

TOKEN Products, Inc.

LIMITED PRODUCT WARRANTY

All TOKEN PRODUCTS are guaranteed against defects in materials, workmanship, or breakages for two (2) years from the original date of purchase.

Always have Token products installed by a qualified mechanic and follow directions provided with the product. Always use a torque wrench and torque bolts as specified.

This warranty applies to anyone in possession of Token products and includes secondhand ownership (if second owner is in the same country) from the original owner's purchase date.

- **Limits of the Warranty:** At its sole discretion, Token agrees to repair or replace products deemed by Token to be defective in materials and/or workmanship.

Explanation of Warranty:

- It is the product user's responsibility to examine the product on a regular basis to determine the need for service or replacement.
- Parts that are found to be defective / damaged will be kept by Token and destroyed.
- This warranty is specifically limited to the repair or replacement of the defective product – whether to repair or replace the product will be at the sole discretion of Token – and no refunds will be given.
- All claims under this warranty must be made through an authorized Token distributor and dealer.
- Claims will only be processed after dated proof of purchase has been provided by the claimant.

BEWARE – Internet sales:

Token does **NOT** approve of any of our products being sold on **ANY** auction, auction-like sites or unauthorized online retailers. Purchasing any Token Products this way totally voids the warranty and any other after sales benefits. If you took the risk of buying Token Products this way, you have to make contact with the seller and you are responsible for all costs of shipping it back to that country and the return shipping of your replacement part, etc. We have been in contact with customers who bought products online (cross border shipping) and from auction sites, who later found that they paid more for the product and/or bought second hand products. Save yourself time and money – buy from your local dealer and enjoy your Token Products with peace of mind!

Not covered under this warranty are the following:

- Token Products bought from an **eBay store, other auction sites or unauthorized online retailers.** (These products carry **NO WARRANTY** at all.)
- Token products that have been modified, neglected or poorly maintained.
- Token products that have been used in stunt riding or for commercial use.
- Damage to products improperly installed or repaired.
- Damage to wheels caused by the use of wrong brake pads. Using the wrong brake pads will void the warranty on wheels. (Only use Token Approved Brake Pads)
- Damage from causes other than defects in materials and workmanship such as a user's lack of skill, competence, or experience.
- Any labor costs associated with the removal, replacement, or reassembly of the product.
- Normal wear and tear during use of the product.

Warranty Service:

To obtain service under this warranty please contact your local retailer and/or distributor with the following information:

- Your name, email address and phone number
- **Dated** proof of purchase (receipt with date and store information)
- Please include a description of the product issue(s) / defects.
- Product ID number
- Photo(s) that clearly show the defect(s)
- For wheels, include the **pink inspection slip** that came with the wheels.

If you are unable to provide all of this information, there may be processing delays or an inability to process the warranty.