

## Return procedure for wheels – Crash replacement and warranty

Below is the standard operating procedure for shipping back any wheels to Boyd Cycling for either crash replacement, service, or for warranty purposes. By following the directions in this sheet your wheels will be protected and we'll be able to service your claim much quicker.

### Prep before sending in wheels:

**Step 1.** Contact Boyd Cycling prior to shipping anything. Before shipping we will issue an RA number that must be clearly marked on the box. We cannot be responsible for any package that shows up at our headquarters without our knowledge as to why it's there.

**Step 2.** Remove all accessories from wheels! This includes tires, tubes, cassette, skewers, wheel magnets, etc. Please do not send any tubular wheel with the tire still glued on, the tire will be removed and thrown away. It's ok to leave rim strips on a clincher wheel.

**Step 3.** Clean the wheels before sending them to us, it's just courteous. We would never send you a wheel covered in dirt and chain grease.

### Boxing the wheels.

Always make sure that you use axle protectors in the end caps. If you don't, the hubs will penetrate through the box and your hub will be susceptible to damage. Almost every bike shop has some axle protectors. Attached is a picture of them so you know what to look for.



**We cannot stress how important it is to use axle protectors!**

**No Packing Peanuts!** Again. . .No Packing Peanuts. They get stuck in the wheels, they make removing the wheel from the box impossible, they are bad for the environment, and they make us cry.

**Use a wheel box.** It should be easy to find a wheel box and many bike shops will have one lying around. Custom cutting and taping a box may seem like a good option but it doesn't protect the wheels while in transit. A wheel box will be designed to protect the wheel so you don't have to use other methods (like packing peanuts).

Make sure your name is on the wheel box. A lot of times people will ship from a UPS shipping facility, which will NOT have your name on the label. This is why having an RA number and your name clearly on the wheel box is so important.

### **Shipping the wheels.**

You can ship the wheels to us at:

**Boyd Cycling**  
**115 Welborn St.**  
**Greenville, SC 29601**

If you are shipping from a different country, make sure you mark on any customs papers that the wheels are for repair and there is no commercial value. Any customs charges incurred by Boyd cycling will be billed to the shipper.

### **Other things that help.**

Make sure we have a current address on hand. Including a note inside the box with your information (name, address, phone number, and email address) ensure that if we have any questions we can easily contact you. It's our goal to get the wheels back to you as quickly and efficiently as possible, but having help with this is greatly appreciated.

Also, did we mention no packing peanuts?