

WHEELSETS - Warranty & Return Policy

Please note Pro-Lite wheels or any other Pro-Lite product bought through unauthorized dealers (eBay or otherwise) carry NO WARRANTY and are sold as is. If you have any questions about locating authorised dealers, look at www.pro-lite.net or email steve@pro-lite.net.

Manufacturing problems are very rare with Pro-Lite wheels. Our warranty for all wheels is 1 year against manufacturer's defects. Eligibility for warranty is determined at the factory by the Pro-Lite personnel. If a manufacturing problem is determined, a proof of purchase date will be requested from you and if you have returned the product within the first year, the policy is to repair or replace the product at no charge. Please keep your proof of purchase.

All Pro-Lite products have an intended purpose, if the product is used outside of that purpose, it will not be warranted and Pro-Lite cannot be held responsible for any damage that may occur in the process. Examples of misuse include but are not limited to: mountain biking, tandem riding. Our products simply are not designed to withstand the forces generated by these activities. If there are any questions regarding a product's fitfulness for use, email us; we will be glad to help.

If you are experiencing a problem with a Pro-Lite product, the first step you should take is to look at our maintenance tips under the technical information section of our web site. You may find a simple solution to your problem there. Otherwise you should email us. Someone in customer service will be able to help you.

If it is deemed necessary to return your goods, to our factory for inspection you will be issued a return number. It is imperative for you to put this number on your box. After inspection and warranty determination we will perform the necessary repair or replacement. Should there be any cost to you, you will be notified prior to any repair being executed for your determination. If you decide that you do not want us to repair or replace the product, you will need to cover the cost of returning the product to you. If we do not receive a determination from you after 90 days from the receipt of your product at the factory, then the product becomes the property of Pro-Lite. It will be destroyed – not re-sold.

In the case where your product is within the warranty period, but is damaged either by yourself or in a race accident, etc., we have a crash replacement policy. This policy covers a 2 year period following the purchase date of your product. You must register your product using the registration card attached to your wheels at purchase.

Providing you register the wheel purchase a new set of wheels will be offered to you at a greatly reduced price. The damaged wheels will then be destroyed.

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