



WARRANTY CONDITIONS



9th Wave BV (hereinafter 9th Wave) provides top-quality bicycle parts only through carefully selected dealers and through www.9thwave-cycling.com. The mounting of your product to your bike before riding (and thus the guarantee of riding safety), should be performed by a 9th Wave dealer (hereinafter: 9th Wave dealers). The term 'buyer' in this text refers to you, the end customer.

The following warranty conditions specify the warranty services provided by 9th Wave to the buyer and the requirements for making warranty claims.

1. MANUFACTURER WARRANTY

The buyer has rights to warranty claims subject to the following conditions.

2. WARRANTY PERIOD

9th Wave grants 2 year warranty from the date of purchase. This warranty can be extended to 7 years on carbon rims. The 5 year extra warranty on top of the 2 year standard applies to the original owner only and is not transferable. Warranty on paint/transfers cannot be extended and is 2 years as well as warranty on all other 9th Wave products.

Buyers of carbon rims or wheels from 2018 onwards need to [register their product within 30 days](#) after purchase from a 9th Wave dealer on the 9th Wave website, which will extend the warranty period for the rim/wheel from 2 to 7 years. The warranty period is not renewed or extended after repair/exchange of the rim/wheel.



3. PRODUCTS COVERED BY THE WARRANTY

The warranty covers products made or assembled by 9th Wave Cycling. The warranty only covers new 9th Wave products that were purchased from a 9th Wave dealer or directly at 9th Wave. All other parts and components are excluded from this warranty.

4. PRODUCTS COVERED BY EXTENDED WARRANTY

The 7 year extended warranty applies to all 9th Wave wheels and rims made of carbon fibre. Other 9th wave products are excluded from this extra service.

5. WARRANTY EXCLUSION

The following components/parts and situations are excluded from this warranty or (can) lead to exclusion from this warranty:

- Technical changes made to the product without the approval of the manufacturer
- Later alteration/additions involving incompatible or non-original parts (e.g. Using not original brake pads, cause premature wear to rims)
- Normal wear and tear caused by use of components
- Spoke breakage, unless caused by construction and / or material defects
- Non-9th Wave parts/components
- Consequential damage
- In case the repair of the problem by a 9th Wave dealer is possible
- Inappropriate use/transport
- Use other than its intended correct and proper use
- Missing warranty inspection within appropriate period
- Inappropriate maintenance (See maintenance schedule in your user manual)
- Damage due to missing or faulty adjustment or worn components
- Consequences of an accident (Check out our great Crash Replacement Support for this!)
- Damage due to weather effects (such as salt) or normal wear
- Damage due to unsuitable cleaning agents or additives, or tools such as high-pressure cleaners.
- Commercial lending/hiring

6. SCOPE OF THE WARRANTY SERVICE

9th Wave agrees in this warranty conditions to provide the following services within the respective warranty periods:

- Repair or replacement with equivalent parts/components at the discretion of 9th Wave, considering that the model and/or colour of the replacement may deviate from that of the replaced part.
- Services that are not covered by the warranty and that are within the area of competence of the dealer as well as the cleaning of product parts delivered in a dirty state are charged according to the usual hourly rates, material and transport costs.
- A service provided under warranty (repair/replacement) does not extend the original warranty period.
- No warranty claims exist in addition to those mentioned above.



7. SUBMITTING WARRANTY CLAIMS

Warranty claims are to be submitted to your 9th Wave dealer together with a copy of your purchasing receipt. If you registered your product, we already have a copy for you on file). Your 9th Wave dealer will report your warranty claim, incl. pictures of the defective parts and the rim/wheel number to 9th Wave who will decide on further procedures immediately after receipt of the warranty request. Based on this we will decide if the product will have to be shipped to 9th Wave for inspection and/or replacement.

The 9th Wave dealer will be provided with the products that have been repaired or replaced under warranty. The assembly and basic adjustment must be performed by the 9th Wave dealer. All warranty claims can be rejected when this requirement is not met.

8. CRASH REPLACEMENT

The option for crash replacement support is provided for most models after warranty [registration](#) on the 9th Wave website. Please consult the page [Crash replacement](#) for details of the terms and conditions and a list of the models covered.

9. SEVERABILITY CLAUSE

The legal effectiveness of the remaining clauses is unaffected if one clause of these warranty conditions is or becomes ineffective or has a legal loophole that needs to be closed. A valid clause that comes as close as possible to the original intent of the ineffective or missing clause shall be deemed to have been agreed upon.

10. APPLICABLE LAW AND JURISDICTION

All disputes between parties will be submitted to the competent court in the Netherlands. It is agreed that the Dutch court shall be solely competent for all disputes resulting from or in connection with this warranty (including issues concerning validity of the contract).