Secure Order & Official After-Sales Warranty Guide

Your Trust & After-Sales Protection Are Our Top Priorities

As a professional brand with physical factories and mature global cross-border trade experience, REW WHEELS is committed to providing high-quality genuine wheel products and complete after-sales protection for global customers. We have standardized secure ordering processes and official authoritative warranty policies, eliminating all your worries about cross-border procurement and later usage.

Part 1: Why Choose & Trust REW WHEELS

- **Official Brand Qualification**: We are the official manufacturer and seller of REW WHEELS genuine wheels, with long-term well-operated certified stores on Alibaba, Made-in-China and other mainstream B2B platforms.
- **Full Transparency**: Support live video factory tours, product quality inspection and warehouse checking at any time.
- **Global Delivery Capability**: Rich experience in cross-border trade, safe and stable transportation and distribution for customers all over the world.
- **Authoritative After-Sales Guarantee**: Complete official warranty policy, providing professional and standardized after-sales service for all genuine products.

Part 2: 100% Secure Order & Payment Methods

All ordering and payment channels are designed to protect the rights and interests of global buyers, with transparent and traceable whole processes:

1. **Consultation & Confirmation**: Communicate with our team to confirm wheel specifications, quantity, packaging and shipping terms.
2. **Secure Order Generation**: We will issue a formal proforma invoice or create a secure order link on certified B2B platforms for your final check.

3. **Safe Payment Options**:

- **Alibaba Trade Assurance (Highly Recommended)**: Funds are hosted by the official platform, sellers receive payment only after buyers confirm qualified goods receipt.
- **Official T/T Bank Transfer**: Formal corporate bank account, compliant with international trade regulations.

4. **Pre-Shipment Inspection**: Send detailed product photos and packing videos to check quality before delivery.

5. **Real-Time Logistics Tracking**: Provide valid tracking number (DHL/FedEx/UPS/Sea Freight) within 24 hours after shipment, and update transportation status regularly.

Part 3: REW WHEELS Official After-Sales & Warranty Policy

1. Scope of Application

This Warranty Policy applies to original and genuine REW WHEELS brand wheels, including products sold via retail, wholesale, and international trade channels. Valid proof of purchase (including but not limited to invoice, sales order, contract, or customs declaration) must be provided to claim warranty service.

2. Warranty Period

2.1 Structural / Functional Warranty

Under normal road conditions and proper use, if the wheel has not been subjected to impact, collision, overload, or improper installation, any structural defects such as cracking or fractures caused by manufacturing defects are covered by a long-term functional warranty.

2.2 Surface & Finish Warranty

For wheels without collision, scratches, or external damage, surface issues such as paint oxidation or peeling caused by manufacturing defects are covered by a 2-year warranty from the date of delivery. Damage caused by external impact after installation is excluded.

3. Warranty Coverage

3.1 Free Warranty Coverage

Under correct installation and normal use, REW WHEELS provides free warranty service for the following manufacturing defects:

Cast Wheels: Rim cracking not caused by impact or overload; Air leakage caused by casting porosity

Forged Wheels: Internal structural defects; Stress cracks caused by material or manufacturing issues

Fitment Issues: Bolt hole dimensional deviations preventing proper installation

3.2 Exclusions / Non-warranty Conditions

The following conditions are excluded from free warranty service. REW WHEELS reserves the right to refuse warranty or offer paid repair solutions:

Exclusion Reason	Description
Human Damage	Curb impact, road debris, improper installation or disassembly
Overloading	Usage exceeding the rated load index
Unauthorized Modification	Refinishing, repainting, drilling, welding, or structural alteration
Environmental Corrosion	Exposure to chemicals, seawater, or de-icing agents
Normal Wear & Tear	Tire mounting marks, minor scratches, balance weight residue
Force Majeure	Natural disasters such as earthquakes or floods

4. Warranty Claim Procedure

To apply for warranty service, the customer must provide: Valid proof of purchase; Clear photos of the wheel (damage area & model marking); Vehicle application and usage information.

The product must be returned to the REW WHEELS service center or an authorized inspection facility. A technical inspection report will be issued within 7 working days after receipt.

Resolution Options: Warranty approved - Free replacement or repair; Warranty

denied - Paid repair quotation provided for customer approval

5. International Trade Clause

For international orders, customs documents and logistics information are required. Warranty coverage remains consistent with domestic standards. Return shipping costs are typically borne by the customer, while replacement shipment costs are borne by REW WHEELS. Issues caused by local regulations, installation standards, or usage conditions in the destination country are excluded from warranty.

6. Other Provisions

This policy applies only to end users. Warranty terms for distributors or bulk purchasers shall be governed by separate contracts. Products purchased through unauthorized channels or second-hand platforms are not covered. REW WHEELS reserves the final right of interpretation of this policy.

Part 4: Start Your Order Now

DM us directly to get a quick quote, confirm product details, or learn more about after-sales service. We provide professional one-stop service for global customers, looking forward to cooperating with you!

Call to Action: Send a DM to get your exclusive wheel quote now