

Warranty Claim Form

- Please fill in the Warranty Claim form below to submit a complaint. Save it and send to info@nextie.com. We will respond to you as soon as possible of receiving the email.
- Please make sure the warranty does not expire before submitting your claim.
- To refer our warranty policy, please visit nextie.com/warranty

Purchase Information

Purchase Date
*MM/YYYY

Purchase From

Order Number

Serial Number
*the serial number locates on the rim bed

Event Information

Tire Size

Tire Pressure

*Please enter the tire pressure you were using when the incident occurred

System Weight
*System Weight = rider weight + cargo weight + bicycle weight

Brief Description

*Please describe the riding situation when the incident occurred: speed, road conditions, whether there was a collision, etc. If the damage did not occur while riding, or is unsure, please describe the problem.

Picture of the Issue

picture of serial number

picture panoramic of the rim

picture close-up of the damaged area

picture close-up of the damaged area

picture close-up of the damaged area

others

Customer Details

Name

Contact Email