



## Volume Bikes and Demolition Parts Warranty Policies and Procedures

Effective January 1, 2009, all warranty claims must be submitted along with this form. Please contact Volume Bikes/Demolition Parts for a Return Authorization Number (RA#) BEFORE sending your item. You may do so by calling during normal business hours of 8am - 4:30pm pacific time, Monday – Friday. Or you can contact us via email at: [info@volumebikes.com](mailto:info@volumebikes.com) or [info@demolitionparts.com](mailto:info@demolitionparts.com). Please include a copy of the original sales receipt in with your item. Your warranty will NOT be processed without this form, a copy of the sales receipt, and an RA number.

Name: \_\_\_\_\_ RA#: \_\_\_\_\_

Return Shipping Address: \_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Item: \_\_\_\_\_

Reason for Warranty: \_\_\_\_\_

### Volume Bikes Lifetime Warranty Policy

Volume Bikes guarantees our products to be free from any defects in materials and workmanship for its lifetime. All warrantees are for the ORIGINAL PURCHASER only.

Volume Bikes will replace the defective product at no additional cost if the product has been cracked or broken under normal riding conditions. All damages resulting from mishandled, abuse, and negligence during the installation process voids the lifetime warranty policy. Modifying a product will void warranty unless it involves cutting bars or steerer tube to make shorter. Normal riding conditions are defined as using the bike in a controlled manner that is within your own capabilities. All damages to the product not caused by materials and or workmanship void the lifetime warranty policy.

Volume Bikes reserves the right to refuse replacement or offer a replacement at a reduced cost for products that are believed to be damaged outside the realm of normal riding conditions. We also reserve the right to exchange a damaged product with an alternative model that will be a suitable replacement. Every warranty claim will be reviewed on a case by case basis. The product must be returned to Volume Bikes prepaid with the proof of purchase to Volume Bikes.

### Demolition Parts Warranty Policy

All Demolition Products (unless stated) are covered by a 90-day warranty against "defects in workmanship". Our cranks, bars and forks all come with the Demolition Lifetime warranty. Chromo Spindles and axles are covered under our 90-day warranty. Bearings and Ti products are NOT covered under our 90-day warranty. All warrantees are available only to the ORIGINAL OWNER with "proof of purchase".

Demolition will replace the defective product at no additional cost if the product has been cracked or broken under normal riding conditions. All damages resulting from mishandled, abuse, and negligence during the installation process voids the lifetime warranty policy. (Ex. Stripped threads for Hubs, Cranks, and Stems void the lifetime warranty policy). Modifying a product will void warranty unless it involves cutting bars or steerer tube to make shorter. Normal riding conditions are defined as "using the bike in a controlled manner that is within your own capabilities". All damages to the product not caused by materials and or workmanship void the lifetime warranty policy.

Demolition reserves the right to refuse replacement or offer a replacement at a reduced cost for products that are believed to be damaged outside the realm of normal riding conditions. We also reserve the right to exchange a damaged product with an alternative model that will be a suitable replacement. Every warranty claim will be reviewed on a case by case basis. The product must be returned to Demolition with the proof of purchase to Demolition Parts.