



STAN'S NOTUBES ALUMINUM WHEELSET AND RIM WARRANTY AND CRASH REPLACEMENT POLICY

Stan's NoTubes is committed to producing the best products available. 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 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, 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 ALUMINUM RIM WARRANTY

All Stan's NoTubes Aluminum rims are covered under a 2 year warranty against manufacturing defects from the original purchase date. Warranty does not cover abuse, misuse, consequential damages, normal wear and tear, crashing, and improper installation. Warranties only apply to the original owner. If a product is found defective, the customer will receive, at the discretion of Stan's NoTubes, free repair or replacement.

WARRANTY PROCESS

1. Retain a copy of the original proof of purchase
2. Submit your claim via an authorized Stan's NoTubes dealer, or with your proof of purchase**
3. 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

ONE YEAR ALUMINUM RIM CRASH REPLACEMENT

Should you have the unfortunate experience of crashing and damaging your Stan's NoTubes aluminum 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 a period of 1 year from the original purchase date against damage caused during normal operation of the bicycle, including racing. Crash Replacement Pricing includes new rim, spokes, nipples, tape, and costs associated to build labor.

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. Retain a copy of original proof of purchase
2. Submit your claim via an authorized Stan's NoTubes dealer with your proof of purchase**
3. 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. 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
3. 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