



One Eight Distribution 13733 Milroy Place Santa Fe Springs, California 90670 P: 562-926-5828 F: 562-404-5015 EMAIL: warranty@180dist.com

## Resist Parts Co. Warranty Policies and Procedures

### Warranty Guidelines

- Please contact Resist with any problem you have with our product even if you don't think it is covered by the Resist Warranty Policy. We will 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 Resist is not covered.
- Resist 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 Resist warranty without proof of purchase from a valid Resist parts dealer.

### Warranty Process (US residence)

- 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 Resist and receive a Return Authorization Number (RA#) and fill out the Return Authorization Form (RA Form) below.
- All products received at Resist without a RA# and RA Form, will not be processed.
- After receiving your RA# and completing the RA Form you must send the product back to Resist 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#.
- Resist 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 Resist has received and examined the product, you will be contacted regarding the outcome of the warranty.

### International Warranty

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

The Following warranty policy applies to all forks, handlebars, and cranks.

### 30 Day Warranty Against Manufacture Defects

- A manufacture defect includes anything that is believed to be incorrect or defective with the product upon purchasing it. Please inspect your Resist Parts 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 Resist Parts to have a manufacture defect within the 30-Day period, will be replaced at no cost.

### 1 Year Warranty Against Breaks and Cracks

- Any fork, handlebar, or crank 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, or modifications 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 fork, handlebar, or crank 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 Resist Parts 30 Day Warranty against manufacture defects. For details on Crash Replacement prices please contact Resist Parts.

All other Resist hard goods are covered by a 90-day warranty against "defects in workmanship".

Other Resist products such as Tires, Grips, or Seats are all treated on a case-by-case basis.

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## Resist Parts Co. Return Authorization Form

Please read the Resist Warranty Policy before filling out this form and sending in your product. All information on this form must be completed accurately and you must have contacted Volume 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, the warranty will no longer be valid. 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 Resist product.

Name: \_\_\_\_\_ RA#: \_\_\_\_\_

Return Shipping Address: \_\_\_\_\_

\_\_\_\_\_ APT#: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Product: \_\_\_\_\_

Purchase Date: \_\_\_\_\_ Purchase Location: \_\_\_\_\_

Reason for return: \_\_\_\_\_

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