



RETURN POLICY

XIX offers a lifetime warranty to the original warner on the structure of our wheels, should the product become structurally unsound due to a manufacturing defect. XIX offers a 2-year warranty from the original purchase date with XIX on DEFECTIVES as stated below. XIX Is NOT liable for any shipping costs incurred or any consequential damages.

ACCEPTABLE ITEMS FOR REETURN: DEFECTIVES

All defective products will be subject to inspection and acceptance by XIX. Those products found defective will receive a purchase price credit. Defective items will generally fall under the following categories:

- Leakers: The customer must mark the approximate location of the leak on the wheel
- Out of Round: XIX will check validity of the claim mechanically
- Paint Chipping: The chipped paint must not be the result of the customer’s mishandling of the wheel
- Defective Plating: Peeling and corrosion must not be the result of curb or impact damage
- Lose Lip: Lose Stainless Steel Lip must not be the result of the curb or impact damage.
- Wheel Returned are subject to company credit only.

Those products found to be free of claimed defects will not receive purchase price credit and a Re-Stocking Fee (10% of the purchasing invoice) will be charged. The customer will be notified of disallowed defects and must then determine the disposition of the disallowed defects within 10 days from the date of advice.

UNACCEPTABLE ITEMS FOR RETURN

The following are unacceptable items and are not subject to return

- Wheels that have already been mounted but have no defects
- Wheel or Lip damage by improper usage, mounting or balancing
- Special Order and Promotional items and/or any specially priced products
- Discontinued Part Numbers not appearing in the current company’s price list
- Merchandise not purchased directly from XIX
- No credit will be allowed for returned wheels damaged in transit to XIX
- Wheels damaged by Shipping Courier

ALL RETURNS MUST BE SHIPPED PREPAID, AND ANY MISSING ACCESSORIES WILL BE DEDUCTED FROM THE CREDIT VALUE

Agreed By:

Signature:

Company Name:

Date:



CUSTOMER RETURN MATERIALS AUTHORIZATION FORM

CUSTOMER DETAILS

Company	
Contact	
Address:	
Phone	
Fax:	
Email:	

PRODUCT DETAILS

Items (1):		PO #:		Qty:	
Return Reason:					
Invoice #:		REF#:			
Item (2):		PO#:		Qty:	
Return Reason:					
Invoice #:		REF#:			
Item (3):		PO#:		Qty:	
Return Reason:					
Invoice #:		REF #:			

FOR INTERNAL USE ONLY

RMA#:	
Restocking Fee:	
Credit Amount:	
Issued By:	
Return Rec'd By:	
Credit Issued By:	
Credit Issued On:	
Good Until:	
Replacement Sent:	