

Category	Inquiry	Answer
Business	When do you release Shimano's web services and alternative Pioneer Products?	The launch of Shimano's new Web service is scheduled for the on June 30, 2021. Pioneer no longer offers Cycle Sports products. Information about Shimano products can be found by visiting the following link. <a href="https://bike.shimano.com/en-US/home.html">https://bike.shimano.com/en-US/home.html</a>
Sales	How do I buy consumables in the future?	Please visit the Pioneer site for your region for information on purchasing parts, as applicable.
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?	Out-of-warranty service for products will be provided according to the usual service policies of the Pioneer company for your region.
After service	What will happen to inquiries about Pioneer Cycle Sports related products in the future?	Please continue to contact Pioneer Customer Service for your region for questions about your products.