

RIMPRO, Inc. LIMITED WARRANTY for Retail Sales

RIMPRO, inc. provides the following coverage, based upon the type of purchase made.

OEM Wheels

All OEM wheels refinished by RIMPRO, inc. are covered by a limited three year warranty against defects in refinishing materials and workmanship provided that the wheel is used on a vehicle for which it was designed and is only used for on-road driving. All OEM wheels that are sold as "Used Wheels" are only warranted to meet OEM tolerances at time of sale within 0.020 inches of runout. All are subject to the exclusions below.

OEM Wheels – Refinished

All wheels submitted to RIMPRO, inc. by a customer for refinishing by paint are covered by a limited three year warranty against defects in the finish, subject to the exclusions listed below.

Hyper Silver Wheels

All wheels finished in Hyper Silver color have limited warranty coverage against defects in the finish for one year.

Aftermarket and Replica Wheels – Purchased

Aftermarket and Replica wheels are covered by a limited 90-day warranty against defects in materials and workmanship, subject to the exclusions listed below.

Wheels Straightened and/or Repaired

Any wheel straightened or repaired has a limited warranty to be within 0.020 inches of runout when it is returned to the customer, except when invoiced as "best effort."

Welded wheels

Welded wheels have a limited warranty to be air-tight at the time they are returned to the customer.

Tires

Tires procured via Rimpro, Inc. will only carry their respective manufacturer / supplier warranties and Rimpro, Inc. does not provide any direct warranty coverage for tires.

REMEDY:

Upon receiving a valid claim, RIMPRO, inc. shall within 15 days provide to the customer one of the following solutions, at Rimpro's sole discretion.

- (i) Refund of original invoice amount for the wheel under warranty claim.
- (ii) Repair / Refinish the wheel to specification as stated in original invoice.
- (iii) Provide a currently available replacement wheel or equivalent wheel.

This is a complete list of remedies. RIMPRO, inc. disclaims all incidental and consequential damages and/or customer costs associated with a warranty claim. RIMPRO, inc. limits or disclaims all other express or implied warranties, including warranties of merchantability and use/fitness for a particular purpose, to the extent permitted by law. No other warranties are given beyond those set forth herein. RIMPRO, inc. will assume no responsibility for diagnosis, removal or replacement, loss of vehicle use, loss of time, loss of wages, loss of business opportunity or other consequential or incidental expense. No RIMPRO, inc. employee may offer any other warranty coverage. Should any portion of this limited warranty become invalid by operation of law, the remaining lawful elements shall be reintegrated and survive in a form resembling the original as far as possible.

EXCLUSIONS:

There is no warranty coverage for:

- (a) Wheels subjected to misuse or abuse.
- (b) The paint or finish on the back and/or inside of the wheel or wheel's barrel.
- (c) Wheels subjected to neglect.
- (d) Wheels used in racing or off-roading.
- (e) Wheels improperly installed or installed on a vehicle for which the wheel was not designed.
- (f) Wheels affected by collision, fire or disaster (natural or man-made).
- (g) Wheels damaged by driving into or over a pothole, curb, speed bump or like structure.
- (h) Wheels affected by the use of clip-on lip mounted balance weights (regardless of proximity to damaged area).
- (i) Wheels damaged by 3rd party (non RIMPRO, inc.) wheel mounting & balancing tools.
- (j) Corrosion resulting from caustic chemicals, road salt, brake dust or lack of customer care/cleaning or the use of improper cleaning or polishing chemicals or materials.
- (k) Damage to wheel or wheel finish from hubcaps, hub-centric rings or adapters.
- (l) Damage to finish from 3rd party installed (non RIMPRO, inc.) decals / emblems.
- (m) Damage from stone chips, gravel or like debris.
- (n) Wheels that have been repaired or refinished by a 3rd party (not RIMPRO, inc).
- (o) Wheels presented without an original RIMPRO, inc. invoice.
- (p) Wheels transferred or sold and thus no longer owned by the original invoiced customer.
- (q) Badly damaged wheels for which the customer approves in advance "Best Effort" service, this term being clearly displayed on the original invoice.
- (r) A claim filed after the defined coverage period has elapsed or a claim for coverage not provided.

It must be understood that since some metal is removed in the refinishing process; a wheel has a finite number of times it may be refinished, some as few as none. These conditions will be assessed by a RIMPRO, inc. technician and RIMPRO's sole discretion shall govern the evaluation.

FILING A CLAIM:

The original RIMPRO, inc. invoice is required to file a claim. Call RIMPRO at 978-649-6100 and request Warranty Support., and arrangements will be made to evaluate your wheel. The customer is responsible for presenting the wheel in question at the company headquarters (5 Progress Ave. Tyngsboro, MA), in the event it is presented by a carrier, the customer is responsible for freight costs, and freight costs are not reimbursed under warranty service. After evaluation, if the wheel is ineligible for warranty service, the customer must collect the wheel at the company headquarters or the customer must pay to have the wheel shipped if they will not be collecting it in person.

GENERAL DISCLAIMER:

It shall be understood and by authorizing service agreed that there are certain influences and factors beyond the scope of Rimpro's actions that affect your perception of your vehicle's ride, including but not limited to, tire wear, tire damage, striking a curb or pothole, wearing of brake system parts, suspension system, wheel alignment and such other elements that are not touched as part of Rimpro's services. Consequently, Rimpro, Inc. cannot provide any coverage, warranty or otherwise, for vibrations, sensations, noise or other attributes that could be the result of any combination of the foregoing elements. The customer is responsible for following their vehicle's operator guide including but not limited to, checking lug nut torque, tire inflation, brake condition, steering and alignment, and other safety checks and regular service.