

Warranty Terms – Luther Wheels

1. Warranty Period

Luther Wheels offers a 2-year warranty on all wheelsets, hubs, and rims, calculated from the original date of purchase.

2. What is covered by the warranty

The warranty covers:

- Manufacturing defects in rims, hubs, spokes, and nipples.
- Structural defects resulting from improper production or material flaws.
- Abnormal wear demonstrably caused by a product defect.
- Spoke breakage within 2 years, provided it is caused by manufacturing issues or faulty component quality.

3. What is not covered by the warranty

The warranty does not apply to:

- Damage caused by falls, crashes, or external impact.
- Damage caused by incorrect assembly, improper choice of brakes or tires, or incorrect spoke tensioning performed by third parties.
- Use outside of specifications, such as:
 - o tire widths outside the specified range
 - o excessive tire pressure for hooked and hookless rims
 - o installation of incompatible brake discs or freehub bodies
- Normal wear and tear of bearings, ratchet mechanisms, or freehubs.
- Corrosion caused by insufficient maintenance.
- Modifications or repairs performed by third parties.

4. Conditions for a warranty claim

For a valid warranty claim, the customer must:

- Provide proof of purchase.
- Present the wheel in an unmodified and unaltered state (no rebuilding, nipple replacements, or spoke adjustments).
- Present the wheel as it was delivered (without tire, cassette, or disc).

- Provide a clear description of the problem.
- Submit photos or videos if requested.
- Always contact info@luther-wheels.com before shipping the product.

5. Processing

After assessment, Luther Wheels determines whether:

- the component will be repaired,
- replaced,
- or if the claim is not covered by the warranty.

If a claim is not covered by the warranty, Luther Wheels may offer a paid repair at a reasonable price.

6. Limitation of liability

Luther Wheels is not liable for:

- consequential damage, such as damage to the bicycle, tires, cassette, or frame;
- personal injury or harm resulting from improper use;
- loss of performance due to incorrect installation or maintenance by third parties.

8. Fixed replacement costs for irreparable rim damage

If a rim sustains irreparable damage due to a fall, crash, external impact, incorrect tire pressure, or other use outside specifications, this is not covered by the warranty. In such cases, Luther Wheels charges a fixed replacement price of €180 for a new rim, including installation and removal.

9. Shipping costs

Any shipping costs for sending wheels or components—whether for warranty assessment or replacement—are always borne by the customer.