

# *Lightweight*

## **Wheel protection regulations**

### **1. General information**

#### **1.1. Wheel protection is only valid for end-consumer**

To claim Lightweight Wheel Protection, the customer must first register via the Internet at “www.lightweight.info” within 5 days of purchasing the wheels from an authorized dealer or directly from Lightweight (carbovation GmbH). The purchase invoice (sales receipt) is to be sent by email. The Wheel Protection applies only to the original buyer and is not transferrable.

The price for the Lightweight Wheel Protection is:

- **1-year term:** 90€\* per wheel
- **3-year term:** 240€\* per wheel
- **5-year term:** 325€\* per wheel

The wheel protection includes all repairs not caused by wear and tear. The wheel protection can only be claimed after full payment and acceptance of the wheel protection conditions. By registering for wheel protection, the customer agrees to the terms and conditions of Lightweight wheel protection.

\*Includes the insurance tax applicable in Germany.

#### **1.2. Scope of service**

Provided that the wheel was used in accordance with its intended use, Lightweight (carbovation GmbH) will be obligated either to repair the damaged wheel at no cost to the customer, or to replace an irreparable wheel with a new wheel against payment by the customer of a separate deductible of € 250 (incl. VAT) per wheel, during the term of the certificate. The decision of whether to repair or replace a wheel is entirely at the discretion of Lightweight (carbovation GmbH).

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In the event of irreparable damage to the wheel, the customer will first receive a damage report accompanied by the request to transfer the amount of the deductible per wheel to Lightweight (carbovation GmbH) within 4 weeks of being asked to do so. If this amount is not credited to the bank account of Lightweight (carbovation GmbH) within this period, the right to have the wheel replaced will be forfeited. This case, the wheel will be returned at the expense of the customer. If it is necessary to replace the damaged wheel, Lightweight (carbovation GmbH) reserves the right to deliver the respective successor model.

Lightweight Wheel Protection also covers accidents (including racing accidents), unintentional collision damage during use and falls, provided that the wheels are registered for Lightweight Wheel Protection.

## **1.3. Limitation of Service**

The following damage is excluded from the service commitment

- Finishes applied at the customer's request, special coatings such as (for example) coatings applied by third parties, and other kinds of wheel surface refinements; (e.g. Rie:sel Design).
- Any kind of wheel modifications done by the customer or third parties (e.g., drillings, finishes, coatings, stickers, etc.).
- damage caused by normal wear and tear (e.g., of the bearings).
- damage caused by incorrect assembly, (e.g., use of incompatible parts).
- damage caused by non-observance of the user manual
- damage caused by shipping, storage
- damage caused by defective maintenance
- damage caused by gross negligence or deliberate intent or excessive weight load
- damage caused by use of non original Lightweight brake pad's.

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## **1.4. Service Commitment**

The service commitment

- Also does not apply in the event of work performed on our wheels by persons not authorized by Lightweight (carbovation GmbH).
- And does not give rise to a claim to reimbursement of shipping costs, taxes, customs duties, etc. incurred by the buyer upon returning the wheel to Lightweight (carbovation GmbH) or the Lightweight authorized dealer, and does not give rise to a claim to compensation of loss or damage or an extension of the Wheel Protection service period by the period of non-usability due to the repair time, or any other claims not expressly covered by the service commitment.

Preferred, no-cost repairs may be claimed without limitation during the validity of the certificate. The replacement of irreparable wheels is limited to two times during the validity of the certificate. The term of Lightweight Wheel Protection is limited to three years, beginning with the application date plus seven days processing time. Replacement of wheels is limited to two times.

## **1.5. Claiming Lightweight Wheel Protection**

Please contact us by email before sending in the wheel. After damage has occurred, please send pictures of the defective wheel with detailed shots, a copy of the purchase invoice (sales receipt), the wheel protection certificate and a brief description of the damage to:

E-Mail: [service@lightweight.info](mailto:service@lightweight.info)

We will then contact you with the next steps.

Please always send us your damaged wheel without tires, sprocket, quick release or wheel bag, but with the brake pads used by you; otherwise, we can assume no liability for possible damage to and losses of the aforementioned parts. Moreover, we expressly reserve the

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right to return wheels that do not meet these special shipping requirements unrepaired to the customer at his expense.

If the wheel is replaced to the customer, the damaged wheel per replacement wheel will become the sole property of Lightweight (carbovation GmbH) without compensation to the customer.

Lightweight (carbovation GmbH) will arrange for the proper, environmentally responsible disposal of the damaged wheel.

## **1.6. Miscellaneous provisions**

The warranty commitment does not override country-specific statutory provisions. Customers may be subject to different laws, depending on their place of residence. Some laws do not include special provisions concerning exclusions or limitations related to specific, unintended damage or consequential damage, and do not set limits on warranty periods. Therefore, the aforementioned exclusions and limitation are not universally valid. In the United States, different additional laws may apply, depending on the state. If part of this warranty is not applicable due to administrative or legal processes, the other parts of the warranty will remain valid.

## **1.7. Return address**

**carbovation gmbh**  
Laufschutz  
Otto-Lilienthal-Str. 15  
88046 Friedrichshafen  
Germany

## **2. Information on the right of cancellation / Right of cancellation and return in the case of distance contracts with consumers**

### **2.1. Cancellation right**

You have the right to cancel this contract within a period of 14 days without stating reasons.

The cancellation period begins 14 days from the contract closing date.

To exercise your cancellation right, you must inform us by way of a clearly worded statement (e.g., regular letter, fax or e-mail) of your decision to cancel this contract, using the following contact data:

**carbovation gmbh**

Lightweight Laufradschutz

Otto-Lilienthal-Str. 15

88046 Friedrichshafen

Germany

E-Mail: [service@lightweight.info](mailto:service@lightweight.info)

### **2.2. Cancellation form**

If you wish to exercise this option, we will immediately send you a confirmation of receipt of your cancellation (e.g., via e-mail). To observe the cancellation period, it suffices to send the cancellation notice before expiration of the cancellation period.

### **2.3. Consequences of cancellation**

If you cancel this contract, we will be required to refund all payments that we received from you, including shipping costs (with the exception of additional costs incurred because you chose a different shipping method than the lowest-cost standard shipping offered by us), without delay and no later than 14 days of the day on which we received your cancellation notice.

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For the refund, we will use the same payment method that you used for the original transaction, unless another arrangement was expressly agreed with you. In no case will we charge you fees for this refund.

If you requested the commencement of services during the cancellation period, you will be required to pay us an appropriate amount to cover the proportion of the total scope of services provided for in the contract represented by the services provided at the time when you instructed us of your exercise of the cancellation right under this contract.