

## EDGE claim SOP (Photos)

Dear Sirs,

In order to process the claim ASAP, pls refer to the following to take the suitable photos and prepare the related data then sending back to us for analysis if it's not suitable to send back the claim product in time.

1. Product Serial No.



2. The whole rim w. 2 sides (Front view& back)



3. Deform place photos w. 2 sides (front view& back)



4. Top view of the deform place.



5. Front view of the brake shoes.



6. Side view of the brake shoes.



7. Back view of the brake shoes.



8. Clearly describing the claim issues such as riding situation, road status, speed, climate...etc.)

9. If possible, pls check the spoke tension & offer the related data.

10. If the claim point is not the rim body, pls also take the brake side & the brake shoes as the example.

※Notice when taking pictures :

1. When taking the photos, pls find the place with sufficient natural light.
2. Don't use the flash to result in the over-exposing & difficult analysis.
3. The photos should be clearly.
4. The total photos we need is about 9 pcs, pls refer to the example and thanks for your help...