

## VITOUR PCR Tire Warranty Policy

### General Coverage

This warranty applies to all Passenger Car Radial (PCR) tires manufactured by VITOUR and sold in the overseas replacement market.

### Warranty Period

All VITOUR tires with a complete serial number are covered against defects in workmanship and materials for a period of **three (3) years** from the date of purchase. For **radial OTR (Off-The-Road) tires**, the warranty period extends to **five (5) years** from the date of purchase. After this period, the warranty is no longer valid.

- If proof of purchase is available, the warranty period is calculated from the purchase date.
- If proof of purchase is unavailable, the warranty period will be based on the tire's manufacturing date.

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### Warranty Exclusions

The following conditions are **not** covered under this warranty:

#### 1. Non-Covered Tires

- Tires sold as **blemished** or **downstream** products.
- Tires that have been **repaired** or **retreaded**.
- Tires that have **exceeded the warranty period**.

#### 2. Tread Wear & Damage Exclusions

Warranty coverage does **not** apply to tread wear or damage caused by the following:

- **Road hazards:** Punctures, cuts, impacts, cracks, or blowouts.
- **Accidents or misuse:** Fire, vandalism, wrecks, collisions, or other external damages.
- **Mechanical issues:** Misalignment, wheel imbalance, abnormal vibration, brake system issues, or vehicle mechanical failures.
- **Improper use:** Racing, improper mounting, overloading, excessive speed, improper inflation, or unauthorized modifications.
- **Aging or storage issues:** Damage from improper storage, exposure to chemicals, or prolonged disuse.
- **Non-standard modifications:**

- Adding materials such as fillers, encapsulants, or counterweights.
- Altering tire appearance (e.g., applying white lettering to black tires).
- **Uniformity or vibration claims:**
  - If presented **more than 6 months** after purchase (if proof of purchase is available).
  - If proof of purchase is unavailable, **more than 6 months after the manufacturing date**.

### 3. Limitation of Liability

VITOUR is **not** responsible for any indirect losses, including but not limited to:

- **Loss of time**
  - **Vehicle downtime**
  - **Inconvenience**
  - **Consequential damages** within the legal limitations.
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### Ownership of Replaced Tires

Any tire that is replaced or compensated under this policy, either fully or on a **pro-rata** basis, becomes the property of **VITOUR**

- Overseas dealers must **retain all failed tires** for a period of **three (3) months** and maintain records.
  - After three months, the tires may be disposed of at the dealer's discretion.
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### Owner's Responsibilities

To be eligible for warranty service, the tire owner must:

1. **Ensure proper tire usage** by maintaining correct inflation pressure, load limits, and speed ratings.
  2. **Provide proof of purchase** (invoice or receipt) and the defective tire to an authorized dealer or representative of **VITOUR**
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## Warranty Adjustment Policy

If a covered tire becomes **unserviceable** due to a defect in materials or workmanship, adjustments will be made based on the following **pro-rata** basis:

### 1. Full Replacement (100%)

- If a PCR tire has a **workmanship or material defect** and **less than 15%** of its original tread depth has been worn, Vitour will provide a **full (100%) adjustment** based on the **benchmark price**.

### 2. Pro-Rata Adjustment

- If a PCR tire has a **workmanship or material defect** and the **remaining tread depth is between 25% and 85%** of the original depth, a **pro-rata adjustment** will be applied based on the remaining tread depth and the **Adjustment Benchmark Price**.

### 3. No Warranty Coverage

- Once the remaining tread depth is **less than 25%** of the original depth, the tire is considered **fully worn** and is **no longer eligible** for warranty adjustment.

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## Measurement of Remaining Tread Depth

To determine warranty eligibility, the remaining tread depth is measured as follows:

### 1. Use of Vernier Caliper:

- The measurement must avoid tread wear indicators.
- The caliper should be positioned perpendicularly to the bottom of the tread groove.

### 2. Measurement Locations:

- Depth should be measured at **four evenly spaced points** around the tire's circumference.
- The **average of these four measurements** (rounded to one decimal place) is used as the official remaining tread depth.

### 3. Reference Chart:

- Adjustment percentages are defined by **Vitour International Marketing Service Division** and based on the **Vitour PCR Tire Pattern List**.
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This warranty policy is intended to provide clear and fair coverage for VITOUR PCR tires while ensuring proper tire maintenance and use. Please direct any claims or questions to an **authorized VITOUR dealer** or **VITOUR representative**.