

Warranty

Tern



1. Frame Warranty: Tern-branded frames, forks, and stems/steerer columns are warranted against defects in materials and workmanship for **5 years**. This warranty may be extended to **10 years** when the owner registers their bicycle with **Tern Care within 30 days of the original purchase**.

2. Electrical System Warranty: Tern-branded electrical components are covered by the general **1-year** warranty against defects in materials and workmanship. Components from third-party manufacturers, including **Bosch**, are not covered directly by the Tern warranty and are instead subject to the warranty of their respective manufacturer.

3. Component Warranty: Other Tern- or BioLogic-branded parts and components are warranted for **1 year from the date of the original retail purchase**. Parts from third-party manufacturers, such as Shimano, Suntour, or Bosch, are covered according to the warranty terms of their respective manufacturer. Normal wear, routine maintenance, and damage resulting from misuse, an accident, improper maintenance, or unauthorized modifications are not covered.

4. After-Sales Service: Warranty claims must be made through an **authorized Tern dealer or distributor**. The owner must stop using the product when a defect is discovered and bring the bicycle or affected part in for inspection, accompanied by **proof of purchase**. Transportation costs to and from the retailer are the owner's responsibility. If the claim is approved, Tern may repair or replace the defective product or part in accordance with the terms of its warranty.

*The warranty applies to the original purchaser as well as to a subsequent owner when that owner is **registered in accordance with Tern's online warranty transfer process**.*