

14/12/2016

Dear Customer,

As the distributors of the Rooster BMX range, it has come to our attention in the last few days that a small proportion of bikes may potentially have the incorrect stem fitted.

We take safety very seriously so as a precaution we are sending out a new stem and locking nut for your recent bicycle purchase.

Models potentially affected are:

- Rooster XR2
- Rooster XR3
- Rooster XR5
- Rooster XR6

In the next few days you will receive these parts along with full instructions and all necessary tools.

If, however, you feel like you need any assistance please do not hesitate to contact our customer care team on 0161 727 8508 (option 2 for warranty) or email us at warranty@avocetsports.com. We will of course be more than happy to assist in any way we can.

We ask that in the mean time you please refrain from using your bicycle.

Please accept our apologies for any inconvenience caused.

Kind regards



Stuart Lister
Customer Care Manager