

# DCTX CUSTOM BIKES

1-832-323-3340

This document provides a general overview of warranty policies and practices for Dirt Church TX LLC/DCTX Custom Bikes/DCTX Carbon Rims.

**Labor** - Labor is warranted for 15 days after pickup. Technicians follow OEM recommendations for processes, fluids and torque specifications. It is still possible for items to loosen due to vibration. Always check your bike over before and after each ride. Labor is not warranted for crash related damage. DCTX utilizes several partner companies for mobile repairs and service. Disputes are directed to the service provider but rest assured DCTX is always here to work closely with our partners to ensure the utmost in customer satisfaction.

**Custom Wheels** - Hand built wheels require a break-in period. During the first 40 miles of riding, we recommend avoiding jumps, drops and other extreme impacts (yeah, we know, but it is necessary to break in the spokes). This allows the spokes to stretch and settle. After this period, schedule your free evaluation and tensioning appointment. Always check your spoke tension before and after rides, especially during this time period. Components such as hubs, spokes, nipples and rims (non dctx carbon) are covered by their associated manufacturer warranty.

All DCTX Custom built wheels come with free truing every 6 months and free lifetime broken spoke replacement if you can bring them to us. Some of our reseller bike shops may also offer this service at no charge. If you are not local, let us know which side and wheel the spokes are on and we will ship you the correct spoke lengths to have installed.

**DCTX Carbon MTB and BMX Rims** - DCTX branded carbon rims have a 3 year MFG defect warranty and a Lifetime Crash Replacement Warranty, for the original owner, when included in a DCTX wheel build.

For rim only purchases, we offer a wholesale cost replacement warranty. In all cases to and or from DCTX shipping charges are the customer's responsibility.

We strive to keep rims of the highest quality and affordable for riders. If you crash, hit that drop wrong, falls off the rack, whatever, we will work with you to replace your rim. Theft is not included under warranty. We want you to be a part of our DCTX family for life and we will always work to make it right.

**Parts** -All parts sales are final. Parts are covered by the manufacturer warranty. We will gladly help you get in contact with the manufacturer should a warranty case arise.

**Frames** - Each frame is subject to the manufacturer warranty or extended warranty. Frames assembled by customers are not covered for damages due to assembly errors.

For label frames, DCTX partners with DIY Carbon frames which have a 2 year manufacturer warranty and a 3 year wholesale crash replacement warranty. Warranty can be filed directly with DIY or DCTX can file with them on your behalf.

**DCTX Custom Builds** (all components sourced via Dirt Church TX LLC) - Labor and adjustments on complete custom builds are warranted for a period of 60 days. An additional free tune up is available during every year.

**Customer Custom Builds/Assembly** - Labor and adjustments on complete custom builds with customer supplied parts are warranted for a period of 30 days. An additional free tune up is available during the first year. Dirt Church TX LLC is not responsible for mismatched or incompatible components or any warranty on items not purchased through Dirt Church TX LLC.

*Mountain Biking, BMX, Dirt Jumping and associated sports all have associated risks. As riders, we ride at our own risk. Dirt Church TX LLC/DCTX Custom Bikes is at no point liable for any injury incurred while riding. Ride at your own risk, inspect your equipment before, during and after each ride.*

Shred Life and Enjoy The Ride. [www.DCTXWheels.com](http://www.DCTXWheels.com)