

Luther Wheels Warranty

A 2-year warranty applies to manufacturing defects in the product and/or the individual components from which the wheels are constructed (hubs and rims). Spokes and nipples are an exception, and these are covered by a 5-year warranty.

Damage caused by lack of, insufficient, or incorrect maintenance is excluded from the warranty. Damage caused by improper use of the product and failure to adhere to the recommended tire pressure is excluded.

Parts subject to wear and tear, such as bearings and ratchets, are excluded from the warranty.

Procedure

If you believe you are eligible for the warranty, please contact us at info@luther.com. Shipping costs for parts to Luther-Wheels are always the customer's responsibility.

Crash Warranty

Luther wheels are extremely strong and durable. With normal use and conditions, they will last for years. Of course, things can always happen (tacks in the spokes, worn bearings), but repairs are easy and can be done at any bicycle repair shop. Damage caused by falls, impacts, etc. is excluded from the warranty. A crash warranty would make the wheels unnecessarily expensive. If there is any crash damage, please contact info@luther-wheels.com. You will then receive a repair quote at a reduced rate.

Important

The factors that most influence the lifespan of your wheels are the load (weight of the rider, bike with luggage) and tire pressure. Over-inflation will increase wheel fatigue and reduce the lifespan (this applies to all bicycle wheels). Take the tire pressure advice seriously!