

Crash Replacement Policy

At SCOTT & SYNCROS we know that accidents can happen despite all precautions. To help you get back on your bike as quickly as possible, we offer a Crash Replacement Program.

1. Scope of the Program

The Crash Replacement applies to the following products:

- All SCOTT bike models with a value of 2,000.00 €/CHF or higher
- SYNCROS wheelsets of the *Capital SL* and *Silverton SL* series

2. Eligibility Requirements

To be eligible for the Crash Replacement Program, the following conditions must be met:

1. The customer is registered in the SCOTT Riders Club.
2. The customer is the original owner of the bike or wheelset. The Crash Replacement is non-transferable and cannot be claimed by second owners.
3. The program is not available for leasing bikes.
4. The Crash Replacement is valid for up to 3 years from the original purchase date. Proof of purchase is required.
5. All requests must be submitted through an authorized SCOTT dealer.

3. Conditions of the Crash Replacement Program

If your eligible SCOTT bike or SYNCROS wheelset is damaged in a non-repairable way due to a crash, you are entitled to special replacement conditions:

- Within the **1st year after purchase**: 50% discount on the official retail price
- Within the **2nd year after purchase**: 30% discount on the official retail price
- Within the **3rd year after purchase**: 20% discount on the official retail price

Please note: Replacement frames, frame parts or wheelsets may not always be available in the original color or design variant.

Important: Statutory warranty rights take precedence over the Crash Replacement; therefore, if you choose to rely on Crash Replacement, this may result in longer waiting times.

4. Replacement Process

1. Contact your authorized SCOTT dealer.
2. The dealer will check eligibility and forward the request to SCOTT.
3. Once approved, you will receive the replacement product under the conditions listed above.

5. Contact

For further questions, please reach out to your authorized SCOTT dealer or our customer service team.