

## Anthem Off-Road Policies

### **POLICY OVERVIEW**

The following Anthem Off-Road (Anthem) policies exist to provide clear guidelines and expectations on how various situations are handled.

**INDIVIDUAL ITEMS:** Although wheels are generally purchased in sets, Anthem policies are applied on an individual product basis. Consequently, it is possible for only some of the items in an order to be eligible for a return, replacement, etc. depending on their individual circumstances.

**PERIODS:** The applicability of each Anthem policy is related to the stage that a given order is in at the time. The first step in determining what policies apply to a situation is to identify the correct period.

1. Pre-Shipment Period
2. Shipment & Receipt Period
3. Warranty Period

A more detailed description of each period, along with the events that cause one period to end and the next to begin, are provided at the top of each of the following sections.

Policies only apply during the corresponding period in which they are included.

### **PRE-SHIPMENT PERIOD**

The pre-shipment period applies to orders from the time they are placed until the time they have been shipped. During that time, the following policies apply:

**BACKORDERS:** If an ordered product is found to be unavailable, Anthem will contact the customer as quickly as possible and provide the opportunity to wait for the product, change products, or cancel the order for a 100% refund.

**PRE-ORDER DEPOSITS:** Deposits placed for non-custom items can be canceled for a 100% refund prior to product shipment.

**NON-CUSTOM ORDERS:** Non-custom orders can be canceled for a 100% refund prior to product shipment.

**CUSTOM ORDERS:** Custom drilled wheel orders canceled within (6) weeks of order placement and prior to shipment will receive a full refund of all charges minus \$50 per wheel. Custom orders that have not been shipped after (6) weeks since order placement can be canceled for a 100% refund prior to product shipment.

### **SHIPMENT & RECEIPT PERIOD**

The shipment and receipt period starts at the time product is shipped and no longer applies once one or more of the following occurs:

- Wheel and/or tire is mounted, except if mounted by Anthem
- Wheel and/or tire that has been mounted by Anthem is driven on
- The manufacturer label on a tire is removed

- The time elapsed from delivery of product exceeds (30) days.

**Unless specified under the terms of the product warranty, returns and/or claims will not be considered after the Shipment & Receipt period.**

**It is the customer's responsibility to check the product upon receipt and to perform a test fitment of each wheel before mounting or driving on the product.**

The following policies apply during the Shipment & Receipt period:

**FITMENT:** Anthem guarantees that wheels provided will have size, bolt pattern, offset, and hub bore specs, within industry acceptable margins of variance, that match product information at the time of order.

Anthem may offer advice related to offset, wheel size, and tire size, but CANNOT GUARANTEE how any specific wheel or wheel and tire combination will sit on a vehicle. Fitment advice provided, whether verbally or in writing, has no guarantee. Fitment related to the wheel size, offset, and tire size will vary on a vehicle by vehicle basis. Customers are encouraged to conduct their own research corresponding to proper fitment for their specific vehicle as well as test fit products upon receipt.

**INCORRECT PRODUCT:** If a different product than what was ordered is sent, Anthem will make arrangements to replace the incorrect product. Pictures of the incorrect item(s) should be sent to [Team@anthemwheels.com](mailto:Team@anthemwheels.com) in order to report the problem.

**COSMETIC BLEMISH OR DEFECT:** If a product is received with what would be considered a blemish or defect by industry standards on the FACE of the wheel, Anthem will make arrangements to replace that product. Cosmetic blemishes (including scratches, minor dents, etc.) on the outer barrel or rear of the wheel are not visible when installed and not eligible for replacement for cosmetic reasons. Pictures of items with cosmetic blemishes or defects should be sent to [Team@anthemwheels.com](mailto:Team@anthemwheels.com) to report the problem.

**MISSING PRODUCT OR ACCESSORIES:** If a delivered order is missing one or more of the products or accessories, notification should be sent to [Team@anthemWheels.com](mailto:Team@anthemWheels.com). Please note that lug nuts ordered with wheels are typically packaged inside one of the wheel boxes.

**SHIPPING DAMAGE:** If damage occurs during an Anthem arranged shipment, Anthem will work to broker a solution with the applicable freight carrier. Resolution, including but not limited to, compensation, repair, or replacement, is at the sole discretion of the carrier.

In order for Anthem to best assist, product must be inspected at time of delivery and Anthem must be notified and provided with pictures of damage within (5) business days of product receipt. Shipping damage on a wheel and tire package must also be noted at time of delivery on the paperwork that is provided to the freight company's driver.

The existence of damage caused by shipping or handling does not alter any other Anthem policy.

**TIRE PRESSURE SENSORS:** Anthem offers complimentary installation of tire pressure monitoring system (TPMS) sensors purchased with new wheels. TPMS sensors may not automatically connect with a vehicle and could require a syncing procedure. While this can often be done through a vehicle's on-board computer or with the assistance of a basic TPMS relearn tool, the most reliable method is to take the vehicle to an auto dealer of its respective make. It is a quick process that most dealers will perform for free or very low cost. Anthem does not pay or reimburse for costs associated with syncing TPMS sensors with a vehicle.

Anthem can only accept claims of faulty sensors that are provided in writing by a certified auto dealership of the vehicle's respective make.

Since installation of TPMS sensors is done for free, Anthem's liability for a sensor that does not sync is limited to replacement or refund of that sensor. Diagnostics, installation, customer purchased sensor replacement, and loss of use costs are not covered.

As part of the terms of refund or replacement, Anthem may require the return of sensors identified by a dealer to be faulty.

**REPLACEMENT SHIPPING:** Replacement shipments will be sent via the same level of carrier service as the original order (ground, priority, etc.). Orders initially shipped within the Contiguous US can be shipped to any address within the Contiguous US without cost to the customer, or to locations outside of the Contiguous US for an additional cost. Replacement shipments in which the original shipment was sent outside of the Contiguous US will be shipped to the same location without additional freight charges to the customer.

**CUSTOM ORDER REFUNDS:** Once shipped, custom drilled orders, unless authorized by Anthem as incorrect or faulty, cannot be returned.

**NON-CUSTOM ORDER REFUNDS:** Unless authorized by Anthem as incorrect or faulty, non-custom order refund requests will be processed according to the following policies:

- **RETURN REQUEST:** Return authorization requests must be submitted in writing to Team@anthemwheels.com and approved prior to returning product.
- **RETURN TIMELINE:** Product approved for return must be received back within (21) days of authorization.
- **RETURN SHIPPING:** Return shipping and all other applicable transportation or brokerage fees are the responsibility of the customer and must be pre-paid. Upon request, Anthem may be able to assist in arranging return shipping and will deduct the associated costs from the eligible refund amount. The condition of the returned product is considered in return eligibility and it is important that wheels are wrapped well to avoid damage in transit. If the original packaging material is not available, request for alternate material ideas and wrapping methods can be sent to Team@anthemwheels.com.
- **NON-REFUNDABLE FEES:** Express shipping/processing and shipping charges for orders shipped outside of the Contiguous US are non-refundable.
- **NON-REFUNDABLE ITEMS:**
  - TPMS sensors that have been installed are not eligible for return except in accordance with the Tire Pressure Sensors policy or if included in the return of an Anthem mounted full wheel and tire package.
  - LUG NUTS that have been used or have had product packaging opened are not eligible for return except if the wrong product was provided by Anthem.
- **REFUND CALCULATION – SAME CONDITION:** Pre-approved returns in which the product arrives back to Anthem in the same condition in which it was received by the customer will be eligible for a refund of the product's purchase price minus a 15% restocking fee and any applicable return shipping charges.
- **REFUND CALCULATION - WORSE CONDITION:** Anthem may, at its sole discretion, accept back product that arrives in a condition worse than that condition in which it was received by the customer and refund the product's purchase price minus a 35% restocking fee and any applicable return shipping charges.

- **NON-AUTHORIZED RETURNS:** Product that is returned without pre-authorization or returned in a condition that is not accepted by Anthem will not receive a refund and can be re-shipped at the customer's expense.
- **REFUSED SHIPMENTS:** Shipments from Anthem that are refused by the recipient and returned to sender, unless specifically instructed to do so by Anthem, will be processed using the "Refund Calculation – Same Condition" method and be charged for return shipping.
- **REFUND PROCESSING:** Eligible refunds will be processed via the same method in-which original payment was received within 10 business days of product receipt.

## **WARRANTY PERIOD**

The Warranty period begins when one or more of the following occur:

- Wheel and/or tire is mounted, except if mounted by Anthem
- Wheel and/or tire that has been mounted by Anthem is driven on
- The manufacturer label on a tire is removed
- The time elapsed from delivery of product exceeds (30) days.

The Warranty period continues according to the stated timelines of the warranties applicable to the specific product. Not all products have a warranty.

**REFUNDS / RETURNS:** There is no refund or return eligibility during the warranty period except under the terms of a product's stated warranty.

**ANTHEM STANDARD WHEEL WARRANTY:** Anthem wheels, under normal and reasonable use, are warranted against structural defect as long as they are owned by the original owner/purchaser of the wheels.

Under normal and reasonable use, Anthem wheels are warranted against defect in workmanship or materials to the original owner/purchaser for a period of one year from the date of purchase.

This warranty, at the full discretion of Anthem, is limited to the repair or replacement of wheels determined to be defective and covered under warranty. Transportation, installation, and loss of use, or any other special, incidental, or consequential damages are not covered under warranty.

Accessories, including but not limited to, center caps, bolts, and inserts, determined by Anthem to be defective while the wheel is under warranty against workmanship or materials, will be repaired or replaced. Wheels will not be replaced due to accessory defect.

This warranty will not apply to the following:

1. Wheels that are not purchased directly from Anthem or an Anthem authorized retailer.
2. Damage or defect caused by abuse, misuse, neglect, accident, racing, off road use, or road hazard impact.
3. Wheels that have been altered, repaired, or modified except when authorized by Anthem.
4. Appearance blemishes or defects on wheels that have been mounted on tires, except if wheels were mounted by Anthem and wheels have not yet been installed on a vehicle.
5. Wheels installed with adapters or spacers unless provided by Anthem.
6. Wheels installed with incorrect tire sizes, used with tires that are over inflated, or used with vehicle loads in excess of wheel specific load ratings.

7. Wheels that have been tightened to the improper torque, and/or in the improper torque sequence
8. Wheel or accessory corrosion, fading, cosmetic flaws, or pitting occurring after purchase due to chemicals, caustic cleaning agents, climate conditions, neglect or lack of maintenance.
9. Blemishes, discoloration, or peeling on the backside of the wheel.
10. Wheels in which a transfer of title by the original owner has occurred
11. Damage caused during shipping.

Warranty eligibility questions and return authorization requests should be directed to [Team@anthemwheels.com](mailto:Team@anthemwheels.com).

Wheels returned with a return authorization to the original authorized dealer or, at the original owner's expense, to Anthem will be inspected and, if determined to have a defect covered by warranty, will be repaired or replaced at no cost. Customer will be responsible for freight costs associated with shipping the repaired or replacement wheels.

Product sent without a return authorization or that is determined upon inspection to not be covered under warranty will be returned at owner's expense.

**NO QUESTIONS ASKED REPLACEMENT PLAN:** Unconditional wheel replacement coverage is offered under the No Questions Asked Replacement Plan.

**NON-ANTHEM PRODUCT WARRANTY:** Non-Anthem products covered by a manufacturer's warranty are sold with the warranty by the manufacturer extended to the purchaser. In case of issue, Anthem will act as the authorized retailer of record in working with the customer and manufacturer on a resolution. Decisions regarding warranty and replacement are at the sole discretion of the product manufacturer and Anthem assumes no liability.