



Warranty Options

Transparency is important to us, so we want to provide you with all the details of our warranty program ahead of time. In the rare event that you need warranty service, we are here to take care of you.

All bikes come with 90 days of our Premium Warranty at no charge and a 2 Year Standard Warranty (except Surface604 which is 1 Year.) Within the first 90 days you can choose to purchase our Premium or Premium Plus Warranty Coverage. Please contact us for more details. Note that all warranties are manufacturer warranties, and the manufacturer has final decision over coverage.

Warranty Plans

	Standard	Premium	Premium Plus
Administration Fee	Up to \$50	\$25	Waived
Shipping Charges	For receiving replacements parts or returning parts if applicable.	50% of our costs if applicable	Waived
Labour Charges	Group 1: Standard Rates if not covered by manufacturer Group 2: Standard Rates	Group 1: 50% off any labour not covered Group 2: 50% off Standard Rates	Waived
Rental Discount	20%	50%	Free of Charge
Priority Processing	\$100	\$50	Waived
Price Per Year	Included	Group 1: \$50 Group 2: \$100	Group 1: \$100 Group 2: \$300

Warranty Groups:

- Group 1: Riese & Muller, Gazelle, HP Velotechnik
- Group 2: All others

Notes on charges and discounts:

- Administration fee: this fee is payable when starting a warranty claim and helps us to offset our costs associated with processing your claim.
- Shipping charges: charges may apply for receiving replacement parts or returning defective parts to the manufacturer
- Labour Charges:
 - Group 1 manufacturers will usually reimburse us for labour. You will only be responsible for any charges they choose not to reimburse
 - Group 2 manufacturers generally do not reimburse us for labour, so you will be responsible for labour charges.
 - All work must be completed by Citrus Cycles
- Rental discount
 - We can provide a rental bike to ride while your bike is in for warranty service
- Priority Processing
 - When available, you can choose to have your bike prioritized ahead of other bikes for service by paying a priority processing fee. We will do everything we can to get your bike back to you as quickly as possible, including obtaining necessary parts.