

Warranty Policy

This warranty policy is constructed in relation to the Origine Helmets distributed by Speedoz Limited, the official distributor of Origine Helmets (H&H Sports Protection srl) in Bangladesh. If you have purchased an official Origine Helmet in Bangladesh then your product's warranty shall be governed under this policy. Please read this document carefully before making any warranty claims against your product.

Your Origine Helmet comes with a 1-year limited warranty that provides two types of coverage as per the following:

- Manufacturer's Warranty (Standard warranty against manufacturing default with specific exclusions and terms)
- Crash Replacement Service (Extended warranty coverage against accidental damages for a single time within the warranty period)

IMPORTANT NOTE: PLEASE ACTIVATE YOUR WARRANTY BY SCANNING THE QR CODE ON THE WARRANTY CARD PROVIDED WITH THE HELMET WITHIN 7 DAYS FROM PURCHASE. THIS WILL ALSO ACTIVATE YOUR COMPLIMENTARY ACCIDENT INSURANCE COVERAGE FOR 1 YEAR.

Section 1: Manufacturer's Warranty

Terms and Conditions

Origine Helmets have been designed with the latest technologies to ensure your safety and satisfaction. For your own and passenger's safety, you must respect all the traffic rules when riding your motorcycle. Origine Helmets provide a 1-year limited warranty for the user which covers any possible manufacturing fault or material defect of the product.

1. LIMITATIONS

If during the warranty period (1 Year from the purchase), a problem covered by the warranty were to arise, Speedoz Limited, through its dealer network, assures to repair or replace any defective components, up to a maximum limit which is the purchase value of the helmet. Any labor costs are normally paid by Speedoz Limited network but are submitted for approval prior to the work being carried out.

2. EXCLUSIONS

This warranty only covers problems related to materials or manufacturing. Speedoz Limited cannot be held liable with regard to the product in the following cases:

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Any damage following :

- An accident or a fall
- Any customization or a technical modification made by the user (paints, glue, adhesives, screws, etc)
- Application of/contact with harmful chemical products (including methylated spirits on the visor treatments), or an intense heat source.
- Lack of maintenance and care.
- Usage under abnormal conditions (eg. underwater)
- Paint fade and color degradation due to prolonged exposure to sunlight/UV light. Especially, high – viz colors are prone to faster UV degradation because of their nature.
- Damage to paint due to usage.
- Aging/damage/cracks of inner fabrics/liner due to usage.
- Damage to inner fabrics due to contact with water.
- Helmet beading coming off due to usage.
- Scratching and marks on the visor & external parts.
- Damage to the UV coating on the visor due to usage.
- Color chipping on the eps.

In addition, Speedoz Limited cannot consider subjective considerations related to the use of the helmet as defects covered by the warranty: problems with comfort, size, noise or whistling, aerodynamics, etc.

Speedoz Limited cannot be held liable for the temporary non-availability of the helmet while it is being enhanced to satisfy the needs of its owner. In all cases, the maximum warranty period is 1-year starting from the purchase date. Replacement of a component during this period does not prolong this period.

Please note that fluo colors (yellow and orange) cannot be guaranteed to maintain their original fluorescence throughout the lifetime of the helmet. Helmet accessories are not covered under warranty as well.

3. PROCEDURE

To be able to enjoy the 1-year warranty, you must activate the warranty by scanning the QR Code which is given on the warranty card within 7 days of purchase.

All warranty claims must be made to the Origine Helmets official distributor (Speedoz Limited or its authorized dealers) who sold the helmet. For a warranty claim to be considered, the purchaser must notify the company through email (info@speedoz.com.bd) of the problem which has arisen. Our representative will contact you as early as possible.

The effects of this specific and limited warranty shall come to an end after a period of 1-year from the date of purchase. After this period, if you continue to use a helmet regularly and if you want to benefit from optimum protection and comfort, we recommend you to replace your helmet when it will pass 5 years from the production date. This is because some external factors (general wear

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and some impacts) could be prejudicial to the safety features of your helmet, an essential piece of protective equipment.

4. LIMIT

Speedoz Limited reserves the right to carry out work within the terms of the warranty using replacement parts from the most recent version compatible with the model concerned, and is unable to warranty perfect harmonization of the painting or decorative elements associated with specific production runs and/or limited editions. In addition, the natural deterioration of colors over a period of time can cause mismatching in the adaptation of colors of spare parts.

If Speedoz Limited is unable to carry out the repair for technical reasons or because a component is not available, it assures to make the customer an advantageous offer, taking into account the age of the helmet, consisting in either an identical new helmet or an equivalent model manufactured at the time of the repair, if the original model is no longer available.

Section 2: Crash Replacement Service

If your Origine Helmet is damaged in a motorcycle accident within the 1-year warranty period, Speedoz Limited proposes to replace it at a reduced cost. This service is offered by Speedoz Limited as an Extended Warranty Coverage.

To get the Crash Replacement Service, the damaged helmet must be sent to Speedoz Limited, with a proof of purchase (i.e. invoice/purchase receipt), and a description of the accident. Speedoz Limited shall verify the claim and shall decide whether the crashed/damaged helmet should be qualified for a replacement or not. If the customer becomes eligible for a replacement, then the crashed/damaged helmet shall be replaced with the same or nearest model in price, size and color available in the current product line. The Crash Replacement Service can be availed only once within the warranty period and the new helmet shall not extend the previous warranty period at any given circumstances.

Conditions:

- Extended Warranty Coverage or the Crash Replacement Service is applicable for helmets damaged due to a motorcycle accident only.
- Warranty claims must be raised with all required documents within 15 (fifteen) days of the accident. You can send the details and your documents to the following email address: **info@speedoz.com.bd**
- The damaged helmet must be sent to Speedoz Limited following the claim for physical inspection.
- Speedoz Limited shall physically examine the helmet and decide whether it shall qualify for a replacement or not. It is relevant to note here that the outer and inner shell (EPS) of the helmet shall be examined to determine any safety feature compromization.
- Speedoz Limited deserves the right to reject a warranty claim if its not deemed valid and the verdict shall be conclusive.

Exclusions:

The following exclusions shall be applicable for the Extended Warranty Coverage:

1. Defects or damages which are covered under the manufacturer's warranty policy.
2. Any cosmetic damages which do not compromise the safety features of the helmet.
3. Damage or malfunction of visor, padding, chin curtain, nose deflector, sun visor, switches, spoilers, air vents, buckles, straps, or any other replaceable items.
4. Any damage due to natural wear and tear, corrosion, mishandling, negligence, ill intention, sabotage, accidental drops, mechanical or electrical breakdown, use by someone other than the actual owner.
5. Damages due to engagement in races, competitions, rally, stunts, trials, speed testing, off-road riding, and illegal activities.
6. Damages directly or indirectly because of using or attaching any foreign objects or after-market parts such as camera, intercom systems, anti-fog lenses, etc.

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Payment by the Customer:

As Speedoz Limited offers to replace the damaged/crashed helmet at a reduced cost, the **maximum allowed discount** for the customer shall be **80% (eighty percent) of the maximum retail price** of the helmet. In other words, customer must pay 20% (twenty percent) of the maximum retail price of the helmet.

If the customer intends to upgrade the helmet model while availing a Crash Replacement Service, then any additional cost exceeding the helmet's price must be paid by the customer. Any downgrade shall not qualify for an increased discount.