



Warranty & Return Policy

Warranty

White Industries provides a limited 5 year warranty on all our products to the original owner of the product. This does not cover normal wear and tear, misuse, improper installation, or labor costs associated with replacing the part. A sales receipt from White Industries or an authorized White Industries dealer will be needed to process all warranties. For warranty claims under 90 days from the purchase date, we will issue a return shipping label and cover shipping costs.

Returns

All returns must be processed through the authorized White Industries dealer where the product was purchased and must be accompanied by an RA# (Return Authorization Number) which can be issued over the phone or via email. Products shipped without an RA# will not be considered for refunds or warranty. All items considered for refund or exchange must be returned within 90 days of purchase and must be in new condition, without any marks or scratches. In cases where you received the wrong part due to a mistake on our part, we will cover shipping back to us by issuing a return shipping label. Otherwise, the customer is responsible for covering shipping costs.

Parts that have been installed will not be refunded. This includes, but is not limited to: hubs laced into wheels, bottom brackets and headset installed into frames and cranks installed on spindles. **Check with your frame and fork manufacturer to confirm specs before ordering parts!**

Service

Parts returned for service must be accompanied by an RA# (Return Authorization Number) which can be issued over the phone or via email. Customers are responsible for shipping costs both ways. A minimum service fee of \$30 will be charged in addition to parts. We will contact you with an assessment before we perform any work. Service turnaround is 2-3 weeks but can be longer depending on current workload and parts availability. To drop off parts for service, contact us to schedule an appointment.

Bottom Line

Whatever issue you have with our parts or service, we always try to figure out an amicable outcome that leaves everyone feeling good!