

Category	Inquiry	Answer
Business	When do you release Shimano's web services and alternative Pioneer Products?	We cannot answer about Shimano products. The transition to Shimano's new Web service is scheduled for the end of June 2021.
Sales	How do I buy consumables in the future?	Parts can be purchased via the service.
After service	What happens to repairs?	Products within the warranty period will be handled by Pioneer based on the contents of the warranty.
After service	Will Pioneer continue to repair products out of warranty?	Pioneer will respond for a fee.
After service	What will happen to inquiries about Pioneer Cycle Sports related products in the future?	Inquiries about products will be customer support.