



## **THE KUMHO TYRE AUSTRALIA WARRANTY SYSTEM**

### **STATEMENT OF OBJECTIVES**

Kumho Tyre Australia Pty. Ltd. Is committed to providing products of superior quality to the Australian tyre consumer. We believe that ongoing product improvements will ensure that we continue to achieve our objective of providing the highest quality tyres at a market competitive price.

We recognise the value of customer satisfaction and firmly believe that feedback on the performance of our products and the conditions under which they operate will ultimately enhance that satisfaction. It is by making the feedback an essential factor in our product development that we will continue to provide Australia with superior quality products.

Our overriding objective, however, is to ensure equality for all parties concerned in the execution of the warranty procedures.

## THE KUMHO TYRE AUSTRALIA WARRANTY SYSTEM

### 1. ADJUSTMENT POLICY

- A. Kumho Tyre Australia Pty. Ltd. Will only warrant tyres that are supplied to Australia and New Zealand from Kumho Tyre Australia Pty. Ltd. Tyres that are supplied from other sources, any unauthorised Kumho tyre distributors do not carry the Kumho Tyre Australia Pty. Ltd Warranty.
- B. Kumho Tyre Australia Pty. Ltd. guarantee that any new tyre or tube manufactured by Kumho will be free of manufacturing and material defects.
- C. Should any tyre or tube found to have a manufacturing or material defect within a Kumho warranty period of time from the date of manufacture, Kumho Tyre Australia Pty. Ltd. will make an allowance toward the purchase of a new Kumho Tyre or tube.
- D. The allowance made will be pro-rated on the amount of tread remaining on the tyre. Tyres which develop any warrantable defect within the first 10% of tread life will be replaced free of charge to the end user. Tyres which are worn to or beyond the read wear indicators (1.6mm) will not be accepted for adjustment.
- E. A claim of the following categories will not be accepted;
- Tyres used in any application not recommended.
  - Tyres branded "NA" or "BLEM"
  - Tyres which have been repaired, retreaded or reclaimed.
  - Tyres which are worn beyond the tread wear indicator (1.6mm).
  - Tyres which have reached a time period of over six (6) years from manufactured for passenger car, light truck and recreation vehicle. All other tyres have a limited warranty period of five (5) years from date of manufacture.
- F. Tyres which are alleged to cause vehicle vibration must be submitted with at least 90% of the original tread depth remaining. The influence of wear variables cannot be fairly assessed after this point of the tyre's life.
- G. Claims under this warranty must be submitted on a proper claim form. The form must be fully and correctly completed. Claims submitted without a claim form correctly completed will under no circumstances be considered.
- H. Passing a credit to a customer by a dealer in no way binds Kumho Tyre Australia Pty. Ltd to reimburse the dealer for that amount.

## 2. EXCLUSIONS

- A. All Kumho warranties are limited to the original tyre purchaser and or the original vehicle on which they were fitted to, and are not assignable to subsequent purchaser's or vehicles.
- B. This Limited Warranty is applicable only in Australia and New Zealand and any tyres used or equipped on a vehicle registered or operated outside of Australia and New Zealand will not be covered by this warranty.
- C. Tyres that are supplied from other sources, other than an authorised Kumho Tyre distributor do not carry the Kumho Tyre Australia Pty. Ltd. warranty.
- D. Damage which in the opinion of Kumho Tyre Australia Pty. Ltd. was caused by any of the following conditions are not warrantable by Kumho Tyre Australia Pty. Ltd;
  - Tyres branded or marked "Non-Adjustable (NA)" or "Blemished (BLEM)" or previously adjusted;
  - Failure, damage or irregular wear due to;
    - 1. Road hazards, i.e. impacts with objects, either identified or unidentified, impact breaks, wreckage or collision, snags etc,
    - 2. Puncture repairs,
    - 3. Operation in an over inflated or under inflated condition,
    - 4. Operation on a vehicle with misaligned wheels or worn/faulty steering and suspension components, wheel imbalance and faulty/worn shock absorbers and brakes,
    - 5. Wrong application of tyre or improper inner tube,
    - 6. Overloading, or operating at a speed higher than that represented by the speed symbol,
    - 7. Operation of the tyre when the remaining tread depth is equal to or less than that of the tread wear indicators (1.6mm),
    - 8. Poor mounting or demounting technique, abuse, wilful damage or chemical degradation,
    - 9. Alteration of the tyre or the addition of alien materials, or transfer from one vehicle to another,
    - 10. Ozone or weather cracking on tyres over four (4) years of age from date of manufacture,
    - 11. Operation on a chassis dynamometer,
    - 12. The cost of fitting, unfitting tyres and balancing service charges,
    - 13. The loss of time or use, inconvenience, or any incidental or consequential damages,
- E. Nothing in this warranty statement in any way excludes or reduces consumer rights under any relevant Federal or State legislation.

### **3. OWNER'S OBLIGATIONS**

In order to be eligible for Kumho Tyre Australia's Limited Warranty service, the owner must;

- A. Present the presumed defective tyre to the Kumho tyre dealer from which the original purchase was made, or an approved Kumho tyre dealer,
- B. Present the approved tyre dealer with proof of purchase,
- C. Complete and sign a Kumho Warranty Claim Form, which is available at any authorised Kumho tyre dealer, and
- D. Pay the amounts due on a new tyres, less the amount of the credit, including taxes, fitting and balancing charges and costs of all other service charges ordered.