

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.

Polished Wheels---

All wheels submitted to RIMPRO, inc. by a customer for polishing with a clear-coat applied shall be covered by a two year limited warranty against defects in polishing material and workmanship. ***Wheels polished but not clear-coated have no warranty of any kind.***

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.

REMEDY:

For all warranty claims, the remedy shall be limited to the following to the extent allowed by law. 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 processed through RapidReFinish™ paint repair service
- (q) Wheels transferred or sold and thus no longer owned by the original invoiced customer
- (r) Badly damaged wheels for which the customer approves in advance “Best Effort” service, this term being clearly displayed on the original invoice.
- (s) 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 toll-free at 888-274-6776 and request Warranty Support. Arrangements will be made to evaluate your wheel. A RMA # (Return Material Authorization Number) will be issued by Rimpro, Inc. The customer is responsible for presenting the wheel in question at the company headquarters (860 East St. Tewksbury, 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.

Special Order Services ---

Any requests for straightening or refinishing or painting or powder coating of items other than wheels carry a limited warranty that such items will conform to workorder specifications when returned to 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.

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 attribute 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.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. If you do not understand how warranties operate you can contact the Massachusetts Attorney General’s Office, Public Inquiry & Assistance Center Hotline at (617) 727-8400.