



GearX Bangladesh Warranty Policy

Warranty Term: 1-year limited warranty for helmets against any manufacturing defects.

At GearX Bangladesh, we offer helmets with the highest attention to satisfy your expectation & safety. When you purchase a new helmet and register the product using the **Warranty Card (GearX Assurance Card)**, your warranty begins from the date of purchase and stays in force for 1 year. GearX Bangladesh always tries to ensure that the products are free from any material or manufacturing defects.

Limitations & Exclusions

1. Warranty covers **only manufacturing defects** and does not extend to any other issues.
2. The helmet **must be purchased from an authorized dealer** to be eligible for warranty coverage.
3. Warranty coverage shall be applicable **only if the customer has registered** the product by scanning the **GEARX ASSURANCE CARD** provided with the helmet. Please collect the card from the dealer and complete the process by scanning the QR code.
4. Any **technical modifications/alterations** made by the user or a third party—such as applying glue, screws or paint shall void the warranty.
5. Normal wear and tear, including **fabric aging, internal quilting deterioration, and external scratches or paint chipping on the shell or visor due to usage** is not covered under warranty.
6. The use of **damaging chemicals, alcohol-based cleaners, or spirits** on the helmet's shell or visor shall void the warranty.
7. **Improper storage** leading to the formation of mold inside the helmet is not covered under the warranty.
8. **Color fading** due to exposure to **sunlight, rain, UV light, or breakage of attachments** such as the nose deflector or ratchet is excluded from warranty. **Scratches on the Pinlock lens** are also not covered.
9. **Physical damages or cracks** on the helmet shell or EPS due to **accidents, drops/falls**, etc. are not covered under the warranty.
10. The warranty does not cover issues arising from the use of **aftermarket accessories** such as visors, light attachments, spoilers or any other alteration/modifications.
11. **Ordinary wear and tear** due to regular usage are not covered under the warranty.
12. **EPS fading or chipping** due to mishandling or the installation of aftermarket accessories, such as Bluetooth devices, is not covered.
13. **Personal comfort-related concerns**, including size, aerodynamics, or noise levels, are not covered under the warranty.
14. If a **warranty-covered issue is repaired** and the **same problem re-occurs**, the warranty shall not be applicable for such recurrence.
15. Warranty coverage is limited to repair or replacement, subject to availability of spare parts/accessories/whole unit. Repair or replacement is applicable only for the affected parts.



In case of non-availability of same model/graphics, an alternate product/parts that are compatible (similar to the purchased unit) shall be provided.

16. Whole unit/part replacement under a warranty claim shall not extend the original warranty period of 1 year.
17. Cash refunds are not applicable for any warranty claims. The total liability of GearX Bangladesh to provide the warranty shall not be greater than the helmet's purchase price.
18. Any **transportation costs** to avail the warranty service must be **borne by the customer**.
19. GearX Bangladesh is **not responsible** for any inconvenience caused due to the temporary **non-usage of the helmet during repairs**.

Customers are advised to **regularly inspect and maintain their helmets**. Proper **cleaning and maintenance** procedure should be followed to ensure the longevity of the product.

How to Avail the Warranty Service

The **1-year warranty** becomes valid **after your order has been completed**, including delivery, payment, and warranty activation. You must activate the product's warranty using the GEARX ASSURANCE CARD immediately after purchasing the product.

To claim the warranty, you must **contact GearX Bangladesh** physically or by **phone, Facebook, or e-mail**. Warranty claims can only be processed at a **GearX Bangladesh outlet**, and the company **shall not be liable** if the helmet has been repaired elsewhere.

GearX Bangladesh shall inspect the helmet and shall approve or reject the claim as per this warranty policy. To provide any repair/replacement under the warranty, GearX Bangladesh may take up to **15 Working days** to complete the job.

GearX Bangladesh Contact Details:

Address: House 183/8, Pirerbag (60 Feet Road), Mirpur, Dhaka, Bangladesh

Mobile: +88 01789881111

Email: info@gearxbd.com

Operating hours: 11.30 AM to 8.30 PM (Saturday to Thursday), 3.00 PM to 8.30 PM (Friday)