



### **Structural Warranty**

Primal Alloy Wheels offers with our wheel products, to the original purchaser a lifetime Structural Warranty that our products will be free from structural defects in materials and workmanship for the duration of time the original retail purchaser owns the product.

Primal Alloy Wheels are designed, manufactured and tested in accordance with the controlling relevant DOT specifications for the intended service category and loading conditions, and are marked to show load limitation of the product. For products used within the intended service limitations, and determined to be defective. Primal Alloy Wheels agrees to repair (or at Primal Alloy Wheels' discretion) replace without charge (excluding freight charges) to the original owner where proof of purchase is provided. The product must be returned to Primal Alloy Wheels directly for the final determination of the validity of the defective situation.

### **Finish Warranty**

Primal Alloy Wheels offers a limited warranty of one year from the date of purchase for all our wheel finishes against defective materials and workmanship. This warranty is only available to the original retail purchaser with proof of purchase. If the finish is deemed to be defective, Primal Alloy Wheels agrees to repair or at our discretion replace without charge (excluding freight) to the original owner the product in question. The product must be returned to Primal Alloy Wheels directly for the final determination of the validity of the defective situation.

NB: In all warranty situations the wheel product must be returned to Primal Alloy Wheels for consideration and final judgement. Primal Alloy Wheels is the sole arbitrator's in assessing all warranty claims and no other party will be binding on the company. It is extremely important that all returning warranty claims are substantially packaged and protected from damage during shipment. The final decision on a justified warranty condition will be based on its actual "as received condition" at Primal Alloy Wheels. Any damage(s) to the product when received at Primal Alloy Wheels will be considered as part of the total evaluation and damaged product voids all warranties as demonstrated below. This warranty does not cover mounting or dismounting tyre expenses.

Primal Alloy Wheels product warranties are honoured to the original purchaser. Proof of original purchase ownership is required.

Claims which do not qualify for Warranty after final inspection will be returned. In any event, forward and return freight shall always be at the owner's expense in all Warranty situations, unless specific arrangements have been pre-approved by Primal Alloy Wheels in writing.

The following will void all Primal Alloy Wheel warranties, implied, expressed or written:

1. Wheel products that have been physically damaged, regardless of how the damage occurred.
2. Wheel products that have been used in conjunction with spacers or adaptors of any kind.
3. Wheel products that have been altered repaired or modified in any form.
4. Wheel products that have been used in service(s) that exceeds the marked limitations of the product.
5. Wheel products that demonstrate abuse, misuse, negligence or vehicular accident. (Including any impact damage).
6. Wheel products that have been exposed to harmful or corrosive chemicals or abrasive materials, such as sand, salts and acid-based cleaners.
7. Wheel products that have been sold as "blemished" or non-first line products.



**Primal Alloy Wheels Warranty Submission Form**

**Information Required**

**Customer Name:**

**Customer contact:**

**Dealers Name:**

**Manufacturers Name:**

**Chassis manufacturers name:**

**Chassis/Vin Number:**

**Wheel Model:**

**Wheel Size:**

**Wheel Finish:**

**Tyre brand:**

**Tyre size**

**Date purchased:**

**Date Warranty Issue Advised to Dealer:**

**Please provide details and detailed images of warranty claim:**

**(I.E Issue with wheel, how many affected, if any impact damage or gutter marks present, details of products used to clean wheels)**

Please email claim to [warranty@primalwheels.com.au](mailto:warranty@primalwheels.com.au)

**NB: PLEASE CHECK ATTACHED WARRANTY CONDITIONS BEFORE SUBMITTING THIS FORM. IF ANY OF THESE CONDITIONS ARE NOT MET THE CLAIM WILL BE REJECTED. SOME CLAIMS MAY REQUIRE INSPECTION BY PRIMAL ALLOY WHEELS.**

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