



PINARELLO WARRANTY & RIDER'S SUPPORT PROGRAM

Premium protection for your riding experience.



YOUR COVERAGE AT A GLANCE

A simplified overview of the coverage and support available for eligible Pinarello Products. Full terms and conditions are set out in the following sections.



LEGAL WARRANTY

- 2-year statutory legal warranty
- Consumer protection rights under applicable law
- Automatically applicable upon purchase
- No Product registration required
- Enforceable against the seller in accordance with applicable mandatory law

Applies in accordance with applicable mandatory consumer protection laws, without any registration being required.



LIFETIME WARRANTY

- Available for eligible Pinarello frames, forks and seatposts
- Registration required within 30 days from Purchase Date
- Subject to validation by Pinarello
- Coverage linked to the Product's normal useful service life, as defined in this Warranty

Available only for eligible Products validly registered and subject to the terms of this Warranty.



RIDER SUPPORT PROGRAM

- Available for accidental damage not covered under the Warranty
- One-time replacement support for eligible registered Products
- 30% discount on eligible replacement frames up to 3 years of product life
- 20% discount on eligible replacement frames older than 3 years of product life
- Dedicated support through Authorised Retailers

Available only for eligible Products validly registered and validated in accordance with this Warranty, subject to the applicable conditions, limitations and Product availability.

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INTRODUCTION

At Cicli Pinarello S.r.l. ("Pinarello"), we are committed to designing and manufacturing high-performance Products engineered for safety, durability and riding excellence.

This Warranty provides Customers with information regarding:

- the statutory legal warranty of conformity rights applicable to purchases made by Customers acting as consumers and enforceable against the relevant seller (the "Legal Warranty");
- the additional commercial warranty offered by Pinarello for eligible Products ("the Lifetime Warranty");
- the Rider Support Program described in Section III; and
- the respective scope, eligibility requirements, procedures, conditions and limitations applicable to each form of protection.

The Legal Warranty, the Lifetime Warranty and the Rider Support Program are separate and independent forms of protection. The Lifetime Warranty and the Rider Support Program are additional to, and do not replace, restrict or otherwise affect, the Customer's rights under the Legal Warranty.

For the purposes of the Lifetime Warranty and the Rider Support Program, "Products" means exclusively original Pinarello frames, forks and seat posts, whether sold individually, as part of a frameset or incorporated into a complete bicycle, provided that they have been purchased by an end customer (the "Customer") from a retailer authorised by Pinarello (an "Authorised Retailer"), whether through a physical store or an authorised online channel.

Where one or more Products are incorporated into a complete bicycle, the Lifetime Warranty and the Rider Support Program apply exclusively to the relevant frame, fork and/or seat post and do not cover the bicycle as a whole or any other component.

The definition of Products above applies solely for the purposes of determining eligibility and coverage under the Lifetime Warranty and the Rider Support Program. It does not restrict the scope of the Legal Warranty applicable to the goods purchased by the Customer, which shall be determined exclusively in accordance with applicable mandatory law.

Link to Authorised Retailer list: <https://pinarello.com/europe/it/store-locator>

For the purposes of this Warranty, the "Purchase Date" means the date of purchase indicated on the valid proof of purchase relating to the Product.

The terms and conditions set out below are effective as of September 15, 2026, and apply to Lifetime Warranties and Rider Support Programs relating to Products purchased on or after that date, unless otherwise expressly stated.

SECTION I – IMPORTANT PRODUCT INFORMATION

1.1 - USEFUL SERVICE LIFE AND DESIGNATED USE

Pinarello Products are designed and manufactured for specific intended uses depending on the relevant bicycle model and technical characteristics ("Designated Use"). All bicycle components, including frames, forks, seat

posts, wheels, handlebars and drivetrain components, are subject to wear over time and have a useful service life that may vary depending on several factors, including: (i) materials and technologies used; (ii) frequency and conditions of use; (iii) rider weight and riding style; (iv) impacts, crashes and external stresses; and (v) maintenance and storage conditions.

Bicycle components may also be subject to material fatigue, which is a progressive structural weakening that can develop over time through regular use and repeated stress.

For safety reasons, Products showing cracks, deformations, corrosion, material fatigue, structural dama-

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ge or other signs of deterioration must be immediately inspected by a qualified mechanic and, where necessary, replaced before further use.

The Product must always be used in accordance with its Designated Use and the instructions provided by Pinarello. Any use outside the intended Designated Use may increase safety risks and may result in defects or damage that are not covered by the Lifetime or Legal Warranty, in accordance with the applicable mandatory law.

1.2 - INSPECTION AND MAINTENANCE

Proper inspection, care and maintenance are essential to preserve the safety, functionality and durability of the Product. Customers are responsible for ensuring that the Product is:

- (i) regularly inspected;**
- (ii) properly maintained;**
- (iii) assembled and serviced according to Pinarello instructions and industry standards.**

Pinarello strongly recommends periodic inspections to be carried out by an Authorised Retailers in order to identify signs of wear, corrosion, cracks, deformations, paint damage or other conditions that could compromise the structural integrity or safety of the Product. Failure to properly maintain, inspect or service the Product may increase the risk of accidents, injuries and material damage and may affect coverage under the Lifetime Warranty. Any effect on the Legal Warranty shall be determined exclusively in accordance with applicable mandatory law, including the rules applicable to defects or damage arising after delivery.

1.3 – SAFETY RECOMMENDATIONS

Cycling involves inherent risks that cannot be completely eliminated, including risks of accidents, injuries and material damage. Customers are responsible for using the Product with due care and in compliance with applicable road safety rules and local regulations.

Pinarello recommends:

- (i) using appropriate protective equipment, including helmets and high-visibility clothing;**
- (ii) regularly checking the Product before use;**
- (iii) avoiding use of damaged or improperly maintained Products;**
- (iv) promptly discontinuing use of any Product showing signs of structural damage or abnormal behaviour.**

Poor visibility, adverse weather conditions, impacts, improper maintenance and misuse may significantly increase safety risks.

SECTION II – LEGAL WARRANTY AND LIFETIME WARRANTY

2.1 SCOPE OF THE WARRANTY

Customers purchasing goods as consumers benefit from the Legal Warranty provided under applicable mandatory consumer protection laws. The Legal Warranty applies automatically, does not require registration and is enforceable against the relevant seller. It covers any lack of conformity existing at the time of delivery, subject to the applicable statutory periods and rules on the burden of proof.

In addition to the Legal Warranty, Pinarello offers eligible Customers the Lifetime Warranty, subject to the registration, validation and eligibility requirements set out below. Eligible Customers may also access the Rider Support Program described in Section III.

Any claim made by a Customer seeking coverage or a remedy under either the Legal Warranty or the Lifetime Warranty shall be referred to as a “Warranty Claim” or “Claim”.

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The Lifetime Warranty and the Rider Support Program are additional to, and do not limit, exclude or otherwise affect, the Customer's mandatory rights and remedies under the Legal Warranty.

2.2 LEGAL WARRANTY AND LIFETIME WARRANTY EXTENSION

In addition to the Legal Warranty described above, Pinarello offers eligible Customers an extended Lifetime Warranty coverage free of charge for original Pinarello frames, forks and seat posts, subject to the terms, conditions and limitations set out herein. The Lifetime Warranty applies exclusively to Products:

- (i) purchased from Authorised Retailers;**
- (ii) registered within thirty (30) days from the Purchase Date;**
- (iii) validated by Pinarello in accordance with Section 2.3 below;**
- (iv) used in accordance with their Designated Use and properly maintained in accordance with Pinarello's instructions.**

For the purposes of this Warranty, "lifetime" refers to the normal useful service life of the Product under ordinary and intended use conditions, and does not mean that the Product is guaranteed to last indefinitely or cannot fail, break or become unusable over time. The useful service life of the Product may vary depending on several factors, including materials, frequency and conditions of use, rider weight and riding style, impacts, crashes, maintenance, storage conditions, material fatigue and compliance with the designated use instructions provided by Pinarello. Any determination that a Product has reached the end of its useful service life shall be based on the condition of the Product and the outcome of Pinarello's technical inspection and shall not be based solely on the age of the Product.

2.3 REGISTRATION AND VALIDATION PROCESS

In order to benefit from the Lifetime Warranty, Customers must complete the registration process through the official Pinarello website at www.pinarello.com within thirty (30) days from the Purchase Date. During the registration process, Customers shall provide:

- the Product serial number;
- a valid proof of purchase;
- any additional information reasonably requested by Pinarello for verification purposes.

The Lifetime Warranty shall become effective only upon validation by Pinarello of the registration data and supporting documentation provided by the Customer.

Failure to complete the registration process within the timeframe indicated above, or failure to provide the required supporting documentation, shall result in the unavailability of the Lifetime Warranty and the Rider Support Program, without prejudice to the Customer's rights under the applicable Legal Warranty. Registration is not required for, and failure to register shall not affect, the Customer's rights under the Legal Warranty.

2.4 SCOPE OF COVERAGE AND EXCLUSIONS OF THIS WARRANTY

The Lifetime Warranty applies exclusively to the Products and excludes all other components, including, but not limited to, parts or components manufactured by third parties that are assembled on Pinarello bicycles. Such components are covered by their respective manufacturers' warranties, where applicable (including, by way of example, wheels, handlebars, saddles, suspensions, drivetrain components, batteries and motors). Unless otherwise required under the applicable Legal Warranty, painting, decals, and all aesthetic finishes of frames and components are expressly excluded from the Lifetime Warranty. The Lifetime Warranty and the Rider Support Program apply exclusively to Products included in the official Pinarello catalogue at the time of registration on www.pinarello.com or during the twenty-four (24)

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months preceding such registration.

The Lifetime Warranty does not apply to, and no coverage shall be provided for, defects, damage or circumstances resulting from any of the following:

(i) Products that are:

- non-original Pinarello Products;
- not purchased from an Authorised Retailer;
- used, second-hand, ex-display, sample Products, or Products made available through rental, leasing, loan or similar arrangements; or
- Products whose identification codes have been removed, altered, deleted or made illegible to the extent that this prevents Pinarello from reasonably identifying or verifying the Product.

(ii) Defects or damage caused by or resulting from modifications, structural repairs, repainting or other alterations carried out by the Customer or third parties without Pinarello's prior written authorisation.

(iii) Defects or damage resulting from:

- normal wear and tear, including material fatigue and the natural end of the useful service life of the Product;
- abuse, misuse or use outside the Designated Use;
- accidents, impacts or external events not caused by defects covered under this Lifetime Warranty;
- incorrect assembly, installation or set-up;
- improper or insufficient maintenance, servicing or repair;
- use of incompatible components, products or cleaning agents;
- environmental exposure, including UV exposure, corrosion or saline environments;
- careless transport or handling of the Product.

(iv) Aesthetic defects or imperfections that were visible or reasonably detectable at the time of purchase.

The exclusions above apply only to the Lifetime Warranty. Irrespective of Product registration, the Legal Warranty does not cover defects or damage arising after delivery as a result of any of the events or conduct referred to in paragraphs (ii), (iii) and (iv) above, but remains applicable to any unrelated lack of conformity existing at the time of delivery. Applicable mandatory law, including the rules on the burden of proof, remains unaffected.

2.5 CLAIM PROCEDURE

Warranty Claims shall be submitted and handled in accordance with the procedure applicable to the relevant warranty coverage.

Claims under the Legal Warranty must be submitted to the relevant seller and shall be handled in accordance with applicable mandatory law.

Claims under the Lifetime Warranty shall be submitted through the Authorised Retailer from which the Product was originally purchased and, unless otherwise approved by Pinarello, within the country of original purchase.

Customers are requested to submit the Claim under the Lifetime Warranty within eight (8) days from the date on which the defect was discovered or reasonably became apparent. Any time limits applicable to the Legal Warranty shall be exclusively those provided under applicable mandatory law.

The Product submitted for inspection shall be clean and accompanied by:

(i) a copy of the proof of purchase indicating the Purchase Date;

(ii) a description of the claimed defect;

(iii) photographs clearly showing the Product and the claimed defect;

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- (iv) a photograph of the serial number;
- (v) information regarding the Product set-up and assembly, where relevant;
- (vi) for claims relating to the Lifetime Warranty, proof of registration of the Product on www.pinarello.com;
- (vii) confirmation as to whether the Customer wishes the Product to be returned in the event the Warranty claim is rejected.

Pinarello reserves the right to inspect the Product and verify the existence, nature and cause of the claimed defect before approving any warranty remedy.

If the claim is accepted, Pinarello shall provide the applicable remedy in accordance with Section 2.6 below.

2.6 WARRANTY REMEDIES

If Pinarello determines that a valid Warranty Claim exists, Pinarello shall, at its discretion and subject to applicable mandatory law:

- (i) **repair the defective Product or component; or**
- (ii) **replace the defective Product or component with the same Product or component or, where unavailable, with a comparable Product or component of equivalent value and functionality.**

Labour, assembly, transport and related service costs shall be borne by the parties in accordance with applicable mandatory law. Any additional work or service not necessary to remedy a defect covered by the Lifetime Warranty may be charged to the Customer, subject to prior notice.

In the event of replacement of a Product or component during the Legal Warranty period, the replacement Product or component shall benefit from the warranty rights provided under applicable law and, where the applicable eligibility requirements are met, the Lifetime Warranty.

Spare parts incorporated into the Product during a repair shall not benefit from a separate or autonomous Lifetime Warranty period. The applicable Warranty period for such spare parts shall remain aligned with the Warranty period applicable to the original Product, without prejudice to any mandatory rights available under applicable law.

In the event of replacement or repair under the Lifetime Warranty following expiry of the Legal Warranty period, repaired or replaced Products or components shall remain subject to the original applicable Lifetime Warranty period and shall not trigger a new or extended Warranty period.

Any replaced Product or component shall become the property of Pinarello.

2.7 TRANSFERABILITY AND TERRITORIAL SCOPE

The Lifetime Warranty applies exclusively to the original purchaser of the Product and is not transferable to subsequent owners, without prejudice to any rights available under the Legal Warranty or other applicable mandatory law.

Claims under the Lifetime Warranty shall be managed through the Authorised Retailer from which the Product was originally purchased and, unless otherwise approved by Pinarello, within the country of original purchase. Claims under the Legal Warranty must be addressed to the relevant seller and shall not be subject to the territorial limitations set out in this Section.

Pinarello recommends purchasing Products through Authorised Retailers located near the Customer's country of residence in order to facilitate product assistance, after-sales support and Warranty claim management.

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2.8 LIABILITY LIMITATIONS

Except as otherwise required under applicable mandatory law, Pinarello's obligations under the Lifetime Warranty are limited to the repair or replacement remedies expressly described in this document.

To the maximum extent permitted by applicable law, Pinarello shall not be liable for indirect, incidental or consequential damages arising out of or in connection with the use of the Product or any defect claimed under the Lifetime Warranty.

Customers acknowledge that a Product subject to a claimed structural or safety-related defect should not be used until the relevant inspection and verification procedure has been completed.

Customers remain responsible for discontinuing use of any Product showing signs of damage, cracking, structural weakness or other conditions that could compromise safety.

Pinarello will use commercially reasonable efforts to inform Customers of estimated timing for inspection, repair or replacement activities. Any timing communicated by Pinarello shall be indicative only and shall not constitute a binding commitment.

This Warranty is intended as additional to, and shall not limit or exclude, any mandatory rights granted under applicable law. The invalidity, illegality or unenforceability of any provision of this Warranty under applicable law shall not affect the validity and enforceability of the remaining provisions.

This document constitutes the only conventional warranty issued by Pinarello in relation to the Products and supersedes any previous conventional warranty statements relating to the same Products, unless otherwise expressly authorised in writing by Pinarello.

SECTION III – RIDER SUPPORT PROGRAM

3.1 PROGRAM ELIGIBILITY

Customers who validly register an eligible Product on www.pinarello.com within thirty (30) days from the Purchase Date shall also become eligible for the Pinarello Rider Support Program (the "Program"). The Program applies exclusively to:

- Products included in the official Pinarello catalogue at the time of registration or during the preceding twenty-four (24) months;
- Pinarello Products validly registered and validated in accordance with Section 2.3.; and
- Customers eligible for the Lifetime Warranty.

3.2 PROGRAM BENEFITS

The Program allows eligible Customers to purchase, on a one-time basis, a replacement Pinarello Product at a discounted price in the event of accidental or impact-related damage to the original Product that: (i) is not covered under the Legal Warranty or the Lifetime Warranty; and (ii) is deemed by Pinarello to compromise the structural integrity or safe usability of the Product.

The replacement Product must:

- belong to the same type and to the same or a lower product category as the damaged Product;
- and have a retail value equal to or lower than the damaged Product.

The applicable discount under the Program shall be calculated on the official retail price of the replacement Product at the time of purchase and shall be equal to:

- (i) thirty per cent (30%), if no more than three (3) years have elapsed from the Purchase Date; or
- (ii) twenty per cent (20%), if more than three (3) years have elapsed from the Purchase Date.

3.3 CONDITIONS AND LIMITATIONS

Access to the Program is subject to the following conditions:

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- (i) the Product must have been validly registered on www.pinarello.com within thirty (30) days from the Purchase Date;
- (ii) the damaged Product must be returned to Pinarello;
- (iii) the replacement Product must be purchased through the same Authorised Retailer from which the original Product was purchased, unless otherwise approved by Pinarello;
- (iv) the Program may only be used once per registered Product;
- (v) the Program applies exclusively to Pinarello Products and does not extend to third-party components or accessories; and
- (vi) the replacement Product is subject to availability.

The discount cannot be converted into cash, transferred to third parties or combined with other discounts or promotional offers, unless otherwise approved by Pinarello. Any costs relating to assembly, disassembly, transport, customisation or other services not expressly included in the Program shall be borne by the Customer, subject to prior notice.

3.4 CLAIM PROCEDURE

In order to access the Program, the Customer shall notify the original Authorised Retailer in writing and provide:

- a) the Product serial number;
- b) proof of purchase indicating the Purchase Date;
- c) proof of Product registration on www.pinarello.com;
- d) photographs clearly showing the damaged Product and the damaged area;
- e) a brief description of the event that caused the damage;
- f) where available, any supporting documentation relating to the incident.

If access to the Program is approved, Pinarello or the Authorised Retailer shall inform the Customer of the available replacement Product, the applicable discount, any additional costs payable by the Customer and the period within which the replacement purchase must be completed.

Pinarello reserves the right to inspect the Product and verify the applicability of the Program before authorising any replacement purchase under the Program.

Any damaged Product replaced through the Program shall become the property of Pinarello.

SECTION IV – GENERAL PROVISIONS

4.1 GOVERNING LAW AND JURISDICTION

This Warranty shall be governed by Italian law.

Any dispute arising out of or in connection with this Warranty shall be submitted to the exclusive jurisdiction of the Court of Treviso, without prejudice to any mandatory jurisdiction or consumer protection rights applicable under mandatory law.

4.2 AMENDMENTS TO THE WARRANTY

Pinarello reserves the right to amend or update this Warranty from time to time through publication on www.pinarello.com.

Any such amendments or updates shall apply only prospectively and shall not affect rights already accrued by Customers prior to the relevant publication date.

This document constitutes the only conventional warranty issued by Pinarello in relation to the Products, unless otherwise expressly authorised in writing by Pinarello.

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