



SHIBUMI SPARE PARTS WARRANTY



1. PURPOSE OF THE WARRANTY:

Benitomo World S.A., identified with RUC 584085-1-448693, located at Calle 17, Edificio Cofrisa / Local No. 4, Colón Free Zone, Phone: +(507) 447 1296, Republic of Panama, as the representative of the Shibumi brand (hereinafter referred to as "Shibumi"), guarantees the quality and proper functioning of its main lines of spare parts for:

Motorcycles: Shock absorbers

Cars: Shock absorbers, axle shafts, ball joints, tie rods, control arms

Commercial and passenger vehicles: Shock absorbers, axle shafts

This warranty covers manufacturing and material defects for a period of **two (2) years** from the date of purchase, under the conditions established in this document.

During the **first three (3) months** after purchase, the warranty will be handled by the workshop or point of sale where the product was purchased. From the fourth month up to the end of the two (2) years, the warranty will be managed directly by Shibumi.



2. WARRANTY CLAIMS:

The warranty can only be claimed if the product shows original manufacturing or material defects. The claimant must prove the existence of such defects by presenting the purchase invoice and a technical evaluation by an authorized service center.



3. SERVICES INCLUDED IN THE WARRANTY:

If the claim is valid, Shibumi may choose to:

- Provide a defect-free replacement product at no additional cost to the claimant, or
- Refund the purchase price if a manufacturing defect is confirmed.

If the product was purchased from a workshop, the price of the shock absorber must be specified separately on the invoice for a refund to be considered.

This warranty does **not** cover disassembly and installation costs, nor consequential damages resulting from the product defect.



4. CONDITIONS FOR APPLYING THE WARRANTY:

To activate the warranty, the customer must meet the following conditions:

- Present the original purchase invoice.
- The warranty only applies when the **pair** of shock absorbers is purchased and installed for cars, commercial, or passenger vehicles. If only one shock absorber is purchased, the warranty does not apply, as a worn shock absorber on the opposite end of the axle could impair the new one's performance and cause premature damage.
- For motorcycles that require two shock absorbers, the warranty is valid only if both were purchased.
- The product must have been installed in a qualified workshop and used under normal operating conditions.



5. WARRANTY EXCLUSIONS:

This warranty does not cover:

- Damages caused by lack of preventive or corrective maintenance.
- Damages resulting from improper repairs.
- Products with modifications or alterations to original components.
- Damages due to use outside specifications, exceeding operational limits, or unintended purposes.
- Damages due to natural wear and tear, including deterioration of painted or chromed surfaces, corrosion, and wear from extreme environmental conditions or external agents such as chemicals, salt, oxidation, discoloration, or aging.
- Damages from improper storage or transportation.
- Individually purchased products, as specified in the previous section.
- Damages caused by mishandling, accidents by the owner, driver, third parties, or due to force majeure or unforeseeable events.
- Additional expenses related to the warranty claim, such as towing, lodging, meals, and transport (land, air, or other) resulting from vehicle damage in a remote location.
- Economic losses, compensation for lost time, business losses, or costs related to renting a substitute product while the warranty is being processed or resolved.



- This warranty does not cover disassembly or installation costs, nor consequential damages arising from the product defect.



6. WARRANTY PROCESS:

1. Present the purchase invoice and file the claim at the point of sale within the first three months.
2. If the request is made between the fourth month and two years after purchase, contact Shibumi through the authorized service channels:
<https://www.shibumiparts.com/puntos-de-atencion/>
3. Once the request is made, wait for Shibumi's response. Depending on the case, send the defective product to the authorized wholesale distributor in your country for inspection and validation.
4. Shibumi will determine whether the warranty applies and proceed with the appropriate resolution.



7. FINAL PROVISIONS:

This warranty does not limit the consumer's legal rights under current laws in the country of purchase. Shibumi reserves the right to evaluate each case and determine if the warranty is applicable.