

## **KYOTO JAPAN TIRE LIMITED WARRANTY & COMPENSATION POLICY**

### **Purpose**

This Policy is made to protect the interests of Kyoto Japan Tire Corp. Ltd. (hereafter: Kyoto Japan) and its Distributor and the end user. It shall help in coordinating and settling any disputes of the three parties, thus completing the services of Kyoto Japan.

### **Scope**

This Policy is only applicable for the Kyoto Japan brand products manufactured and sold by Kyoto Japan

### **Principle and Laws of this Policy**

This Policy is made as per the relevant Standards of the People's Republic of China issued by China Technology Supervision Bureau or relevant laws of the country of origin . It also combines the technical standard and regulations of Kyoto Japan Tire Corp. Ltd.

### **This Policy covers**

Proper tire usage, manufactured by Kyoto Japan Tire Corp. Ltd. and sold by Kyoto Japan Tire (International) SA .

Manufacturing defects and workmanship for the period of 12 months from the date of invoice of the dealer to its customers and maximum 18 months from the date of shipment by Kyoto Japan.

If the tire fails during the use due to manufacturing defects, the user shall make the claim to the Distributor or Dealer within 2 days. Distributor or Dealer shall provide the following information to Kyoto Japan within 7 days from the date of claim from the users:

- Tire Size
- Serial number
- Purchase Invoice
- Fitting date
- Claim Report or properly filled Claim Form issued by Kyoto Japan
- Clear photo of the failed tire
- Remained tread depth
- Other useful information

The claimed tires shall be kept in a safe place for after-sales person inspection, which shall make the report after assessment.



### **Kyoto Japan Tire (International) S.A**

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*Symbol of Quality & Performance*

### **This Policy does not cover:**

- Tread wear exceeds 50% of the original pattern depth;
- The tire serial number is intentionally abraded or altered;
- The claimed tire has been repaired, buffed, retreated or reproved;
- The claim is due to misuse of the product and improper application (such as in case of irregular air pressure, overloading, excessive speeding, vehicle having mechanical defects, irregular and unstable rims, etc.);
- The claimed defect is due to normal wear and tear of the tire;
- The claimed defect is due to non-compliance with the provision of storage.

### **Manufacture Defects include:**

- Tread, shoulder and sidewall separation, sidewall bubble, side wall splice, and ply separation etc
- Bead separation
- Radial crack
- Breaker Edge separation
- Inner liner

### **Compensation Policy**

Replacement can be done when manufacture defect is detected prior to use. Under the following circumstances, compensation can be considered when manufacture defect is detected:

- Tread wear less than 4 mm for TBB tires
- Tread wear less than 3 mm for TBR tires
- Tread wear less than 50% of original pattern depth for PCR tires
- Tread wear less than 10% of original pattern depth for OTR tires
- Remained pattern depth more than 6 mm for LTB tires

Should the tread wear be out of the above specified range, tread wear charge shall be imposed. Tread wear measurement shall be according to international standard by specified tools.

- For TBR tires, if sidewall bubble and tread wear less than 5 mm, compensation can be done; if more than 5 mm, no compensation;
- If the user continues using impact tires caused by foreign object impact, Kyoto Japan shall not be responsible for any failure;
- No compensation for any claimed tires without tire serial numbers;
- For any settled claimed tires, the trademark & serial number shall be buffed if the dealer wants to sell them; such tires should not be sold or reclaimed

### **Tread Wear Charge**

Tread wear charge (USD) = [ (Original Pattern Depth – Remained Pattern Depth) ÷ (Original Pattern Depth – Safe Pattern Depth) ] x 100% x FOB China Selling Price (USD) . Safe Pattern Depths:

- Truck and Bus tire: 3mm;
- Light truck tire: 2 mm;
- Passenger car tire: 1.5 mm

Claims shall be sent to email: [sales@kyotojap.com](mailto:sales@kyotojap.com)