



PLEASE READ THIS FIRST!!!
THEN, review the following pages for information regarding our warranty and your obligations under our exchange policies
These Terms and Conditions form a part of your contract with us.

Please promptly inspect your new chrome wheels.

If the product(s) we sent have any shipping damage or defects, or if you received any incorrect product(s), DO NOT install them on your car and do not have tires mounted on or with them. Instead, please contact us **immediately** and we will assist you. **Products that have been mounted or used in any way are non-returnable and are only covered under our normal chrome warranty.** Your continuation of the mounting or installation process constitutes your acknowledgement and acceptance of the terms set forth herein and that the product we delivered is acceptable to you as is, with any defect that could have been discovered with reasonable inspection; it relieves L.A. Wheel and Tire of any warranty obligation beyond that stated in our warranty conditions. **If you do not wish to accept the product as is per the preceding sentence, you must notify us within five days after you receive the items and must not mount or install the product. After five days, unless we are notified, all products are non-returnable.**

Return policy.

In the rare event you receive your purchase and you are not fully satisfied, you may return it for a full refund within seven days from the day you receive it so long as you notify us within five days as stated above. Wheels that have been mounted or used in any way cannot be returned. Shipping charges are not refundable. A Return Authorization number is required for all returns.

If the wheel or other product is defective, we reserve the right to repair or replace it, or to refund the purchase price therefor. If you return the wheel or product for any reason other than a defect, you will be subject to a \$250 restocking fee.

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(800) 584-2832 toll-free
(818) 626-8867 direct
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info@lawheel.com
www.lawheel.com

Thank you for your chrome exchange purchase.

**"We didn't invent the wheel...
We just made it look A LOT better!"**

Your Obligations Under Our Exchange Policies

You need to **Inspect Your Old Wheels (wheels you're returning to us) before you pack them!**

L.A. Wheel and Tire understands that it can be disconcerting to learn that the wheels you returned to us were bent (out of round) or warped, especially if you noticed no problems with the handling of your vehicle.

To prevent any surprises, you must have your mounting shop inspect your old wheels by spinning them on a high-speed wheel balancer while you are there in person, so you can see any defects yourself. A wheel that is out of round will usually have a visible hop or a flat spot while it's rotating on a balancer (usually on the back of the wheel), even if the hop or flat spot is slight. Please pay careful attention to both the front and back of the wheels. A centerbent wheel will usually have a horizontal wobble. Most wheels returned to us are received in good condition and security deposit is promptly refunded in full. However, when defective wheels are received, a cost to restore the wheel to "True" will be deducted. L.A. Wheel and Tire will try to notify a client if it was necessary to take a deduction from the security deposit for this purpose.

If repairs are required to be performed on repairable wheel(s) being returned as a "core" to L.A. Wheel, there will be a deduction from your core deposit. Repair costs generally follow these guidelines: \$85 – minor wheel repair; \$95 – standard wheel repair (most out-of-round wheels); \$115 – flat spot /warped wheel repair; \$145 – major wheel repair (deep curb rash, etc.). If the wheel is not repairable, you will be assessed the cost of a replacement wheel calculated as a pro-rated (per wheel) portion of the security deposit. In any event, you will never be liable for any amount exceeding the total amount of your security deposit.

L.A. Wheel and Tire does not accept "core" returns that are not original factory wheels (such as replica/reproduction wheels) and/or wheels that have been previously chrome plated, powder coated, or which have any other non-factory finish. We do not accept previously repaired wheels, or wheels that have been welded or modified in any way. Returning "core" wheels that are not acceptable under the preceding two sentences, will result in a 100% deduction from the amount of your deposit that can be refunded. Any wheel which we find to be non-repairable (incl., but not limited to, wheels that are cracked, welded, corroded, reconditioned or chrome plated or repaired) is considered scrap, and a pro rata portion will be deducted from your security deposit. In the event of any dispute with you about the condition of your exchange wheel, your sole remedy will be to have the wheel returned to you at your shipping cost, and we shall be entitled to deduct a pro rata portion of your deposit (plus any shipping cost) to compensate therefore.

Please take note to how the wheels were originally packaged.

Please take care to re-package your "core return" wheels in the same manner your new wheels were sent to you. This particular packaging was chosen for its durability, thus adding additional layers of protection during return shipping. Failure to pack in this way increases the risk of damage to the wheels during transportation, which could result in deduction from your core deposit. Most shippers will not cover shipping damage to any wheels that were improperly packaged under any circumstances.

Please return "core" wheels to us promptly.

L.A. Wheel and Tire must receive your original "core" wheels no more than 14 days after you receive our chrome wheels, otherwise, a late fee will be deducted from your deposit (since we may need to expedite the wheels to fill other orders). This fee varies based on the amount of time late and the type of wheels (minimum \$100 unless we have agreed to something else with you due to extenuating circumstances). If for some reason you are unable to return your wheels on time, please call us. If you do not return your original wheels to us and you are in California, L.A. Wheel and Tire reserves the right to collect the sales tax on the amount of the security deposit (we may do so using the credit card you provided at the time of purchase).

Refunds may be returned to the source from which they were provided (for example, credit card to credit card, check to check, etc.) or in any other reasonable manner.

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L.A. Wheel and Tire 5- YEAR CHROME PLATING LIMITED WARRANTY OUR 5-YEAR CHROME PLATING LIMITED WARRANTY COVERS PEELING AND SEPARATION CAUSED BY DEFECTS IN THE CHROME PLATING PROCESS.

Damaged and/or corroded wheels automatically void this warranty.

This Limited Warranty **does not** cover wheels subjected to corrosion or finish damage (including, but not limited to, pitting, bubbling or scratches) due to any of the following:

- Corrosion
- Road salt
- Chemicals - including brake dust
- Abrasive materials
- Improper use or mistreatment, including maintenance neglect, cleaning with abrasive materials or use of improper or corrosive cleaning materials/agents
- Road hazards (such as potholes, curb damage, road debris, etc.)
- Snow, ice, or any other harsh weather conditions
- Water damage from sprinkler systems
- Puncture sealants
- Improper installation, mounting and removal of wheels and/or tires
- Accidents, including curb rash, road debris or collisions
- Modification of the wheel

This Limited Warranty covers re-chroming costs only; it **does not** cover additional cost that may occur, such as repairs, dismounting and/or rebalancing wheels/tires, consequential damages or packaging or shipping costs.

To file a claim, please email info@lawheel.com with the following information:

- Invoice number
- Full name
- Date of purchase
- 2-3 photos of the suspect areas

Note: Filing a claim does not guarantee its acceptance.

Warranty claims may be made by email only. However, please include your full contact information (including physical address and phone numbers) in any correspondence.

Claims that **meet** the Warranty Inspection Criteria, as solely determined by L.A. Wheel and Tire, will be re-chromed at no cost. All you pay are the shipping charges.

Claims that **fail** to meet the Warranty Inspection Criteria, as solely determined by L.A. Wheel and Tire, will either be returned to you or you can opt to have them **re-chromed** and returned to you – either option is at your cost. Please be advised that the re-chroming process (including stripping of the existing chrome) takes 2 -4 weeks to complete.

**Under no circumstances does L.A. Wheel and Tire provide any loaner or replacement wheels.
Any and all packaging and shipping costs are the customer's responsibility.**

L.A. WHEEL AND TIRE reserves the right to amend or modify the terms and conditions of this warranty at any time without prior notice.

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