

## TVS TYRES WARRANTY POLICY

Effective 1<sup>st</sup> April, 2017

### 2-Wheeler Tyres: Unconditional Warranty Policy

This unconditional warranty policy is a 'Lifetime warranty' for 2-wheeler tyre applicable from date of manufacturing till the tread wear reaches up to 10% of NSD. This policy is applicable on 'Wear Pro-rata Basis' for both manufacturing and non-manufacturing defects.

In the case of tyres (TVS/EUROGRIP) fitted in a new OE vehicle of 2-wheelers coming for claim, free replacement will be made for manufacturing defects up to 'One Year of Usage' from the date of new vehicle purchase. Proof of vehicle purchase such as RC book copy is mandatory.

Beyond one year, for new OE vehicle fitted with TVS/EUROGRIP tyres, replacement will be made on wear pro-rata basis for manufacturing and non-manufacturing defects with 10% of NSD remaining.

### 3-Wheeler Tyres: Unconditional Warranty Policy

This unconditional warranty policy is valid for 6 months from the date of purchase for Auto tyres (4.00-8) of TVS and EUROGRIP brand. This policy is applicable on 'Wear Pro-rata Basis' for both manufacturing and non-manufacturing defects.

Beyond 6 months, only tyres with manufacturing defects will be acceptable on wear pro-rata basis up to TWI mark.

### ULT Tyres: Unconditional Warranty Policy

This unconditional warranty policy is applicable for ULT tyres in the range of 4.00 - 10, 4.50 - 10, 5.00 - 10, 155/80 D 12 and 165/80 D 13 tyres only.

This policy is valid up to 50% tread wear or 12 months from the date of purchase, whichever is earlier.

This policy is applicable for above tyres on "Wear Pro-rata Basis" for both manufacturing and non-manufacturing defects.

Beyond 50 % tread wear or 12 months, only tyres with manufacturing defects will be acceptable on wear pro rata basis up to TWI mark.

The following conditions are applied:

1. Replacement will be done only if the tyre is unserviceable. The decision on unserviceable is purely the discretion of Technical Service Engineers of the company. Unserviceability shall not include non-manufacturing defects like minor repair, one side wear, patchy wear, uneven wear and puncture.
2. Claim docket will be mandatory where customer details are available.
3. Replacements done without proper documents on a repetitive basis will result in cancellation of empowerment certificate.
4. For replacement date of purchase of vehicle/tyre considered against production of warranty card/sales invoice copy. In case of non-availability of above documents, date of tyre manufactured will be considered.
  - a. For replacement of 2-wheeler tyres under this warranty, date of manufacture as available in the tyre will be taken into consideration.
  - b. For 3-wheeler and ULT tyres, date of purchase will be taken into consideration on production of duly completed warranty card and/or sales invoice copy. In case of non-availability of these documents, date of manufacture will be taken into consideration.
5. Warranty is valid only if the tube fitted is a genuine TVS/EUROGRIP tube.
6. The warranty is applicable for the TVS/EUROGRIP branded tyres manufactured from 1st January, 2012.
7. This warranty doesn't provide compensation for any direct or indirect losses, damages incurred on account of tyre failure.
8. The Company reserves all rights to change this policy at any point in time without any prior notice.
9. The warranty expressed herein is in lieu of any other warranties, expressed or implied, including without limitation, any warranty of merchantability or fitness for a particular purpose and is in lieu of any/all other obligations or liability of the company. Under no circumstances shall the company be liable for any incidental or consequential damages, or for any other loss, injury, damage or expense of any kind, including loss of profits arising hereunder.
10. This warranty policy supersedes all the earlier policies circulated.