

TOKEN Crash Replacement Policy (TCRP)

Some things in life are inevitable – challenge, responsibility and, if you ride a bike, crashes. While we can't prevent any of them, we can make the last one a little less painful. If you purchase TOKEN wheels from an authorized dealer and you break them while “just riding along” then we will repair or replace your rim at 35% off the retail price. You won't get new wheels for free, but it will take the sting out of replacing it. We don't want you to gamble on buying this insurance plan so we offer the crash replacement program for free on all of our wheels!

There are limits to this program so please read below.

- TCRP is valid once only for the original owner two years from the date of purchase. Replacement rims are not eligible for TCRP but if you buy another set of wheels, they will come with TCRP.
- TCRP only covers crash damage and is not valid for wear and tear on the bearings, braking surface, etc. Damage or failure resulting from abuse, misuse, neglect, improper assembly or maintenance, theft, modifications or negligence, use of the wrong brake pads, improper use, etc.
- TCRP cannot be transferred.
- TCRP is only valid if the wheels are stock – if you change hubs or rims, we can't guarantee how well the wheels were built. If you replace spokes, you must use the supplied spokes or spokes that are the same specifications as the original.
- If the wheel has been discontinued, TOKEN will offer a rim that most closely matches the specifications, according to TOKEN's discretion. No cash refunds will be given.
- All shipping, duty and labor costs are the responsibility of the wheel owner.

How to get a new rim:

1. Fill out the TCRP form. Your local dealer or distributor can supply you with one or you can download it from our website.
2. Fill out the form and return it, along with your broken rim(s), wheel ID card and a dated proof of purchase, to your local dealer or distributor.
3. Once the dealer inspects and approves the replacement, they will offer a discount on a new rim.

Crash Replacement Claim Form

Please fill out all the blanks on this page then submit this, along with the necessary documents* and the wheel to your local dealer.

Customer Name:

Date of crash replacement submission: _____

Date of purchase: _____

Wheel model name: _____

Wheel ID number: _____

(Found on white sticker on rim bed, under rim tape)

Bike shop where purchased:

Name of shop: _____

City: _____

Phone: _____

Please write a short summary of the details of the crash:

The above summary is an accurate and true version of the circumstances of the event.

Signed: _____

For internal use only - don't write below this sentence.

Claim received date: _____

Name of bike shop where inspected:

Shop phone number:

Claim: Approved / Denied

If denied, please explain why:

Inspected by: _____

Signature _____

Date: _____

When the form is complete, please email this form to service@tokenproducts.com