

California Chrome Wheel Inc.

WHEEL REPAIR CONTRACT, DISCLAIMERS, WARRANTY, AND CUSTOMER EXPECTATIONS

Repairs by definition is to restore to a sound condition after decay or damage. We take wheels in for repair that are often in an unusable condition and make them usable. We can repair flat spots, bent out of round conditions, weld cracks, blend in curb scrapes and refinish the wheels. We have repaired and refinished hundreds of wheels with excellent results. These repairs are done to the best of our ability and on a best effort basis. Wheel repair is separated into two processes. First is repair (retrue) to make the wheel usable. The second step is to repair the finish. This refinish work may or may not be required. An example of not needing a refinish is when a wheel has damage on the backside or back barrel. Often the backside of a wheel may not be visible once installed to the vehicle making it not be mandatory to be refinished. Wheel repairs that have cracks are repaired by welding. With this type of repair, we have achieved good results. Sometimes after being placed back into service, the crack can sometimes continue to crack through the welded area. When this does happen we recommend a replacement wheel where credit may be applied depending on the length of the time this wheel has been in service. All repairs are done on a best effort basis and carry no warranty.

A damaged bent wheel may have developed stress and fatigue. Any wheel may crack during the repair process no matter how marginally bent. We take every precaution to maintain the integrity of your wheel throughout the repair process. If your wheel does crack and is not repairable, we will credit the repair costs towards the cost of a replacement wheel or wheels purchased through California Chrome Wheel Inc. No refunds will be issued for repair work. California Chrome Wheel Inc. shall not be responsible for the cost of the replacement wheel or the loss of use or other damages. If we deem a wheel or tire to be unsafe. We will not mount your tire and wheel onto the vehicle. No Exceptions. We will put in our best effort to get the wheels to have the least amount of radial and lateral runout. We heat the damaged area to repair the flat spot or out of round condition and using different methods, press or pull the wheel back into proper shape. Occasionally small dings, discoloration, burn marks, blending or welding may be left during the repair. Certain types of cracks cannot be welded and not all wheels are repairable. Periodically we will stop the repair if we feel like going further may cause the wheel to crack. This means the wheel will be improved but may not be within factory specification.

The prices vary depending on the severity of the damage and the type of wheel finish. The refinishing costs if needed are priced separately and not included with the repair. Repairing and refinishing does not produce a brand-new wheel nor a perfect wheel. There are virtually no paint codes for wheels, so we match the color the closest possible but some subtle color variations may occur. The manufacturers original finish colors may also change with aging and heat cycles. If possible, please bring an additional wheel to use for color matchup. A realistic expectation when repairing and refinishing a wheel is that the wheel will not be perfect. You must expect that there may be some small imperfections in the finish such as subtle color variation to the original.

How the wheel is presented to us also determines pricing. Is the wheel and tire still on the car? We can remove from the vehicle and reinstall. We can also remove the tire from the wheel to perform our service. This labor needs to be determined. For example, if the wheel is presented to us by itself, no tire mounted, no need for us to install, or remove from car, there is no tire labor charge. If we need to do tire labor this is a separate charge.

Additional charges may occur if the wheels have cosmetic rivets or bolts or cosmetic inserts that need to be removed and installed again, for welding of cracks that are seen or unseen at the time of receipt or that develop during repairs, or for any replacement components, parts or accessories. Payment is required in full before any work is performed. To have California Chrome Wheel Inc. repair your wheel, you acknowledge that the information listed above is acceptable and agree to the terms of service. See the terms of service agreement on the website: <https://www.calchrome.com/terms-of-service-agreement/>

Print Name: \_\_\_\_\_ Date \_\_\_\_\_

Sign Name: \_\_\_\_\_