



## **WARRANTY & POLICY INFORMATION**

### **PRIMO LAW**

Lead times given at the time of order are estimated and influenced heavily on outside vendors and sources. We are not responsible for any outside costs associated with delays in your order including, but not limited to, storage fees, rental fees, loss of revenue or product substitution.

### **SHIPPING**

All orders are shipped USPS Priority Mail or UPS Ground Only.  
Any and all requests for expedited shipping will be done at the customer's expense.

### **RETURNS**

If you wish to return your recently purchased product, please contact us to obtain an RMA#. No returns will be accepted without first contacting us and receiving an RMA#.

All Items returned within 15 Days of purchase in their original unopened packaging will receive a full refund minus any shipping fees. Customer is responsible for return shipping. All returns must be accompanied by an RMA# clearly written on box.

Wheels returned with tires, rotors, sprockets or pulleys mounted are subject to removal fees unless Primo mounted or assembled these items.

Items returned after 15 days or items returned in packaging that has been opened, damaged, written on, or missing are subject to a 20% restocking fee. Contacting Primo and obtaining an RMA# is required.

All refunds will be issued AFTER Primo has received and inspected the returned items. No credit will be issued for labor or any cost incurred beyond the original purchase price.

### **CANCELLATIONS**

All Wheels are built on a per order basis. Wheel orders cancelled during production or subject to a 20% Cancellation fee.

### **CARING FOR YOUR PRODUCT**

We recommend a mild soap and water for cleaning our parts. Harsh chemicals cleaners or detergents will damage the finish on your parts and shorten the life of their PRIMO appearance.

A good Carnuba Wax is always recommended to be applied to the chrome finish on parts as often as possible.

A non-abrasive wax with UV protectants is also recommended to be applied to black anodized parts. Avoid exposure to UV rays whenever possible.

### **WARRANTY**

All PRIMO Parts are built using the finest materials available and come with a 1 Year warranty. All PRIMO Wheels feature a Lifetime Structural Warranty.

Finishes applied to our parts are of the highest quality possible. Our Chrome parts feature a Triple Plating process for durability. Our Anodize is one of the best in the industry with added UV protectants. However, the appearance of your newly purchased product depends solely upon your care and maintenance.

If within 1 year of purchase your products finish is defective in quality or workmanship please notify us immediately. If we determine the product has been properly cared for and not abused, we will at our discretion replace or repair the part(s) at no cost to you.

### **WARRANTY EXCLUSIONS**

Our warranty does not cover damage caused by accident, misuse, negligence, misapplication, or alteration. All warranties are void if product has been modified or installed on applications they were not intended for.