does not service the following: 28mm forks; DYAD; ICTD/ICD/IRD; Brain; Vivid Air; STX22 Specialized; other brands than Öhlins, Fox, Rockshox et Marzocchi (2018+); a fee for handling and return will be invoiced for any shipment of these suspensions
- **Repairs not available for:** STX22 Specialized, Fox/Scott Nude3, Brain
- **Reverb:** service is only possible for REVERB STEALTH (with the internal cabling) and only for bike shops
- **Order cancellation:** cancelling an order lead to a service charge (49 CHF + return shipment cost), re-assembly of a suspension without service cost 99 CHF
- **Recycling:** lower legs, stanchions, cartridges, dampers: 49 CHF / unit; full fork: 99 CHF / unit
- **Cleaning:** suspensions must be clean otherwise a cleaning fee will be invoiced (49 CHF), internal decontamination: 49 CHF
- **Payment:** by card directly at the workshop or by wire transfert on the following account: CH 03 0076 7000 R543 2824 2 - name: PMB SUSPENSION - Banque: BCV, Lausanne; wire transfert is not possible if the suspension are taken back at the workshop by the customer
- **Pro/Shop customers:** payment must be done within 30 days; shop prices will be applied without discount
- **Individual customers:** instant payment
- **Shipping cost:** 10 CHF for 1x shocks; 13 CHF for 1x fork and 1x shock; shipping with Poste Priority (Monday to Friday, 24H)
- **Express service:** only available when the stock allows it
- **Additional work:** when part of the suspension or the full suspension is replaced, any additional work to fit the suspension on the bike is charged in addition to the original service order; this include but it not limited to work related to the mounts, pivot, headset, brakes, wheel shafts
- **Orders for unavailable parts:** 109 CHF / part, cost of the part is not included

WARRANTY TERMS & CONDITIONS

- **Service warranty:** 3 months covering all defects relative to the service; PMB Suspension can not be held responsible for normal wear, abnormal use, customer neglects, hidden engineering flaws and manufacturing defect; suspension dismantled out of the workshop lose their service warranty
- **Manufacturer warranty:** for suspensions not sold directly by PMB, a service fee will be charged: 200 CHF, must be paid immediately; after the manufacturer process the request, any additional work required will be billed except if the manufacturer is paying for it; NO TRANSFER OF WARRANTY
- **Engineering flaws and manufacturing defects:** if a service issue is caused by an engineering flaw or manufacturing defect proven by the manufacturer providing replacement parts without cost, then a warranty service fee (200 CHF) will be billed to the customer; any additional work required will be billed except if the manufacturer is paying for it
- **Replacement units:** if the manufacturer or its representatives decide to replace a suspension entirely, the customer renounce any additional request and a warranty service fee will be billed (200 CHF); any additional work required will be billed

Date: / /

Signature:

By signing this form, you accept the Terms & Conditions