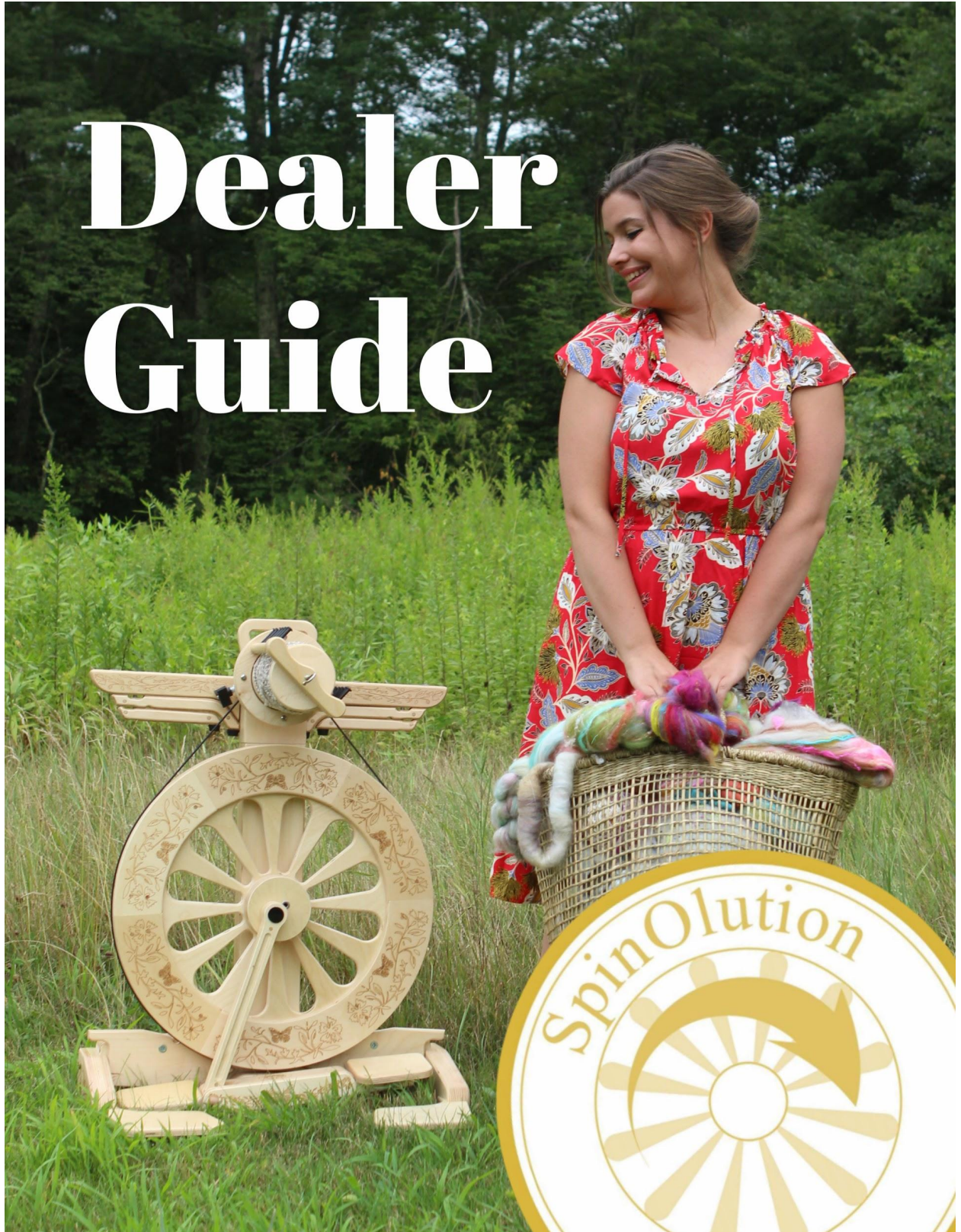


Dealer Guide



A NOTE FROM THE AUTHOR

It's been a joy to work with Mike Pauly at SpinOlution. I've told several of my colleagues that I work with "the Thomas Edison of wheel design".

Being a SpinOlution dealer helped me, a stay at home mom, invest in and bless my family. I paused my dealership in 2020 to focus my "customer service" resources in homeschooling my three children and wrote this guide as a resource for SpinOlution dealers who are seeking to build a spinning community in their neighborhood.

I hope it's helpful and covers the FAQ that I've gotten from both customers and dealers based on my experience working with SpinOlution in customer service since 2015.

Happy Spinning!

Ashley Martineau

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SpinOlution: The Market Influencer

SpinOlution is an industry leader in innovation, engineering, and design. Our ideas continue to influence wheel brands around the world. Our designs are constantly evolving and improving for better performance and function, and our business is growing worldwide.

Mike Pauly is the engineer and designer behind the SpinOlution brand. A descendant of engineers who worked on trans-Pacific railroads, and proud veteran of the United States military, Mike started building spinning wheels after his wife started spinning and he wanted to build her a superior tool. To this day, as he receives feedback from customers, he continues to look for ways to improve efficiency and function. And, year after year, the SpinOlution brand continues to grow into the most innovative spinning wheel brand on the market.

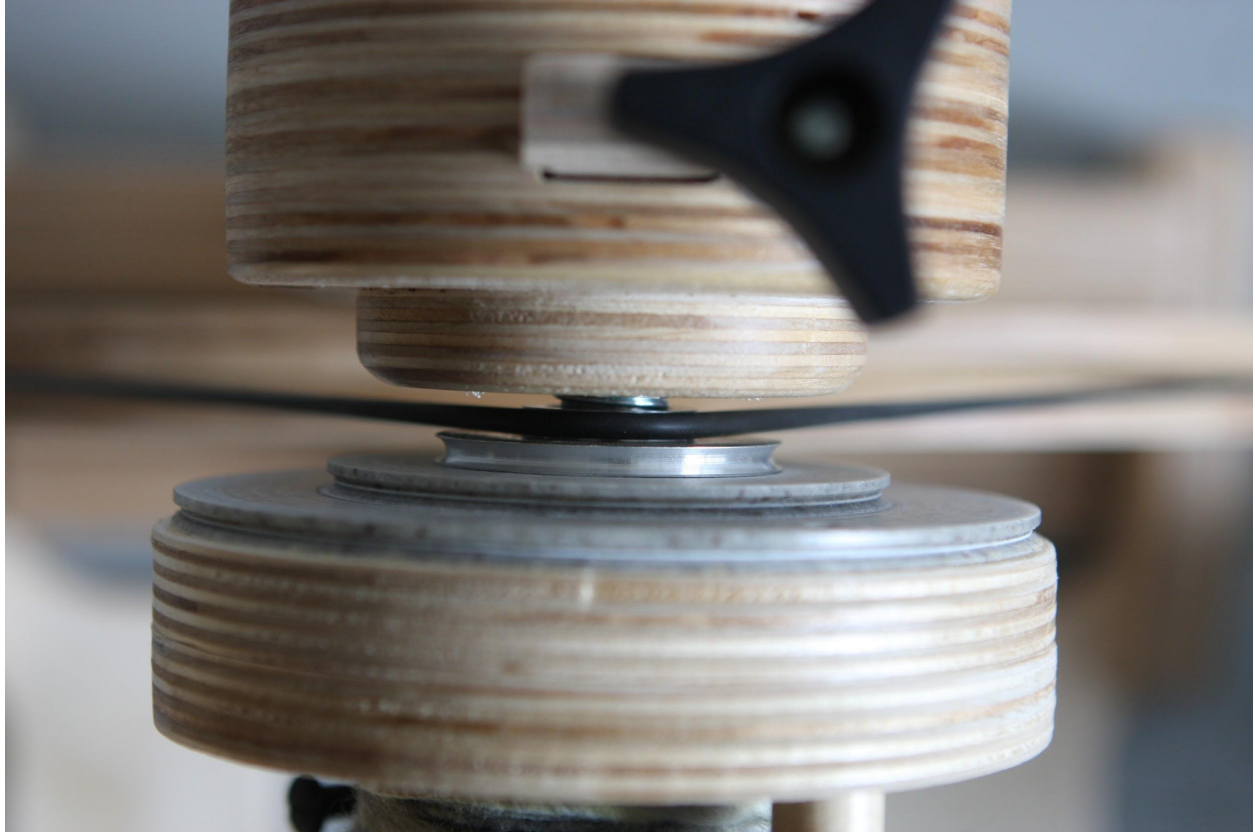


The Evolution of SpinOlution

First Generation: Wooden Whorl

These wheels were engineered with wooden whorls, wooden pegs, and non-magnetic flyers. During this era the MACH 1, MACH 2, Bee, Hopper, and Wind were released. The SOAY (32 oz) "Super Oversized Art Yarn" Flyer was released. The first Hopper was given to Lexi Boeger, author of [Intertwined](#) and [Handspun](#).

During this era Mike relocated from California to Washington State. Janice Rosema, a well known highly talented spinner, was QC for SpinOlution passed away from cancer. Mike's son Kris started a new business. The loss of such valuable team members during this key time nearly shut it down. New team members were hired, Mike released the MACH 3. The Bee was renamed to the Queen Bee and the King Bee went into production.

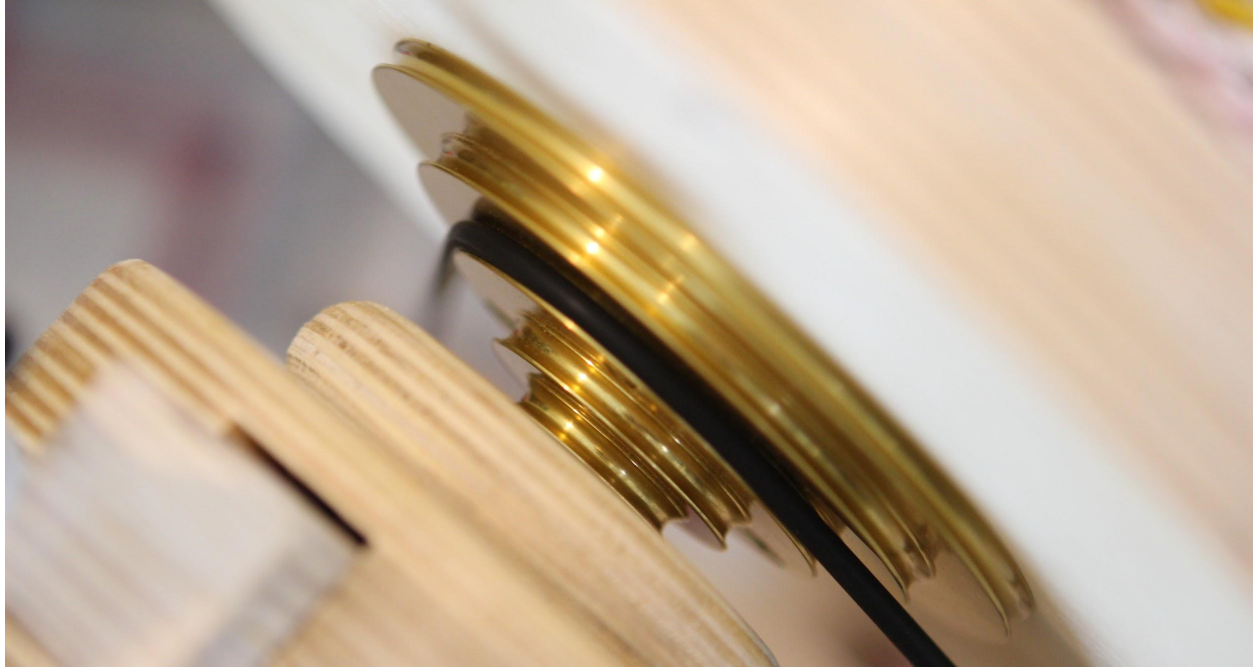


Second Generation: Corian Whorl

Sayra Adams of AtomicBlue called Mike and asked for a flyer for her Echo that was between the 8 oz and 32 oz Flyer. Mike designed the "Pancake Flyer" (16 oz). The Firefly was released. Sayra recommended Ashley to Mike to build a new website.

Ashley started working on the SpinOlution website in January of 2015. The first ad she designed for PLY magazine featured the Firefly. With two babies underfoot, Ashley streamlined the company with a complete makeover.

While Ashley worked in web design, Mike updated the wheels with corian whorls for increased durability. The flyer pegs were updated to black nylon. The Firefly foot switch was updated. And the orifice bars were keyed to prevent people from putting them on upside-down. The following year the company exploded with a 200% volume in growth.



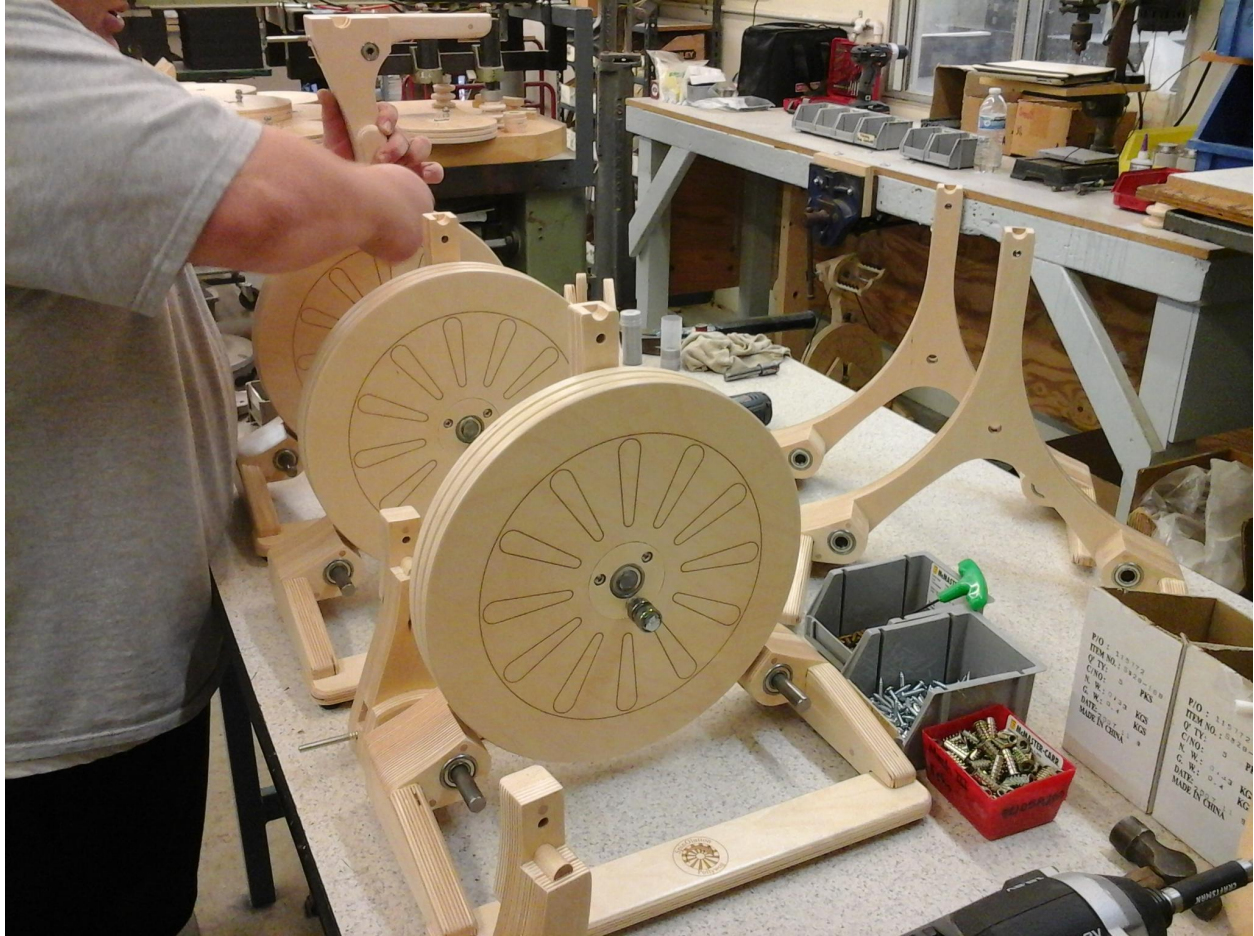
Third Generation: Golden Whorl

Ashley presented the Pollywog concept to Mike, and after designing it he realized the hardware he used for the flyer could be used to improve the function for every flyer in the collection. Mike engineered a 64 oz flyer after a handful of spinners requested it. Ashley still has the 64 oz prototype and uses it to spin all her bulky yarn.

Golden Whorl engineering was complete in 2018, with every wheel updated. Drag was reduced, flyers were more stable, treadling became even smoother. Everything was better. The Worker Bee was released. The MACH 3 treadle was updated and the MONARCH was released. Bands were added to treadle hubs.

Fourth Generation: SpinPerfect

Mike began 3D printing accessories for the SpinOlution line based on customer feedback. These accessories include a tube orifice reducer, bypassable tube orifice, flat pack bobbins, and Mike's magnum opus: The PaulyWinder.



SpinOlution Manufacturing

Made in the USA

SpinOlution wheels are manufactured at two facilities in the USA. SpinOlution North manufactures the Pollywog, Bullfrog, Queen Bee, King Bee, Worker Bee, SpinOlution and SpinPerfect accessories. SpinOlution South (Wallace Wood Products) in San Jacinto, California manufactures the Firefly, Monarch, Echo, and Hopper, and Package Deal Accessories.

SpinOlution North

196 Hawkins Rd,
Winlock, WA, 98596
mike@spinolution.com

SpinOlution South

1247 S Buena Vista St #C,
San Jacinto, CA 92583
manufacturing@spinolution.com

Professional Assembly and Finishing

Consider the differences between how SpinOlution wheels are assembled and finished compared to other brands and how this impacts the customer experience.

SpinOlution Wheels	Unfinished/Flat Pack Wheel Brands
Require minimal, if any, assembly upon arrival and fully finished with satin lacquer.	Are shipped flat packed as parts and require full customer assembly and finishing.
Customer saves hours of assembly time, gets a professional finish, and can start spinning within minutes of opening the box. <u>Our price point and quality control includes assembly</u> : when a customer purchases a SpinOlution wheel, they are paying for it to be assembled and finished in the USA.	Assembly educates the customer how their wheel is built and functions, so they may feel more prepared for routine maintenance. <u>Any errors made in assembly or finishing are the customers responsibility.</u>
Customers may not understand the parts of their wheel since they did not put it together. They might not notice a loose screw or missing magnet until after it affects function. Routine maintenance may appear "out of the blue".	Customers may have a better understanding of how their wheel functions by putting it together and where to start when a wheel needs to be maintained.

Maintaining a Pre-Assembled Wheel

Due to the nature of receiving a pre-assembled wheel, SpinOlution customers may need specific assistance and education with routine maintenance and repairs because they did not have the experience of building the wheel from scratch.

Maintenance is simple after the customer learns how and where to: tighten a screw, add a drop of glue, replace tension block felt, replace a bearing, set a set screw, align a drive wheel, and replace wear parts as necessary. As the brand evolves, so does our customer and dealer education.

It is important to remember that, although a wheel is pre-assembled and test driven before shipping, **proper assembly still needs to be maintained by the customer.**

Check out this video on recommended SpinOlution wheel maintenance:

<https://www.youtube.com/watch?v=Ce32OHSOYnk>

If you would like to request a video on a specific maintenance need, email help@spinolution.com with that request.



Becoming a Dealer

We are looking forward to helping you build a warm, friendly, and resourceful spinning community in your neighborhood by adding you to our dealer map and giving you resources to teach and serve your customers and the next generation of spinners in your community.

Our love of building local spinning communities is the heart of our dealership program. As a SpinOlution dealer, your wheels will provide potential customers tools to learn to spin on, compare, and become familiar with before they make a purchase. Our goal is for customers to be comfortable and happy with the wheel they choose - regardless of what brand they decide to invest in.

Individual Dealers

These are local spinning influencers, who share their knowledge of spinning yarn with their network in person, online, at festivals, and in guilds. We are honored to have our wheels used and marketed by some of the most prestigious spinners in the industry - and we love serving their customer base.

Brick and Mortar Dealers

These are locally owned yarn and craft shops with a physical location and regular business hours where you can take classes, purchase supplies, try wheel models, and learn multiple handicrafts. We are grateful for the families that keep these storefronts open year round for their communities to learn in, meet at, and grow.

Dealership FAQ

Wholesale Pricing

Dealers sell SpinOlution products at Wholesale pricing (about 35% off of MSRP) to customers. The reason this commission rate is lower than other wheel brands is due to the cost of assembly and finishing in our manufacturing process.

Note: SpinPerfect accessories are sold directly to the public and not included in the dealership program. SpinPerfect is a separate business model from SpinOlution. SpinOlution Dealers are given a discount code they can use for ordering items at www.spinperfect.com but do not make a commission on SpinPerfect sales. SpinPerfect customer service is handled directly by the company at spinperfect@spinoluton.com

Territory

You can view dealers in your area at www.spinolution.com/dealermap. Individual dealers are 50 miles away from other individual dealers. Storefront dealers are 50 miles away from other storefront dealers. When a dealer relocates, we move their marker on the map. This may result in some dealers living within 50 miles of each other.

There may be multiple dealers vending at local sheep and wool festivals. Brick and mortar dealers usually have their own booth space. Individual dealers may network with businesses to demo outside their booth to draw interest. Our dealers have a reputation of being professional and helpful to other dealers. Since dealers are not allowed to advertise products under MSRP, all pricing at sheep and wool festivals and online is the same. This prevents customers jumping from dealer to dealer looking for someone who will give them a discount.

If you see a SpinOlution dealer selling lower than MSRP check the listing to see if it is an older model (Corian Whorl). Prices increased in 2018 after the Golden Whorl was

released and a few dealers have inventory to sell from before this price change. If you see a dealer listing under MSRP for a current model, please email the link to info@spinolution.com so we can contact that dealer.

Map Advertising & Contact Page

Active dealers are advertised on our dealer map and have a SpinOlution based contact page for customers to reach them.

If you do not sell a wheel within a year, you will be removed from our dealer map. When you are not on our dealer map, another individual or storefront can apply for a dealership and be placed in your old territory. To update your dealer map listing visit www.spinolution.com/dealerresources and complete the dealer map form.

Online Storefront

Nearly all our business is from online shoppers. Most customers find our products at the top of Google search results when searching for "SpinOlution" and end up purchasing from dealers on ETSY if they do not have a dealer nearby.

If you do not have a website, opening an ETSY shop can help bring customer traffic to your listings. To distinguish your listings from others on ETSY, take your own pictures of your wheels. However, research ETSY fees as they may take a significant cut from your commission after you reach a sales threshold.

Other online storefront options to consider would be:

- Squarespace www.squarespace.com
- Shopify www.shopify.com
- Big Cartel www.bigcartel.com

You could also research opening a shop on marketplaces like eBay and Amazon, but the fees of these marketplaces are often cost prohibitive.

Floor Inventory

SpinOlution Dealers are required to have three different SpinOlution wheel models for floor inventory: One studio package deal, one student wheel, and one travel wheel. Choosing wheels for your studio and your students is key for a successful dealership. If you already own a SpinOlution wheel, we can include that wheel as part of your inventory.

Studio wheel

This is the wheel package that you will probably be using for your own spinning projects. A package includes all SpinOlution accessories so you can use and show them to your customers. Consider the Monarch, Echo, Firefly, or Hopper when choosing a studio package.

Student wheel

This is the wheel that your students might be able to rent, borrow, or learn on during lesson times. Consider the Pollywog, Bullfrog, or Echo as a student wheel.

Travel wheel

This is the wheel that you will take to fairs, festivals, and events. Meeting your local spinners and teaching the next generation of spinners is another key to building a lasting dealership. Consider the Bullfrog, Bee, or Hopper as a travel wheel option.

Popular Wheel Models

The Pollywog is our most popular model, due to the entry level price point. It's an excellent portable wheel for spinners of all ages. We highly recommend this wheel in your Dealer collection, as most customers want to try this wheel to compare it to higher priced models. It is a perfect fit for a student wheel.

The Echo is our highest rated model, simple to maintain, lightweight for travel, and has interchangeable flyers for spinners of all methods. It is a perfect fit for your studio package or student wheel.

The King Bee is our most popular Bee wheel, which is designed to fold for travel. It is a perfect fit for your travel wheel. If you want a larger bobbin size, consider the Worker Bee. If you plan on spinning fine while traveling, consider the Queen Bee.

In order of sales revenue the most popular wheels are generally: Pollywog, Echo, King Bee, Bullfrog, Worker Bee, Monarch, Firefly, Queen Bee, and Hopper.

Selling Floor Inventory

Our most successful dealers have a business model where they sell their floor models directly to local customers. These dealers reinvest each sale into another new wheel for the next customer to take home - and this rollover of new product keeps their floor inventory fresh and current with the latest models.

As a dealer you are required to keep three wheels in stock, but you are allowed to sell your floor inventory and purchase another wheel to use as a floor model. This is a great way for you to try different models of SpinOlution wheels.

When dealers with the latest SpinOlution models attend shows and events, this gives them an edge on their competition. Customers are more likely to purchase from a dealer who has the latest SpinOlution wheels in stock, than a dealer who has an older model and isn't sure about how the new models compare. A festival could be a great opportunity for you to sell your older model wheel and reinvest in a new model. MSRP pricing of older models is often lower than current models.

Selling to local customers has a lower return rate because customers have test driven the wheel and feel confident with how to use it before purchase. They are already happy with their purchase.

Selling Older Models to Customers

If you sell an older model to a customer, that sale is "As Is".

If the wheel is over a year old (even if it is still in the box) it is no longer under warranty. The one year warranty starts the day the wheel is in your possession (delivered to your doorstep), not a year after you open the box.

Customers can sell their wheels to customers in the SpinOlution Facebook group
<https://www.facebook.com/groups/spinolution>

Design Updates

We rigorously test our wheels before releasing them to the public. Rarely, the effects of normal wear and tear may reveal a need for a design improvement.

Helping your Customer choose the right wheel

Most customer dissatisfaction happens when a dealer orders a wheel that was not engineered to meet all the customer's needs. Every SpinOvation wheel is engineered for a different spectrum of spinning, and knowing how to match customers to the wheel that was engineered for them is key to being a successful dealer with a happy customer base.

Getting to know your customer:

- Are you looking for your first wheel, or do you already have a wheel?
- If this is your first wheel, would you like some lessons?
- How did you learn how to spin?
- What weight of yarn do you spin most often?
- What fiber type do you spin most often?
- Do you like using a lot of tension or not much at all?
- Do you like the wheel to "take" yarn from you, or do you like to "give" your yarn to the wheel?
- What are you planning on making with the yarn you're spinning?
- If you already have a wheel, what are you looking for in your next wheel?
- In what ways are you limited by your current wheel?
 - Do you need a larger bobbin size?
 - Higher ratios?
 - Gentler treadle?
 - Do you get caught on the flyer hooks?
 - Does your wheel put too much twist in your yarn, even on the lowest ratio?
- What do you love about your current wheel?
- Do you need more uptake when you are spinning bulky? Do you find yourself treadling really hard when spinning bulky?
- Are you planning on spinning yarn for personal use or sale or both?
- Are you planning on traveling with your wheel? Locally or on a plane?
- Do you need a wheel that is extra gentle on your joints?
- Do you need a wheel where you do not treadle at all?

On the following page is a chart that might be helpful as you talk to your customer about what they are looking for in a spinning wheel.

	Extra Fine	Extra Bulky	Travel	Ergonomic
Pollywog 4 oz 12 oz	Yes. 4 oz bobbin size has high ratios for spinning extra fine.	No. Bobbin is too small. Upgrade to 12 oz available. Pollywog + 12 oz = Echo price range,	Local: Carry by the kate. Lightweight. Airline: Disassemble to pack in luggage.	Somewhat. Some like to treadle with toes but this is less ergonomic vs other models.
Echo 4 oz 4A oz 8 oz 16 oz 32 oz	Yes. 4A Flyer has extra high speeds. Affordably priced 4 oz Flyer.	Yes. 16 oz Flyer is perfect for bulky. Most popular for bulky yarn spinners.	Local: Carry by the handle. Airline: Disassemble to pack in luggage.	Yes. Ergonomic lightweight treadle that spinners love
King Bee 8 oz	Yes. 8 oz bobbin size for spinning large skeins of extra fine on fast ratios.	Somewhat. 8 oz can limit bulky yardage (10-20 yards a skein).	Local: Yes. Folds into a box, carried by the handle. Airline: Yes. Can fit in small luggage.	Yes. Shallow treadle is extra gentle on joints. Great for light footed treadlers.
Worker Bee 16 oz	Somewhat. Large flyer momentum has heavy uptake. Cross lace to reduce uptake.	Yes. 16 oz Flyer is perfect for bulky. Most popular for bulky yarn spinners.	Local: Yes. Folds into a box, carried by the handle. Airline: Yes. Can fit in small luggage.	Yes. Shallow treadle is extra gentle on joints. Great for light footed treadlers.
Bullfrog 16 oz	Somewhat. Large flyer momentum has heavy uptake. Cross lace to reduce uptake.	Yes. 16 oz Flyer is perfect for bulky. Most popular for bulky yarn spinners.	Local: Folds to be carried by a handle. Airline: Disassemble to pack in luggage.	Yes. Deep treadle for extra power and uptake for bulky spinning.
Monarch 4A oz 8 oz 16 oz 32 oz 64 oz	Yes. 4A Flyer has extra high speeds. Multiple flyer sizes to choose from. <i>Modular with the Firefly.</i>	Yes. Flyer sizes (64 oz, 32 oz, 16 oz) engineered for bulky spinning. Popular for spinners spinning yarns for sale.	Local: Yes. Add straps and wheels to roll around. Heavy for rolling long distances. Airline: No.	Yes. Momentum of the drive wheel powers the flyer with minimal effort.
Firefly 4A oz 8 oz 16 oz 32 oz 64 oz	Yes. 4A Flyer has extra high speeds. Multiple flyer sizes to choose from. <i>Modular with the Monarch.</i>	Yes. Flyer sizes (64 oz, 32 oz, 16 oz) engineered for bulky spinning. Popular for spinners spinning yarns for sale.	Local: Yes. Carry by the handle. Airline: Yes. Can fit in small luggage, and some carry on (depending on flyer size). <u>Very portable.</u>	Yes. Electric wheel means no treadling. Most ergonomic for spinners who need zero stress on lower joints.
Queen Bee 4 oz	Yes. Engineered specifically for fine yarns with 4 oz flyer and high speeds.	No. Bobbin size is too small, and speeds too fast for bulky.	Local: Yes. Folds into a box, carried by the handle. Airline: Yes. Can fit in small luggage.	Yes. Shallow treadle is extra gentle on joints. Great for light footed treadlers.
Hopper 8 oz 16 oz 32 oz	Yes. 8 oz bobbin size for spinning large skeins of extra fine on fast ratios.	Yes. Large 16 and 32 oz flyers are engineered for bulky.	Local: Yes. Carry by the handle. Airline: No. Too wide for luggage.	Somewhat. Needs a specific chair/couch height/depth for spinning. Try before you buy.



Customer Service

We pride ourselves on providing excellent customer service through our dealer network and help desk. We handle dealer and customer questions and concerns one-on-one thru email, phone, and video chat.

Social Media

Many dealers enjoy starting social media groups to discuss spinning and handicrafts. Others use social media to share photos of their yarns. Using the hashtag #spinelution helps us find your content so we can share it with our social media audience. We love reposting our dealer and their customers yarns!

We do not use social media for troubleshooting or resolving customer problems. If you see a customer using social media to express dissatisfaction with our product or service, that is their right. However, there are two sides to every story. And we are happy to help, after the customer contacts us directly for a resolution.

We recommend dealers not engage with irate customers on social media. Dealers have gotten banned from social media groups after attempting to assist customers. Engaging in public, toxic customer discourse often only adds fuel to their fire. Though inflammatory in the moment, social media explosions are rare and easily forgotten.

Online Education

As a SpinOlution dealer you will need to be prepared to invest time in “staying up to date” with company news (via dealer newsletter) and updates (dealer resources forum). If there is a question you don't know the answer to, ask us for help! As our products evolve, our education grows as well.



Creative Ideas to Grow your Dealership

Following are some helpful ideas for growing your dealership by being an influencer in your local and online spinning community. Educating others about the joys of spinning yarn is the foundation to a profitable dealership. Be a resource where people can come and ask questions and learn more.

Know your Audience

Knitting, crochet, and weaving are the “gateways” to spinning - so look for local knitting groups to join and ask if you can bring your wheel. No need to push hard sales, simply introduce yourself as a local spinner and answer questions about how yarn is made and what you love about working with handspun yarn.

Be a Resource

Check out books about spinning so that you can answer questions thoughtfully and accurately. When you visit sheep and wool festivals, test drive every wheel you can find. This will help you better understand how other wheels feel and better

understand where your customer is coming from if they are spinning on a wheel you've also tried. Learn as much about spinning wheels as you can so you can become a resource of experience to your community. Before you walk out the door don't forget to pack an extra drive band, some super glue, and a stack of business cards!

Network with your Local Yarn Shop

If you are an individual dealer, your Local Yarn Shop (LYS) can be an amazing resource to meet people, teach students, and grow your dealership. Commercial yarns are a gateway to handspun, and LYS often love showcasing local artisans.

- Start a spinning group at your LYS. This can bring more customers into the shop and give you an opportunity to meet other spinners.
- Demo spinning at your LYS during a holiday weekend or community event to attract customer interest.
- Ask your LYS if they'd be interested in placing one of your floor model wheels in their window or as a floor display. Make a sign that says "Spinning Lessons Taught Here!" When a customer expresses interest, the LYS can give the customer your card and the customer can schedule a time to meet you at the shop to try the wheel or take a lesson.
- Ask your LYS if they'd be interested in selling locally handspun yarns as part of their inventory.
- Think bigger than LYS! Look for weaving studios, fiber farms, or other similar fiber businesses to network with.

Online Community Building

- Use Meetup.com to start a spinning group in your area.
- Start a YouTube channel with videos for processing fiber and spinning yarn.
- Use Zoom to host online spinning retreats.
- Demo spinning at craft fairs, wool festivals, live music or arts events.
- Network with your local library or school groups to do spinning demos.
- Use the hashtag #spinolution on Instagram for a possible repost to our social media networks.



Placing Orders

Most of our dealers drop-ship orders to their customers. To place an order to be drop-shipped to your customer, first receive payment from your customer. Paypal is most convenient, as it is the payment processing system that SpinOlution uses. Once you receive a paypal payment into your account, you can use that money to order from SpinOlution without waiting for money to be transferred or clear the bank. However, as a dealer, you can use other online payment processing systems, cash, or check. You decide how you prefer to take payment.

After payment has cleared your account, login with your dealer password to www.spinolution.com/wholesale and add the items your customer has ordered to the cart. Use your customer's address as the shipping address. Select the correct shipping for your order. If the order is within the USA and includes a wheel, it qualifies for free shipping. If you do not select the correct shipping, you will receive an invoice from SpinOlution for the difference.

Accessory and International order shipping rates may vary. Login to www.spinolution.com/dealer-resources to download current shipping rates. After the order has been placed, notify your customer that their order has been placed with the 4-digit order number for their reference and should arrive within 4-6 weeks. The order number is the reference that manufacturing prefers to use when looking up your customer's order.

The 4-6 week timeframe is applicable to nearly all SpinOlution orders, as wheels are manufactured as they are ordered (minimal inventory in stock). However, it's common for an order to arrive before 4 weeks. We do not recommend telling your customer an order will arrive before 4 weeks in case there is a delay. It is better for a customer to be surprised by an early order, than to be disappointed by a late one.

Shipping

You will receive an email with shipping confirmation on your customer's order based on the email address you input when you placed the order. Click on the tracking number to see when the order is expected to arrive, and send the link to the tracking number to your customer so they can track the package. Packages do not require signature confirmation. If your customer wants to reroute or re-schedule an order they can do that on the tracking number page.

Communicate and reassure your customer that, if their shipment arrives damaged or if they have any questions about assembly, to contact you right away with photos. Remind them that they have 30 days to return their purchase for any reason. You could also send links to dealer videos on maintenance or user guides. SpinOlution wheels are not shipped with assembly instructions and user guides in the box. Since our products are constantly evolving, our documents are as well. We also find that often video education is easier for most customers to understand than written instruction.

All current documentation for assembly, maintenance, and user guides can be downloaded at www.spinolution.com/faq - feel free to forward these documents to your customer.

Shipping Damages

If your customer's wheel arrives damaged, email photos of the box, packaging, and damages to manufacturing@spinolution.com. We will file a claim to pay for the repairs and will take care of you and your customer on a case-by-case basis. Some wheels may be a total loss, and be replaced. Others may need a small repair.

It is common for a wheel to require balancing after shipping. If a customer claims their SpinOlution wheel is "warped" they need to balance it. Balancing a wheel is part of routine maintenance after assembly. For more information about balancing a SpinOlution wheel visit www.spinolution.com/faq.



Returns

www.spinolution.com/policies

Customers are allowed to return a product within 30 days of it arriving on their doorstep (according to tracking) for any reason. This means if you place an order in March, and it arrives May 1st at the customer's door - the customer has until May 30th to return the wheel.

We recommend that dealers do not use their commission until after this 30 day period has ended.

When your customer places an order, kindly remind them that if they decide to return their wheel within 30 days, they will be responsible for repackaging and shipping the wheel back to SpinOlution. International shipping can be very expensive and cost prohibitive. It's best for a customer to be fully aware of this potential cost up front.

One of our most frequent customer complaints is having the customer responsible for paying to ship products back to our facility. Unfortunately, our business model does not include free round-trip domestic and international shipping.

Refunds

www.spinolution.com/policies

After SpinOlution receives a wheel return, they will look it over to evaluate it for damages or defects. If it is in like new condition, they will process a refund against the original form of payment (Paypal) to the dealer. This refund is the wholesale amount of the wheel. Then you, the dealer, will process the full MSRP refund amount to your customer. This is where Paypal is helpful in processing payments. The full refund processed thru Paypal should waive Paypal fees on the transaction, whereas if you took payment thru another platform you might not have those fees waived. As a dealer, you are responsible for refunding your customer promptly upon receipt of a refund from SpinOlution. Failure to do so will result in the loss of your dealership.

Repairs

We've seen it all. From dogs who chew on tension knobs, to wheels that have been knocked over by curious toddlers aspiring to be future wheel engineers. As always, we are here to help.

As a dealer, we hope to provide you with the resources to assist your customer with routine maintenance and small repairs. Most of all customer questions are covered at www.spinolution.com/faq. Larger repairs, however, are handled by Mike Pauly or the manufacturing team.

If your customer needs a repair, ask them send pictures/video of what is not functioning to help@spinolution.com and manufacturing@spinolution.com and we can work with them one-on-one to repair the wheel either at our facility (the customer will need to pay to ship it to us), or give a customer the resources to repair it at home. We are happy to use video conferencing to assist with repairs as well.

Repairs for Shipping Damages

See the "Shipping Damages" section above for this information.

Repairs for User Error and Abuse

We have seen customers treadle wheels like they are running up stairs, and ship wheels to us that have been shredded by user error. We have scratched our heads and wondered, "How in the world did a customer manage to do THAT to their wheel?" We have found pieces shoved into wheels that we've never seen before. Regardless, we are here to help with repairs. We only ask for honesty, as it helps us get to a resolution quickly.

Preventing Repairs: Maintenance Education

Most repairs can be prevented by customer education. It is important that a customer feels comfortable contacting SpinOlution directly for assistance. Some customers have used social media to ask for advice, and have been given false information that caused damage to their wheel. It is a good idea to let your customer know that any advice that is not from SpinOlution should be disregarded.

Our Repair Policy

We are happy to repair wheels for any reason. In some cases, the customer will need to ship their wheel back to us to evaluate the problem and come up with a resolution. In other cases, we are able to provide the customer with resources to complete the repair at home after evaluating photos and videos provided by the customer.

The repair and troubleshooting process can be emotionally difficult for customers who are already under stress. As a dealer you need to reassure your customer that troubleshooting is temporary and their patience is appreciated.

Updates

If your customer purchases a second hand SpinOlution wheel, or owns a first generation model, they can send the wheel or flyer head to SpinOlution North for an update. Mike will make sure everything is balanced and working properly. He can update the wheel with new flyer bars, magnets, and the current Golden Whorl hardware.

Use the form at <https://www.spinolution.com/service> to request a quote, or email photos of a wheel to mike@spinolution.com for an estimate to complete this service.



Contact Us

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