

WARRANTY AND LET ME RIDE PROGRAM

NSC Carbon (NSC) provides a warranty to the rider for as long as the original purchaser owns the product. In addition, NSC offers an extended warranty services for carbon wheels with its Let Me Ride Incident Protection Program.

1. WARRANTY

This limited warranty ("warranty") is a voluntary warranty by NSC. It is provided at no extra charge. Your rights under this warranty are in addition to and separate from your legal rights as a purchaser of the product which may vary by country, state, province, or region. This warranty does not affect these rights.

Before you first ride, please read the manual(s) and labels provided with the wheels. They contain important safety information and information about assembly, use, and maintenance.

To process a warranty claim, please send the proof of purchase to team@nscarbon.com and specify the reason why you're claiming warranty coverage. We will get in touch with you and proceed to determine whether warranty is or is not applicable for each particular case.

WHAT IS COVERED UNDER THIS WARRANTY?

As explained in more detail below, NSC warrants the products after the date of original retail purchase against **defects in materials and workmanship** when used normally in accordance with NSC's published guidelines. The guidelines include, but are not limited to, information contained in technical specifications, user manuals and service communications. "Original retail purchase" means the product was purchased new for the first time from an Authorised NSC retailer or directly from NSC.

We warrant NSC wheels to the original retail purchaser for as long as the original purchaser owns the product.

WHAT ARE THE TERMS OF THIS WARRANTY?

To take advantage of this warranty, a dated proof of original retail purchase must be presented to NSC. Proof of original retail purchase is required in order to initiate a warranty claim and the claimant must be the original purchaser. In all events, NSC reserves the right to limit warranty service to the country where the product was purchased. During the duration of the warranty, NSC will either repair the product or, at NSC's discretion, replace it with the same or most similar product then available. That is because we do not keep inventory forever, so we may not have the exact replacement part or exact colour available. If the product is replaced, it needs to be sent to NSC before the replacement is provided unless otherwise agreed to by NSC in writing.

WHAT IS NOT COVERED BY THIS WARRANTY?

The warranty is void under the following circumstances and does not apply to damage caused by:

- Damage due to crashing while riding is covered by our **Let Me Ride Program**, explained in the section below
- Improper assembly or installation
- Neglect, improper repair, improper maintenance, or other abnormal, excessive, or improper use
- Corrosion
- Improper alteration or installation of components, parts or accessories not originally intended for or compatible with the product
- Failure to perform maintenance or service at appropriate intervals in accordance with written instructions provided with the product.

WHAT IS WEAR AND TEAR AND IS IT COVERED UNDER THIS WARRANTY?

Wear and tear refers to damage that naturally and inevitably occurs as a result of normal riding. For example, your cassette and chain will, even if properly maintained, eventually wear out requiring replacement. The same applies to scratches and other potential damage to the paint or graphics of your bicycle that can result from normal use and exposure of the elements. Your bicycle may over time also develop minor creaks or other noises while riding which usually means it requires maintenance. Wear and tear items are not covered by this warranty.

The following is a non-exhaustive list of other typical wear and tear items not covered by this warranty.

- Bearings
- Brake pads
- Free hub bodies & pawls
- Spokes & Nipples
- Tires
- Wheel braking surfaces
- Truing of wheel/s
- Ratchets

2. LET ME RIDE – INCIDENT PROTECTION PROGRAM

Our Let Me Ride Incident Protection Program offers extended warranty services in case of damaging your wheels while riding⁽¹⁾. The damaged NSC wheel will be either repaired or the same exact product - or the closest product, in consultation with the rider, will be replaced at no cost ⁽²⁾.

(1) Important note about excluded events from this program: Damage that has been caused due to improper storage or transportation, damage that has occurred as a result of using wheels in the incorrect application, incorrect wheel or bike set up, or damage caused by riding NSC wheels on an e-bike.

(2) Important note about excluded costs from this program: Parts that were not included in the original build (i.e. the rider changed hubs, spokes, etc.), as well as associated labour to replace those, and return shipping.

Requirements to participate in the program:

- Participant must be the original owner of the NSC product and hold a valid proof of purchase directly from NSC or from a NSC authorized distributor or retailer
- The damaged wheel or wheels must be returned to NSC and the owner will need to arrange for return shipping -the damaged wheel/s returned by the rider will become the property of NSC

NSC AND ITS DISTRIBUTION PARTNERS RESERVE THE RIGHT TO REFUSE WARRANTY OR LET ME RIDE INCIDENT PROTECTION PROGRAM SERVICE TO ANY PERSON WHO IN NSC'S OR ITS DISTRIBUTION PARTNER'S SOLE DISCRETION, ABUSE ITS PRODUCTS, PROGRAMS, OR WARRANTY POLICY. DAMAGE CAUSED BY MISUSE, ABUSE, NEGLIGENCE AND/OR INTENTIONALLY DAMAGING YOUR PRODUCT WILL NOT BE COVERED BY THE WARRANTY OR LET ME RIDE INCIDENT PROTECTION PROGRAM.

IF THE NSC PRODUCT BEING CLAIMED UNDER THE NSC WARRANTY OR LET ME RIDE INCIDENT PROTECTION PROGRAM HAS BEEN REPORTED TO AN INSURANCE POLICY PROVIDER, THE NSC WARRANTY OR LET ME RIDE INCIDENT PROTECTION PROGRAM IS VOID FOR THE DAMAGED PRODUCT.