



# LIMITED TYRE WARRANTY

Effective March 6, 2020

**PASSENGER CAR TYRE  
POLICY AND PROCEDURE  
(EUROPEAN MARKET)**



# **Crowntyre Industrial**

## **GREMAX BRAND**

### **LIMITED TYRE WARRANTY**

#### **(EUROPEAN MARKET ONLY)**

Every Gremax passenger car tyre purchased from Crowntyre Industrial is warranted by this warranty policy.

Crowntyre assures the customer by offering warranty against products failures attributed to deficiency in design, materials, and workmanship. Compensation to the customer is offered equivalent to the value of the remaining life of the product, which has failed due to manufacturing defect.

The Gremax Tyre Warranty Policy & Procedure covers all Gremax brand passenger car tyre patterns and includes key areas documented as below:

- 1. Coverage Policy**
- 2. Exclusions**
- 3. Claim Procedure**
- 4. Reimbursement**
- 5. Contact Details**



# 1. COVERAGE POLICY

In case a product becomes unserviceable due to deficiency of design, material and/or workmanship during the useable life of the product, compensation equivalent to the remaining useable tread depth will be offered to the customer.

Remaining usable tread depth (R.T.D.): The tyres are supposed to be used until it is worn out to the tread wear indicators.

Description	Compensation ratio
R.T.D ≥ 95%	100%
85% ≤ R.T.D < 95%	80%
75% ≤ R.T.D < 85%	70%
50% ≤ R.T.D < 75%	60%
R.T.D < 50%	0



## Example:

R.T.D. of tread depth 12 mm with 2 mm worn is calculated as

$$\frac{12-2}{12} \times 100\% = 83.3\%.$$

With the result of  $75\% \leq \text{R.T.D} < 85\%$ , the Compensation Ratio is 70%.

Hence the compensation amount =  $70\% \times \text{Sales Price}$ .

## 2. EXCLUSIONS

- A. All our warranties are limited to the original purchaser and the original vehicles on which they are mounted, and are not assignable to subsequent purchasers or vehicles.
- B. This limited warranty does not apply to tyres which are being serviced under the following conditions:
- ⊗ Willful abuse / Collision / Wreck / Fire.
  - ⊗ Continued use while flat or severe under/over inflation.
  - ⊗ Road Hazards including without limitation, puncture, cut, impact break, stone drill, bruise, bulge, snag, collision.
  - ⊗ Premature or irregular wear due to vehicle mechanical reason.
  - ⊗ Conditions resulting from without limitation, improper mounting, under inflation, improper tyre size, defect in vehicle, abuse.
  - ⊗ With the serial number cut or buffed.
  - ⊗ Loss of time or use, inconvenience or any incidental or consequential damage.
  - ⊗ The tyre after repairing by user including exist causality between repair parts and defects.
  - ⊗ Racing & off road use and misapplication.
  - ⊗ Ozone or weather cracking in tyres over 2 (two) years from the date of manufacture.
  - ⊗ Ride disturbance or vibration after 1/32 inch (0.8 mm) of tread wear use.
  - ⊗ With less than 50% depth.
  - ⊗ Tyres dated over 3 (three) years from the date of manufacturer.

Crowntyre Industrial shall not be held liable for any other warranty or representation of any kind, expressed or implied, without prior written agreement.

### **3. CLAIM PROCEDURE**

The customer shall report to Crowntyre the details of the product, which has failed due to manufacturing defect in the Claim Form (attached), along with the picture of the Failed product showing the defect in the product.

Upon receiving the Claim Form and the picture proof of the failed product, Crowntyre will offer compensation based on the report, or request the customer to hold the failed product for examination by technical expert, whose visit shall be arranged within one month from the date of receiving the Claim Form.

Crowntyre , upon making a final determination of the claim, will reimburse the Gremax Tyre Retailer based on principles detailed in Policy 4. Reimbursement.

### **4. REIMBURSEMENT**

Credit against the approved claims shall be given either against next consignment or remitted to the Customer's account. Full name, work address, and E-Mail address of the Crowntyre's representative, to whom the Claim Form is to be sent, should be mentioned on the Claim Form .

### **5. CONTACT US**

**Crowntyre Industrial**

**Tel: 0086 532 8090 7000**

**Fax: 0086 532 8667 5300**

**Email: [info@crowntyre.com](mailto:info@crowntyre.com)**



# LIMITED WARRANTY REGISTRATION NUMBER

## TYRE INSTALLATION INFORMATION

To be completed at time of purchase

Date \_\_\_\_\_ Odometer \_\_\_\_\_

### Customer Information:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone No. \_\_\_\_\_

### Vehicle Information:

Year \_\_\_\_\_ Make/Model \_\_\_\_\_

Tyre Brand Purchased \_\_\_\_\_

Tyre Size/Pattern \_\_\_\_\_

Recommended Tyre Pressure Front \_\_\_\_\_ PSI

Recommended Tyre Pressure Back \_\_\_\_\_ PSI

DOT No.:

Tyre #1 \_\_\_\_\_

Tyre #2 \_\_\_\_\_

Tyre #3 \_\_\_\_\_

Tyre #4 \_\_\_\_\_

### Tyre Removal Information:

Date \_\_\_\_\_ Odometer \_\_\_\_\_

Dealer Name \_\_\_\_\_

Dealer Address \_\_\_\_\_

Dealer Signature \_\_\_\_\_

## IMPORTANT

Tyre Owner – Keep this page as part of your limited warranty claim.

1. The information on this page must be completed to validate any limited warranty claim.
2. In the event of a limited warranty claim, this information and proof of purchase (copy of invoice) must be submitted to an authorised Gremax Tyre dealer.