



One Eighty Distribution 2760 E. Regal Park Drive, Anaheim, California 92806 P: 562-926-5828 F: 562-999-2346
EMAIL: warranty@180dist.com

180 Distribution Warranty Policies and Procedures

Warranty Guidelines

- Please contact 180 Distribution with any problem you have with any Volume, Demolition, Resist, or Genesis product even if you don't think it is covered by the 180 Dist. Warranty Policy. We will still try to help you out within the best of our abilities.
- Warranty is only valid for the original purchaser of the product with a copy of the original sales receipt or invoice.
- Products damaged from normal wear, improper use/assembly, or general product abuse is not covered for warranty.
- The cost of shipping products to 180 Dist. is not covered.
- 180 Dist. does not guarantee the damaged products will be replaced with the same exact model and color.
- Products purchased on eBay, or any other online trading website, are not covered by the 180 Dist. warranty without proof of purchase from a valid 180 Dist. parts dealer.

Warranty Process (US residents)

- Please contact our warranty department by phone (562-926-5828 EXT. 120) or email (warranty@180dist.com).
- Before sending in any product, you must contact 180 Dist. and receive a Return Authorization Number (RA#) and fill out the Return Authorization Form (RA Form) below which is to be included with any product shipped to 180 Dist.
- All products received at 180 Dist. without a RA#, RA form, and proof of purchase will not be processed.
- After receiving your RA# and completing the RA Form you must send the product back to 180 Dist. for inspection.
- RA#'s are valid for only 30 days after the date they were issued. If you still have the product 30 days after the date of issue, you must acquire another RA#.
- 180 Dist. does not accept walk-ins at our warehouse. If you do live locally, you're more than welcome to come by, but you must call to make an appointment and receive your RA# beforehand.
- Once 180 Dist. has received and examined the product, you will be contacted regarding the outcome of the warranty.

International Warranty

- Please contact the distributor (distributor contact info is on our site under info) in the country you purchased your product from.
- If you purchased your product from an online Mail Order inside the United States and you live outside of the USA, you will be required to warranty your product in the United States and cover ALL shipping charges.

\*The Following warranty policy applies to all frames, forks, and handlebars.

30 Day Warranty Against Manufacture Defects

- A manufacturer's defect includes anything that is believed to be incorrect or defective with the product upon purchasing it. Please inspect your 180 Dist. products immediately upon receipt, including checking all bolts, surfaces, welds, and junctions. Such defects can take time to notice. We allow you to have a 30-Day period from the date of purchase, to identify these problems. Any products determined by 180 Dist. to have a manufacturer's defect within the 30-Day period will be replaced at no cost.

1 Year Warranty Against Breaks and Cracks

- Any frame, fork, crank arm, or handlebar that develops a crack or break on a weld within 1 year from the date of purchase, proven with the original sales receipt, will be replaced at no cost. Cracks or breaks caused from dents, bends, modifications, or resulting from riding outside of normal riding will not be covered. All replacement products come without a warranty, but are covered under the Lifetime Crash Replacement program below.

LIFETIME Crash Replacement

- Any frame, fork, or handlebar that becomes damaged during use, may be replaced or upgraded for a Crash Replacement price. Products replaced with Crash Replacement will only be covered by the 180 Dist. 30 Day Warranty against manufacturer's defects. For details on Crash Replacement prices please contact 180 Dist.

\*All other 180 Dist. hard goods and tire beads are covered by a 90-day warranty against "defects in workmanship."

\*180 Dist. products such as Tires (outside of issues with the bead), Grips, or Seats are all treated on a case-by-case basis.

COMPLETE BIKE LIMITED WARRANTY

-Please note that no matter where your bike is purchased, it should be assembled by a certified bike shop. Complete bikes are only pre-assembled for shipping and have not been fully, and properly, adjusted for riding purposes. If you assemble this bike yourself, then you could void any warranty coverage.

-180 Dist. offers a 1 year warranty against breaks, cracks, or defects for complete bike frames, forks, bars, and 3-pc. crank arms. A 90-day warranty is offered against defects or malfunctions in all other parts and components. Any possible malfunctions or defects are taken case by case, and 180 Dist. may ask you to send the part in for inspection at the customer's expense. If the part is deemed defective, then 180 Dist. will replace it with the same part, or a part of equal value. This limited warranty only applies to the original owner with proof of purchase (receipt).

- The rider and customer of the bike is responsible for purchasing a bike that is proper, and appropriate, for their riding level. 180 Dist. produces different complete bikes suited for different level riders, and therefore, each bike comes with varying technology and components suited for that level.

- Rounded bolts, stripped threads, rubber products, denting, and paint are not covered by the 180 Dist. warranty even if the bike was built by a reputable bicycle shop and certified mechanic.

180 Dist. Return Authorization Form

Please read the 180 Distribution Warranty Policies before filling out this form and sending in your product. All information on this form must be completed accurately, and you must have contacted 180 Dist. for your RA# or your warranty will not be processed. If your product is not received within 30 days of the RA# given to you, then the warranty will no longer be valid and you must get a new RA#. You may contact our office during our normal business hours of 8:00am-4:00pm pacific time, Monday through Friday. To contact our warranty department by email please send your emails to warranty@180dist.com. This completed form, along with original sales receipt or invoice, must be sent in with your 180 Dist. product.

Name: RA#:
Return Shipping Address: APT#: City:
State: Zip: Country: Phone:
Email: Product:
Purchase Date: Purchase Location:
Reason for return: