

VOSSSEN USA – LIMITED WARRANTY POLICY

1. Scope & Applicability

This Limited Warranty applies to all wheels manufactured by Vossen Wheels and sold through authorized distributors and dealers worldwide.

All warranty claims must be submitted through the original distributor or dealer. Final evaluations and determinations are made by Vossen USA.

2. Warranty Coverage

2.1 Structural Warranty (*Lifetime*)

Vossen Wheels warrants that its products are free from structural defects in material and workmanship for the lifetime of the original purchaser.

This warranty applies strictly to failures resulting from manufacturing defects under normal and intended use.

2.2 Finish / Workmanship Warranty (*5 Years*)

Vossen Wheels provides a five (5) year warranty from the original date of purchase against defects in finish and workmanship, including:

- Peeling
- Bubbling
- Discoloration
- Clear coat failure

Coverage is valid only under proper use, care, and maintenance.

3. Inspection and Installation

Customers and installers are responsible for properly inspecting all wheels prior to installation.

- Wheels must be **visually inspected upon receipt** for any defects, damage, or discrepancies
- Any concerns must be reported **prior to mounting tires or installation**
- Once tires are mounted or wheels are installed, the product is considered accepted

Proper installation is critical:

- Installation must be performed by a **qualified professional**
- Correct torque specifications must be followed
- Proper lug hardware and seating must be verified
- Hub mating surfaces must be clean and free of debris

Failure to follow proper inspection and installation procedures may void warranty coverage.

4. Conditions of Coverage

This warranty is valid only if:

- The claimant is the **original purchaser** (*non-transferable*)
- Wheels were purchased through an **authorized distributor or dealer**
- Wheels are used under **normal driving conditions**
- Proper installation and maintenance procedures are followed
- **Proof of purchase** is provided
- **Photos** of the issue are submitted
- **Serial number identification** is provided *where applicable*

5. Long-Term Care and Maintenance

To maintain warranty eligibility, wheels must be properly cared for throughout their service life.

Customers are responsible for:

- Regular cleaning using **approved, non-corrosive products**
- Avoiding harsh chemicals or acid-based cleaners
- Avoiding cleaning wheels while hot (*after driving or heavy-braking*)
- Prompt removal of contaminants such as brake dust, salt, or road chemicals

Failure to properly maintain wheels may result in finish degradation and may void the finish/workmanship warranty.

6. Exclusions (Not Covered)

This warranty does not cover damage or failure resulting from:

6.1 External Damage

- Road hazards (potholes, debris, impacts)
- Accidents, collisions, or abuse
- Any impact-related structural damage

6.2 Improper Installation or Use

- Incorrect torque application
- Improper mounting or balancing
- Use of incorrect lug hardware
- Fitment issues unrelated to manufacturing defects

6.3 Misuse & Operating Conditions

- Track use, racing, or competition driving
- Use outside intended vehicle specifications

6.4 Maintenance & Chemical Exposure

- Use of unapproved or aggressive chemical cleaners
- Washing wheels while hot
- Neglect or improper care

6.5 Environmental Factors

- Corrosion caused by environmental exposure (salt, chemicals), unless proper maintenance has been demonstrated and the condition falls within the 5-year finish warranty.

6.6 Unauthorized Modifications and Repairs

The following actions are strictly prohibited and will **void this warranty** if performed by any party other than Vossen Wheels:

- Disassembly
- Refinishing or recoating
- Application of heat
- Bending or straightening
- Cutting or machining modifications
- Welding or structural repair

Any of the above processes performed outside of Vossen Wheels may compromise the structural integrity of the wheel.

Important:

Unauthorized modifications or repairs may create unsafe conditions, including the risk of wheel failure, which could result in property damage, serious injury, or death. Vossen Wheels assumes no responsibility for any damage, failure, or incident resulting from such unauthorized actions

7. Discontinued Wheels and Finishes

In the event a wheel model or finish is discontinued:

- Vossen Wheels reserves the right to replace the product with:
 - The same model and finish (if available), or
 - A comparable model or finish of equal value

Exact matches are not guaranteed for discontinued products.

8. Warranty Claim Process

- I. Claims must be submitted through the original distributor or dealer
- II. Required documentation:
 - Proof of purchase
 - Photos of the issue
 - Serial number (*if applicable*)
- III. Additional information may be requested for evaluation
- IV. If required, wheels must be returned for inspection

Return logistics:

- All wheels/parts returned require a Return Merchandise Authorization number (RMA)
- Customer is responsible for shipping costs unless otherwise authorized
- Wheels must be properly packaged to prevent damage during transit
- Failure to properly package returns may affect claim eligibility

9. Inspection and Evaluation

Upon receipt (*if applicable*), Vossen Wheels will:

- Perform a **full structural and cosmetic inspection**
- Determine whether the condition is due to:
 - Manufacturing defect (*warrantable*), or
 - External factors (*non-warrantable*)

10. Resolution

At its sole discretion, Vossen Wheels will:

- Refinish the wheel, or
- Replace the wheel

Approved claims will result in a **full replacement** of the affected product.

This warranty is limited strictly to the wheel and does not cover:

- Installation or removal
- Shipping (unless otherwise approved)
- Vehicle downtime or related damages

11. Disclaimer

This Limited Warranty is the sole warranty provided by Vossen Wheels and supersedes all other warranties, expressed or implied, except where prohibited by applicable law.

12. Additional Notes

- Warranty coverage is handled globally through authorized distributors, with final determination by Vossen USA
- Failure to comply with the conditions outlined herein may result in denial of the claim