



PINNACLE WHEEL

WAREHOUSE DISTRIBUTOR LIMITED WARRANTY

2015

PINNACLE ALLOY WHEELS, NOIR WHEELS, DIVINITY WHEELS, DIVINITY RACING, DRAG CONCEPTS, hold a lifetime structural warranty on material & workmanship of 12 Months on Finish; to its original Purchaser. **BEFORE MOUNTING WHEELS:**

- Make sure wheel size & fitments are correct for the vehicle being installed on.
- Inspect wheel and make sure there are no damages on finish and/or structure
- Make sure you are using proper tires, and have all correct fitments for lugs.

THE FOLLOWING WILL VOID OR/AND IS NOT COVERED UNDER THIS WARRANTY FOR ALL WHEELS:

- Wheel corrosion/ rusting are not covered under this warranty.
- Peeling caused by harsh chemicals, detergents, cleaners, cleaning tools, humidity /extreme weather conditions or improper care will not be honored.
- Mounted wheels, use of adapters, spacers, wheels that have been altered or modified or repaired in any way or form to include fill & drilled.
- Wheels that have not been installed properly or with incorrect tire, lug or bolt applications, or to an excessive load.
- Wheels damaged by mounting bars or mounting machine, transit, highway, off road or racing use, damaged caused by abuse or misuse, accident or negligence.
- Accessories, Caps, Color Inset kits have no warranty.

WHEEL CARE TIPS

- Wheels should be cleaned properly at least every two weeks, and should be inspected on a regular basis.
- Wash wheels with mild soap & water solution; never use abrasive cleansers, steel wool pads or polishing compounds.
- Do not clean wheels while hot. Wait till they are cool. Doing so might damage finish/chrome apply weather resistant wax routinely after cleaning completely, to help protect your wheel finish.
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Pinnacle Wheel. shall not be liable for any incidental or consequential Damage for breach or any warranty including, but not limited to, cost incurred for diagnosis, removal or installation labor or loss of vehicle use. Loss of time or inconvenience. Pinnacle Wheel Reserves the right to make final decisions after inspection of returned wheels.

*Warranty is subject to change without notice. Please contact us with any questions regarding updates.

RETURN CLAIM PROCESS:

*Please call our returns department to request a RMA form, complete all sections and send back to us. If your return is approved for inspection you will then be provided with a Returns Authorization number. RMA will not be issued if account is not in good standing. Account must be current status with no past due.

- All claims for blemished wheels must be sent to Pinnacle Wheel no more than 30 days from Original purchase date.
- All blemished wheels should not be mounted, doing so will void warranty.

*All Claims must have An R.M.A# Issued by Pinnacle Wheel. RMA# will only be given to the Original Purchaser and Original Invoice from Pinnacle Wheel must be provided.

- All returns must be sent back freight prepaid to Pinnacle Wheel, Failure to do so will result on refusal of package.
- All returns must have the RMA# marked visibly on the package.
- Only those items listed on the RMA will be accepted.

All new non-defective merchandise is subject to a 20% restocking fee. Unless agreed otherwise.

All Wheels that do not fall under warranty will be held in our warehouse for 30 days for you to arrange pick up, after 30 days your claim will be closed and we will dispose of these items.

Wheels that fall under warranty will be replaced or repaired. If Pinnacle Wheel is unable to replace or repair, a credit will be issued to your account. No refunds will be issued.

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RETURNS PROCEDURE

IMPORTANT: PINNACLE WHEEL will not accept returns unless a return authorization number has been issued.

Please initiate return by requesting our [return request form](#). You can request a form by calling our returns department at: 626 363 6978 Ext. 104 Or Email rma@pinnaclewheel.com Once you have received the form, fill in all sections as indicated & fax or email back to our return department Fax 626 363 6977.

We will typically respond to your request via e-mail or fax within 2 business days of the request. If your request is accepted, our response will contain a return authorization number (RMA#) and provide shipping instructions; otherwise we will include additional questions to clarify the request. If you do not hear back from us within 2 business days, or if there is a dispute related to the request, call our returns department at 626 363 6978 or Email us. In order to ensure prompt customer service, please make sure you have submitted your return authorization request and have your original invoice number available before you call.

Once your RMA request has been approved our Returns department will contact you with an RMA# and instructions on how to ship the product back to us.

Returns must be received in our warehouse within 30days from the date the RMA# was issued, and be in acceptable condition based on the type of return (non-warranty or warranty). It is important to pay close attention to return dates and to return your products immediately after receiving a return authorization number. Returned products must meet our criteria of acceptance before we issue a credit or ship a replacement.

If replacement needs to be process before RMA is finalized, customers will purchase the item as an original purchase. Once RMA credit has been processed, return credit will be applied to subject replacement invoice.

If the returned product does not meet our acceptance criteria, we will make a reasonable attempt to contact you, using the contact phone number and contact e-mail address provided on the original order or return request, to arrange for return or disposal of the item. If we do not receive a response to rejected claim items within 30 days the items will be discarded.