



STAN'S NOTUBES CARBON RIM WARRANTY AND CRASH REPLACEMENT POLICY

Stan's NoTubes is committed to producing the best products available, and those featuring carbon rims are no exception. We ride and race, so we know how important it is for a company to stand by what they make. That's why we provide comprehensive warranty and crash replacement coverage for your new Stan's NoTubes carbon wheels. We greatly appreciate your confidence in us when you choose to purchase our products and we will do everything possible to keep you riding.

7 YEAR CARBON RIM WARRANTY WITH REGISTRATION:

Stan's NoTubes will warranty new carbon rims for the original owner, purchased through an authorized Stan's NoTubes dealer, directly from Stan's NoTubes, or included as original equipment on a new complete bicycle purchase, for a period of 7 years against defects in materials or workmanship. A product determined by Stan's NoTubes to be defective will be repaired or replaced, at our sole discretion, free of charge. Please see our **WARRANTY AND CRASH REPLACEMENT CONDITIONS** for details. Purchases made through unauthorized resellers such as eBay, Alibaba, Amazon or similar resale sites are not supported under our warranty policy.

REGISTRATION:

Registration is required before a wheelset warranty claim can be submitted. In addition to 7 years of warranty coverage, registration also provides the owner of a complete wheelset with lifetime crash replacement.

CARBON RIM WARRANTY PROCESS:

1. Within 30 days of the original purchase, register your new wheels or rims at <https://www.notubes.com/wheelset-registration>
2. Retain a copy of the original proof of purchase (ie. Itemized receipt or invoice)
Note: Reply to the registration confirmation email with a picture or scan of your receipt and we'll keep it on file for you in the event of a future claim
3. Submit your claim via an authorized Stan's NoTubes dealer with your proof of purchase or contact us at warranty@notubes.com with a description of your issue, a photo that helps illustrate the issue, and your proof of purchase
Note: For warranty and crash replacement inquires outside the United States, please contact your local dealer or distributor
4. The dealer will contact Stan's NoTubes or the local distributor and arrange for repair/replacement, or, if you've contacted us directly, we will work quickly to reply to your email with instructions
5. If you have contacted Stan's NoTubes directly regarding a wheelset warranty, and your approved request requires a return, Stan's will provide you with a shipping label for return, free labor for your wheel rebuild, and return shipping

LIFETIME CARBON RIM CRASH REPLACEMENT WITH REGISTRATION:

Should you have the unfortunate experience of crashing and damaging your Stan's NoTubes carbon rims, we want nothing more than to help you get back on the bike as quickly as possible. The Crash Replacement Policy covers the rims for the lifetime of the rims from the original purchase date against



damage caused during normal operation of the bicycle, including racing. Registration is required before a Crash Replacement request can be made.

Crash replacement rim pricing is 50% off the MSRP of the exact or comparable product at the time of the claim. If necessary, spokes, nipples, tape, and costs associated with any build labor performed by Stan's NoTubes will be provided at a discount.

CARBON RIM CRASH REPLACEMENT PROCESS:

1. Within 30 days of the original purchase, register your new wheels or rims at <https://www.notubes.com/wheelset-registration>
2. Retain a copy of original proof of purchase (ie. Itemized receipt or invoice)
Note: Reply to the registration confirmation email with a picture or scan of your receipt and we'll keep it on file for you in the event of a future claim
3. Submit your request via an authorized Stan's NoTubes dealer with your proof of purchase or contact us at warranty@notubes.com with a description of your issue, a photo that helps illustrate the issue, and your proof of purchase
Note: For warranty and crash replacement inquires outside the United States, please contact your local dealer or distributor
4. The dealer will contact Stan's NoTubes or the local distributor and arrange for repair/replacement, or, if you've contacted us directly, we will work quickly to reply to your email with instructions
5. If you have contacted Stan's NoTubes directly regarding crash replacement and your request has been approved you will be charged crash replacement pricing for your product and standard return shipping fees.

CARBON RIM AND WHEELSET WARRANTY AND CRASH REPLACEMENT CONDITIONS:

1. Warranty and crash replacement are valid only for the original owner and are not transferable
2. Registration is required for Crash Replacement consideration
3. Warranty does not cover the following:
 - a. Damage sustained during shipment (please always let us know if an item arrives damaged, but ultimately claims must be filed with the carrier)
 - b. Products on which serial numbers, production lot codes or other identifying marks have been removed
 - c. Damage resulting from extreme heat due to automotive exhaust or other heat sources
 - d. Normal wear and tear, misuse, incorrect installation or improper maintenance, use of incompatible parts or components, accident or crash damage, negligence, modifications not recommended or approved by Stan's NoTubes
 - e. Products without a valid invoice or receipt containing the authorized dealer's identifying details
 - f. International shipping costs and duty fees.
 - g. Labor costs for work not performed by Stan's NoTubes, including costs associated with removing the wheels and any associated components including but not limited to rotors, tires and cassettes, computer magnets, from the bicycle or wheel



- h. Any representation or warranty expressed or implied by the authorized dealer beyond the provisions of this stated policy
 - i. Purchases made through unauthorized resellers such as eBay, Alibaba, Amazon or similar resale sites
4. Crash replacement does not cover the following:
- a. Normal wear and tear expected with the use of high-quality mountain bike components
 - b. Products on which the serial numbers, production lot codes or other identifying marks have been removed
 - c. Misuse, incorrect installation or improper maintenance, use of incompatible parts or components, negligence, modifications not recommended or approved by Stan's NoTubes
 - d. Instances determined to be cosmetic only
 - e. Shipping costs to or from Stan's NoTubes or the local distributor
 - f. Labor costs associated with removing the wheels and any associated components including but not limited to rotors, tires, cassette, computer magnets, etc from the bicycle or wheel

SPECIAL NOTE REGARDING CARBON AND EXPOSURE TO EXTREME HEAT:

Avoid exposing carbon rims to any excessive or prolonged sources of heat. When transporting your bike, please exercise caution when using receiver, tailgate, or trunk mount racks that may position the wheels of your bicycle near sources of heat, such as the exhaust system of your vehicle. We strongly recommend maintaining a minimum distance of 50cm (20") between any carbon wheel and the path of exhaust of your vehicle, or any other concentrated source of heat, including but not limited to portable heaters and heat guns. Damage resulting from extreme heat due to automotive exhaust or other heat sources is not covered under warranty.

3 YEAR HUB WARRANTY

All Stan's NoTubes hubs are covered by a 3 year warranty against manufacturing defects. Warranty does not cover abuse, misuse, consequential damage resulting from lack of or improper maintenance, normal wear and tear, and improper installation. Warranties only apply to the original owner with valid sales receipt. If a product is found to be defective, a free repair or replacement will be provided at the sole discretion of Stan's NoTubes.