

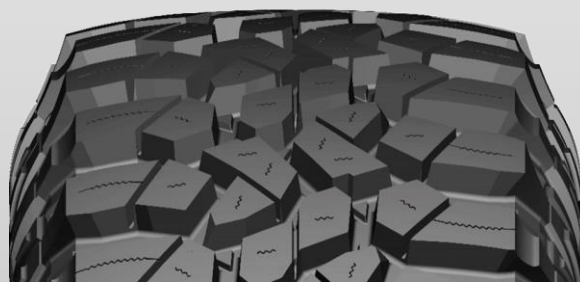
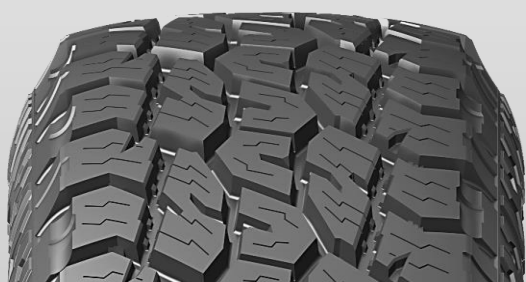


TIRE WARRANTY PROCEDURE

LIMITED TIRE WARRANTY

Effective March 6, 2020

**ROADBREAKER
A/T M/T R/T**



Crowntyre Industrial

XCELLENT BRAND LIMITED TIRE WARRANTY

Every Xcellent tire 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 Xcellent Tire Warranty Policy & Procedure covers all Xcellent brand patterns and includes key areas documented as below:

- 1. Applicable Warranties**
- 2. Exclusions**
- 3. Claim Procedure**
- 4. Reimbursement**
- 5. Contact Details**



1. APPLICABLE WARRANTIES

The following Xcellent tread patterns feature important limited warranties. Each warranty has a unique purpose and handling procedure. These procedures will be fully explained herein.

	Roadbreaker A/T	Roadbreaker M/T	Roadbreaker R/T
Standard Coverage	YES	YES	YES
Mileage Warranty	50,000 MILES	NOT APPLICABLE	40,000 MILES

A. Standard Coverage

Xcellent tires offer standard coverage program against manufacturing defects such as:

1. Separation
2. Out-of-Round (limited to 2/32 wear)
3. Sidewall Cracking
4. Tread Cracking
5. Other

B. Mileage Warranty

Xcellent Tire offers written mileage warranties. These assure the consumer to get a predictable mileage. This is a pro-rated warranty; meaning if a consumer purchases the Xcellent Roadbreaker A/T with a 50,000 mile warranty and actually only achieves 45,000 miles or 95% of the mileage warranty, the difference (5%) would be credited to them for a replacement. The consumer would only be charged 95% for replacement tires.



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 tires 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 tire 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 tire after repairing by user including exist causality between repair parts and defects.
 - ⊗ Racing & off road use and misapplication.
 - ⊗ Ozone or weather cracking in tires 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.
 - ⊗ Tires dated over 3 (three) years from the date of manufacturer.

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. Credit against the approved claims shall be given either against next consignment.

4. REIMBURSEMENT

Crowntyre , upon making a final determination of the claim, will reimburse the Xcellent Tire Retailer as follows:
Standard Coverage is based on prorated purchase price from Xcellent. The prorated amount is based on tread depth basis. The Adjustment Treadwear Chart can be used to calculate the adjustment rate.

5. CONTACT US

Crowntyre Industrial
Tel: 0086 532 8090 7000
Fax: 0086 532 8667 5300
Email: info@crowntyre.com



ADJUSTMENT TREADWEAR CHART

[illegible]

LIMITED WARRANTY REGISTRATION NUMBER

TIRE 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 _____

Tire Brand Purchased _____

Tire Size/Pattern _____

Recommended Tire Pressure Front _____ PSI

Recommended Tire Pressure Back _____ PSI

DOT No.:

Tire #1 _____

Tire #2 _____

Tire #3 _____

Tire #4 _____

Tire Removal Information:

Date _____ Odometer _____

Dealer Name _____

Dealer Address _____

Dealer Signature _____

IMPORTANT

Tire 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 authorized Xcellent Tire dealer.