

RGX POLICY STATEMENT

In order to avoid misunderstandings, we are setting forth below conditions under which your material will be accepted by us for Processing:

- Chrome plated parts are not DOT certified. Any use of chrome-plated products is done so at operator's discretion.
- Chrome plating adds layers of material to OEM or aftermarket parts and wheels, etc. There may be some machining or labor involved in obtaining the correct fitment of chrome-plated parts. RGX will not be held liable for any labor costs associated in operator's reassembly or build.
- Parts orders must be accompanied by a packing list. RGX will not be liable for discrepancies in total parts counted or shipped if no customer inventory is provided.
- Whenever we are given material with detailed instructions as to treatment, our responsibility shall end with the carrying out of those instructions. Type of materials, tolerances and instructions for processing must be declared in writing prior to our processing.
- Our liability for any cause is limited to the cost of direct labor and material of the product directly damaged or lost by our processing or three times our processing charges on such material, whichever is the lesser. Charges for our services are based on this Policy limiting our liability.
- Liability greater than that outlined in the paragraph above will be assumed by us only when so agreed in writing by us. In such event a higher charge may be made for our services.
- Parts, materials, etc. as processed by us shall be presumed to be accepted as satisfactory by you if we are not notified of damages, shortages or other discrepancies, within ten working days of your receipt of the same. Rejected parts must be returned to us for rework accompanied by a RGX return authorization. Further processing or assembly of rejected parts, materials, etc. by you or any other party shall constitute a waiver of any liability on our part.

Where operations or processes performed by us are in the nature of "salvaging" parts or materials, the work is accepted on a "best effort" basis and no liability shall attach to us unless previously agreed upon in writing prior to processing the job. This also applies to parts containing material imperfections.

In the event that results of metal finishing operations are unsatisfactory due to metal imperfections, changes in grade or composition of materials, manufacturing and/or fabrication imperfections, usages for which the plating or other finishing operation was not reasonably designed, and similar variables over which we have no control, the customer would be required to pay the contracted amount for the finishing operation performed.

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TURNAROUND TIME

RGX makes every attempt to conform to current stated production times. Due to unique circumstances in the chrome plating process, we cannot guarantee lead times. Any quoted production time may vary.

RGX WARRANTY

RGX warrants to the original owner that the chrome plating finish on one-piece aluminum wheels is free from defects in material and workmanship, under normal and intended use, for a period of two years from the date of original purchase.

- RGX agrees to repair, at our discretion, without charge to the customer, any plated finish that is determined to be defective. The repair or replacement does not include cost of installation, labor or freight cost of returning the product to RGX facility.
- This warranty does not transfer to the subsequent owner(s) of the product.
- Products returned for warranty will be rejected for, but not limited to, the following:
 - Damage or corrosion caused by neglect;
 - Damage caused by improper installation;
- Damage caused by using abrasive, acid or other harsh cleaning methods; Damage caused by accident, curb damage, attempted theft or abnormal use. Bad casting or imperfections in material
- Please note: Warranty applies to one-piece, cast aluminum wheels only. Aluminum parts will be warranted for one-year. Plastic and magnesium parts have a 90 days warranty.
All returns must be accompanied by a RGX return authorization.

THANK YOU

Warrantable Condition Overview

RimGuard Xtreme limited warranty covers ONLY delamination / separation of the plating from the front face and front lip of the wheel or related accessory, caused by a manufacturing defect, not caused by impact, road hazard, chemical damage or improper installation technique. The example shown below is an example of a delamination / separation caused by a manufacturing defect.



Delamination / Separation

Items that are not covered by Chrome Warranty –

Corrosion Due to Chemicals



[Corrosion due to chemicals](#)

(Harsh wheel cleaners / polishes such as car wash wheel cleaners which can streak or change the color of the finish)

Climatic Conditions



[Climatic Conditions](#)

(Road salts, snow melting / traction methods, blowing sand)

Neglect



[Neglect](#)

(Brake dust build-up)

Damage to bead seat area from the use of incorrect tire lubricant when installing tires



[Damage to bead seat area from the use of incorrect tire lubricant when installing tires](#)

(Only waterless wax based tire mounting solution should be used)

Acidic Corrosion



[Acidic Corrosion](#)

(Including animal urine)

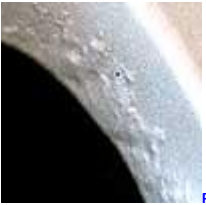
Surface Corrosion "Rust"



[Surface Corrosion "Rust"](#)

(Not covered but can be prevented through proper maintenance.)

Plate damage due to corrosion of base material



[Plate damage due to corrosion of base material.](#)

(Caused by neglect or defect in the base substrate material)

Blisters in the chrome plating



[Blisters in Chrome Plating.](#)

(Caused by outgassing of trapped silica in the base substrate material.)

Damage by improper tire mounting or improper tire mounting technique



[Damage by improper tire mounting or improper tire mounting technique.](#)

(Chrome separation along edge due to incorrect machinery or improper mounting techniques)

Improper Installation



[Improper installation.](#)

(Tearing of the chrome plating due to wheel being dragged across threaded center post of wheel balancer.)

Accident / Road Hazard / Curb Damage



[Accident / Road Hazard / Curb Damage.](#)

(Curb damage, road hazards, debris impacting wheels etc.)

Alteration or Modification



[Alteration or modification.](#)

(Including damage caused by razor blades and masking tapes, in painting on top of chrome plating.)

Finish / Wheels Damaged in Transit



[Finish / wheels damaged in transit.](#)

(Retain all packaging materials and contact your courier or freight carrier.)

Finish Damaged Through Improper Cleaning



[Finish damaged through improper cleaning.](#)

(Must use proper methods to clean the wheels. This is an example of steel wool used on chrome finish. See our [care and maintenance](#) section for cleaning tips and techniques.)

Finish Damaged from Removal of Wheel Weights

Care must be used when removing adhesive wheel weights during re-balancing of the wheels, to prevent gouging or peeling of the chrome from the wheel base material substrate.)