



## **WARRANTY**

This limited warranty ("warranty") is a voluntary warranty by Negative Split Carbon. It is provided at no extra charge. Your rights under this warranty are in addition to and separate from your legal rights as a purchaser of the product which may vary by country, state, province, or region. This warranty does not affect these rights.

Before you first ride, please read the manual(s) provided with the wheels. They contain important safety information and information about assembly, use, and maintenance.

To process a warranty claim, please send the proof of purchase to [javiergarcia@nscarbon.com](mailto:javiergarcia@nscarbon.com) and specify the reason why you're claiming warranty coverage. We will get in touch with you and proceed to determine whether warranty is or is not applicable for each particular case.

## **WHAT IS COVERED UNDER THIS WARRANTY?**

As explained in more detail below, Negative Split warrants the products after the date of original retail purchase against defects in materials and workmanship when used normally in accordance with Negative Split Carbon's published guidelines. The guidelines include, but are not limited to, information contained in technical specifications, user manuals and service communications. "Original retail purchase" means the product was purchased new for the first time from an Authorised Negative Split retailer or directly from Negative Split. Partial warranty coverage can be transferred to subsequent owners, as detailed below.

We warrant negative split-branded wheels to the original retail purchaser for as long as the original purchaser owns the product.

## **I AM A SUBSEQUENT OWNER: DO I STILL NEED PROOF OF ORIGINAL RETAIL PURCHASE?**

Yes. The warranty period is always calculated from the date of original retail purchase and Negative Split needs to be able to determine when and where the product was purchased originally. Proof of purchase should be obtained from the original owner or the Authorized Negative Split retailer who sold the product.



## **WHAT ARE THE TERMS OF THIS WARRANTY?**

To take advantage of this warranty, a dated proof of original retail purchase must be presented to Negative Split. Proof of original retail purchase is needed whether you are the original retail purchaser or subsequent owner. In all events, Negative Split reserves the right to limit warranty service to the country where the product was purchased. During the duration of the warranty, Negative Split will either repair the product or, at Negative Split's option, replace it with the same or most similar product then available. That is because we do not keep inventory forever, so we may not have the exact replacement part or exact color available. If the product is replaced, it needs to be replaced to Negative Split before the replacement is provided unless otherwise agreed to by Negative Split in writing. You will not be charged for shipping the product to Negative Split or receiving any replacement product, or for labour charges incurred in processing the warranty.

## **WHAT IS NOT COVERED BY THIS WARRANTY?**

The warranty is void under the following circumstances and does not apply to damage caused by:

- Improper assembly or installation
- Crash, neglect, improper repair, improper maintenance, or other abnormal, excessive, or improper use.
- Corrosion.
- Improper alteration or installation of components, parts or accessories not originally intended for or compatible with the product.
- Failure to perform maintenance or service at appropriate intervals in accordance with written instructions provided with the product.

## **WHAT IS WEAR AND TEAR AND IS IT COVERED UNDER THIS WARRANTY?**

Wear and tear refers to damage that naturally and inevitably occurs as a result of normal riding. For example, your cassette and chain will, even if properly maintained, eventually wear out requiring replacement. The same applies to scratches and other potential damage to the paint or graphics of your bicycle that can result from normal use and exposure of the elements. Your bicycle may over time also develop minor creaks or other noises while riding which usually means it requires maintenance. Wear and tear items are not covered by this warranty. The following is a non-exhaustive list of other typical wear and tear items not covered by this warranty.

- Bearings
- Brake pads
- Free hub bodies & pawls
- Spokes
- Tires
- Wheel braking surfaces