



M-F 8:30am-5:30pm PST
1-877-99WHEEL cs@veloxwheels.com

SHIPPING & TERMS

Standard shipping via UPS Ground is included in the quoted price. The estimated delivery time will be approximately 7-10 business days from the time of order.

Delivery is available to Puerto Rico, and Hawaii. An additional shipping & handling fee will apply. This fee will be quoted at checkout. Delivery is not available to Alaska.

THE RETURN POLICY FOR CUSTOM WHEELS IS 30 DAYS OVERALL SATISFACTION GUARANTEE.

Manufacturer's warranty is available. See manufacturer's warranty for specific coverage terms. Please retain your receipt for proof of warranty entitlement. Except for warranty returns as described above, Costco.com products can be returned to any of the more than 400 Costco warehouses in the Continental USA. Wheels cannot have been damaged, modified, or mounted. Be sure to obtain a Return Authorization Number (RA#) from our Customer Service Department at **1-877-99-WHEELS**, write the RA# on outside of outer box, and attach clearly addressed shipping labels and/or UPS call tag(s) to each package. When returning custom wheels, the customer needs to ensure that all accessories (such as center caps, emblems, keys, valve stems, lug nuts, and hub rings) are complete and returned in a separate package, securely taped together. Remove any staples or any hardware that could scratch the wheel. Boxes must be undamaged and flaps should be secured. Please call for new packaging material if needed. UPS insurance does not cover damage due to improperly packaged wheels.

DO NOT MOUNT TIRES PRIOR TO INSTALLATION. Please perform the seven step fitment check according to the installation guide included in the shipment. Do not mount tires on wheels if any fitment problem is encountered. No exchange or refund if mounted, damaged, or modified.

For any Fitment, Installation, Service, Warranty or Claims questions, please call the Velox Wheels Customer Service department M-F 8:30am-5:30pm PST: 1-877-99WHEEL or cs@veloxwheels.com

IMPORTANT

THESE CUSTOM WHEELS ARE AVAILABLE AS AN ONLINE PURCHASE THAT CAN BE TAKEN TO ANY COSTCO TIRE CENTER FOR INSTALLATION.

Wheels purchased online will be shipped directly to Costco members and includes the following:

- Wheel(s) ordered
- Complimentary Installation hardware kit:
 - a. Nuts or Bolts
 - b. Cap locking key, where applicable.
 - c. Hub Rings, where if applicable.
- Installation Guide & Warranty Information
- Installation Specification Sheet:
 - a. Torque Spec
 - b. Inflation PSI
 - c. Overall Diameter Change
 - d. Recommended Tire Size

Please be sure to bring the Installation Spec Sheet to your local Costco Tire Center. The Installation Spec Sheet must be handed to the Costco Tire Center prior to installation. Your local Costco Tire Center professional will be able to assist you with the fitment testing as well as the mounting and balancing of tires onto your wheels. Please consult with the Costco Tire Center for the installation charge.

DISCLAIMERS OF WARRANTIES

VELOX WHEELS AND ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS MAKE NO REPRESENTATIONS, WARRANTIES, OR GUARANTEES AS TO THE QUALITY, SUITABILITY, TRUTH, ACCURACY OR COMPLETENESS OF ANY INFORMATION OR THE CONTENTS CONTAINED ON THIS SITE, INCLUDING WITHOUT LIMITATION ANY THIRD PARTY'S CONTENTS AND VELOX WHEELS'S OWN CONTENTS. YOUR USE OF THIS SITE IS AT YOUR SOLE DISCRETION AND RISK. EXCEPT AS OTHERWISE STATED HEREIN, THE VELOX WHEELS'S WHEEL PRODUCTS ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. EXCEPT AS OTHERWISE STATED HEREIN, VELOX WHEELS AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS AND AFFILIATES EXPRESSLY DISCLAIM ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. VELOX WHEELS AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS AND AFFILIATES EXPRESSLY DISCLAIM THAT: (1) THE SITE WILL MEET YOUR REQUIREMENTS OR WILL BE AVAILABLE ON AN UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE BASIS; (2) THE CONTENTS WILL BE UP TO DATE, COMPLETE, COMPREHENSIVE, ACCURATE OR APPLICABLE TO YOUR CIRCUMSTANCES; (3) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SITE WILL BE ACCURATE OR RELIABLE; OR (4) EXCEPT AS OTHERWISE STATED HEREIN, THE QUALITY OF ANY PRODUCTS, INFORMATION OR OTHER MATERIAL OBTAINED BY YOU THROUGH THE SITE WILL MEET YOUR EXPECTATIONS.