



## **STAN'S NOTUBES CARBON WHEELSET AND 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. We provide comprehensive coverage for warranty and crash replacement in the event your new Stan's NoTubes carbon wheels meet with an untimely end. We greatly appreciate your confidence in us when you choose to purchase our products and we will do everything possible to keep you riding.

### **THREE 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 incorrect or nonexistent maintenance, normal wear and tear, crashing and improper installation. Warranties only apply to the original owner with valid sales receipt. If a product is found defective customer will receive, at the discretion of Stan's NoTubes, free repair or replacement.

### **TWO YEAR CARBON RIM WARRANTY (EXTENDED WITH REGISTRATION)**

Stan's NoTubes will warranty new carbon rims, purchased through an authorized Stan's NoTubes dealer or those included as original equipment on a new complete bicycle purchase, for a period of 2 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.

### **REGISTRATION BENEFITS:**

Register your carbon wheels or rims with us for added protection.

**WHEELSET** - Register a Stan's NoTubes carbon wheelset (or individual wheel) and receive:

1. Additional 3 years of warranty coverage (5 years total)
2. Lifetime crash replacement eligibility

**RIM ONLY** - Register a Stan's NoTubes carbon rim and receive:

## 1. Lifetime crash replacement eligibility

### **WARRANTY PROCESS**

1. Within **30** days of the original purchase, register your new wheels or rims at <http://www.notubes.com/register>
2. Retain a copy of the original proof of purchase
3. 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
4. Submit your claim via an authorized Stan's NoTubes dealer with your proof of purchase\*\*
5. The dealer will contact Stan's NoTubes or the local distributor and arrange for repair/replacement

\*\*Warranty claims can be submitted directly to Stan's NoTubes if the original order was placed on our website or over the phone

### **LIFETIME CARBON RIM CRASH REPLACEMENT**

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.

Crash replacement rim pricing is 50% off the MSRP of the exact or comparable product at the time of the claim.

### **CRASH REPLACEMENT PROCESS**

1. Within **30** days of the original purchase, register your new wheels or rims at <http://www.notubes.com/register>
2. Retain a copy of original proof of purchase
3. 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
4. Submit your claim via an authorized Stan's NoTubes dealer with your proof of purchase\*\*

5. The dealer will contact Stan's NoTubes or the local distributor and arrange repair/replacement

\*\*Warranty claims can be submitted directly to Stan's NoTubes if the original order was placed on our website or over the phone

## **WARRANTY AND CRASH REPLACEMENT CONDITIONS**

1. Warranty and crash replacement are valid only for the original owner and not transferable
2. Registration is required for 5-year wheelset warranty and all crash replacements
3. Warranty does not cover the following:
  - a. Damage sustained during shipment
  - b. Products on which the decals, serial numbers, production lot codes or other identifying marks have been removed
  - c. 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
  - d. Products without a valid invoice or receipt containing the authorized dealer's identifying details
  - e. Shipping costs to 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
  - g. Any representation or warranty expressed or implied by the authorized dealer beyond the provisions of this stated policy
4. Crash replacement does not cover the following:
  - a. Normal wear and tear expected with the use of high quality components
  - b. Products on which the decals, 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