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FELT Crash Replacement Program (FELT CRP)

We know how much you love your FELT bike and understand the burden of having to replace a non-warranty damaged frame. In order to help with this and keep our FELT customers happy and on their bikes, FELT offers a 5 year valid crash replacement program for the first owner. All customers who buy a FELT bicycle or frame kit from September 1st 2013 have the chance to register their FELT product within eight calendar weeks from date of purchase on <http://crp.felt.de>.

This program can be used to get a discount on a replacement frame in case of non-warranty damage or if the warranty on the frame has expired. Depending on the age of the bike, the following discounts apply to the retail price for a Felt frame in your country:

Year (1)	= 50% within 12 months after purchase
Year (2)	= 40% within 13-24 months after purchase
Year (3)	= 30% within 25-36 months after purchase
Year (4)	= 20% within 37-48 months after purchase
Year (5)	= 10% within 49-60 months after purchase

Furthermore, with the registration you will have the chance to get our FELT Newsletter, which will keep you up-to-date.

Conditions for the FELT CRP

1. Activation of the 5 year valid FELT CRP is free of charge.
2. The FELT CRP can be activated by the customer within 8 calendar weeks from the date of purchase or by an authorized FELT dealer directly upon purchase. Register at <http://crp.felt.de>. The customer will get an official FELT CRP certificate via e-mail following the registration.
3. The FELT CRP is only valid for the first owner of a bike purchased after September 1st 2013. The bike or frame kit must be registered.
4. The FELT CRP is valid for all FELT carbon, aluminum and steel frames, except BMX & Cruiser frames, and is not offered in relation to any other products or parts.
5. The FELT CRP can only be used one (1) time within the 5 year period.
6. The FELT CRP is only valid for damage which influences the function of the frame. Optical defects (scratches, paint chips, color, decals, dents etc.) are not covered.
7. The FELT CRP is not valid for any kind of vandalism.
8. The FELT CRP program time period cannot be extended.
9. The FELT CRP is offered to customers who bought their bike or frame kit in any country except the USA and Canada. The purchase of the bike must be from an authorized FELT dealer.
10. The FELT CRP cannot be used for second hand bikes or frame kits, or if the bike or frame kit is already a crash replacement, was purchased at a reduced price or is a warranty replacement that was free of charge.
11. The FELT crash replacement frame is covered by a 2 year warranty period and only if a new sales invoice according the requirements is issued.
12. If you are a FELT customer and bought your bike or frame kit in the USA or Canada, please go to www.feltbicycles.com/USA.aspx for the policies and conditions.
13. FELT GmbH (International) and all official and authorized FELT distributors reserve the right to offer any kind of crash replacement frame for any reason, but will try to find and provide

the best and suitable replacement frame or frame kit concerning design, color, quality, material, technology or range of use.

14. FELT GmbH (International) and all official and authorized FELT distributors reserve the right to decline a crash replacement frame for any reason.
15. The original is responsible for covering all costs for shipping, taxes, duties and service of labor or additional parts which may be necessary to rebuild the new bike.

In case you want to use the FELT CRP

1. Please contact your authorized FELT dealer or the FELT distributor in your country.
2. The following is necessary to honor and to deal with FELT CRP:

1. Sales invoice*
2. Info on defect/damage and how it was caused
3. Copy of the FELT CRP certificate
4. Picture(s) of the whole bike/frame (high resolution and clear, in *.jpg format), Picture(s) of the serial number (high resolution and clear, in *.jpg format), Picture(s) of the defect/damage (high resolution and clear, in *.jpg format)

*Important notes regarding the sales invoice:

The sales invoice must include the dealer's name and address, the customer's name and address, the date of purchase, the total invoice amount, the name of the bike/frame kit indicating model/type, model year, serial number and frame size.

Please note that a sales invoice which only shows a sum and which does not indicate the correct name of Felt model/type, model year, serial number and frame size cannot be accepted. Any changes or additions to a sales invoice will void the FELT CRP.

Alternatively, FELT has the right to accept a cash receipt which only shows the dealers name and address, a total invoice amount and date of purchase together with an original and complete FELT bike card (this can be found in your FELT owner's manual).

The FELT bike card must include the information on model/type, model year, serial, number, frame size, date of purchase and dealer name/address stamp or sticker.

3. When all information is provided and correct, FELT GmbH (International) or the official and authorized FELT distributor will decide if a crash replacement frame will be granted and what frame will be offered.