

Document Number: W 01 Rev 09
Issued : 2013-07-31
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SRSA limited warranty Policy and Procedure

I. Tyres covered by this warranty:

This limited warranty applies to all SRSA branded pneumatic tyres bearing the complete description and serial number as required by the ECE regulations R30 or R54. This warranty is applicable only to tyres for which claims are made within five years of date of production, (date of production is indicated by the week code molded onto the sidewall of the tyre).

Note: All warranty claims must be presented to an authorized SRSA dealer on a completed SATMC claim form (Appendix 1). The name of the dealer must be included on the claim form with all other required information.

II. What is warranted and for how long:

Material and workmanship warranty:

- a) Every tyre is warranted against defects in material and/or workmanship for the usable life of the original tread, ending when any part of the tyre has worn up to the tread wear indicators (1 mm if there are no tread wear indicators) or after 5 years since date of manufacture. The warrantee will be valid for 5 years after purchase date of the tyres if a valid invoice can be produced showing the date of purchase and customer information, up to a maximum of 8 years after date of manufacturing.
- b) If a tyre becomes unserviceable due to such defect within the legal remaining tread depth, it will be replaced free of charge with a comparable SRSA tyre, on a pro rata basis calculated on the remaining pattern depth.
- c) Pro-rated adjustment credit to the customer will be given based on the percentage of remaining usable tread depth, down to the remaining 1.60mm wear indicators, or 1mm where no tread wear indicator is present, at which point no credit is due.
- d) A claim for ride discomfort will be accepted for adjustment only during the first 10 % of the original tread depth. Such tyre claim will be replaced free of charge with a comparable SRSA tyre. A set of four (4) tyres from the same vehicle will be evaluated individually and adjusted according to each outcome.

What is not covered by this warranty (Exclusions)

- a) Unserviceability as a result of any of the following: road hazard damages (cuts, punctures, bruises, impact breaks), use of incorrect rims, improper fitment to rim, tyre mis-application, improper repair technique or repair materials, improper inflation, overload, irregular wear, rim imbalance and/or damage, defective vehicle mechanical components (eg. brakes, suspension, rims), improper suspension alignment, accident, fire, chemical damage, damage from chain use, racing, off-road use, run flat, improper fitment, vandalism, or abuse.
- b) Tyres having the week code number (date of manufacture) removed.
- c) Tyres presented for a warranty claim by someone other than the original purchaser, or tyres that were transferred to another vehicle from the one upon which they were originally installed, regardless of by whom i.e.. this warranty is not transferable.
- d) Tyre failure as a result of a failed repair on the tyre where the repair was done to an approved standard eg. plug repairs.
- e) Any cost of tyre repair or retreading is not covered by this warranty and will be solely borne by the tyre owner.
- f) Tyres that have tread grooves altered from the original design eg. by re-grooving.

III. Best practice guidelines / Owners obligations:

The following are best practices recommended to ensure the consumer gets the best value for the purchase in terms of optimum performance and longevity:

- Ensure the tyre is correct for the vehicle i.e.. per the vehicle manufacturer's specification.
- The purchased tyre(s) must be properly mounted onto the correct size rim, balanced and inflated to the vehicles manufacture's specifications, or at an air pressure adequate to carry the vehicle's legal load.
- Ensure the tyres are used in the correct application and purpose as per the product design.
- Owner must check tyre inflation pressure monthly and inflate to the recommended cold inflation pressure.
- Tyres must be rotated at least every 8000kms or earlier and proof of compliance should be recorded.
- Owner must have tyres rebalanced if vibration is experienced.
- Alignment must be checked if unequal or rapid wear is visible on the tyre(s), or when scheduled by the vehicles dealer/ service agent.
- Never mix tyres of different size, construction, pattern and/or type on an axle (except for temporary use as a spare tyre).

IV. Legal Rights:

All implied warranties, including warranties of merchantability and fitness for a particular purpose, shall be limited in duration to the above period, to the extent permitted by South African law and SRSA shall not be held responsible for incidental or consequential damages, such as loss of use of the tyre or the vehicle on which it was used, inconvenience, or commercial loss. This warranty gives specific legal rights and is the only express warranty applicable to SRSA brand tyres. SRSA neither assumes nor authorizes anyone else to make or assume for it any other warranty.

V. **WARRANTY ADJUSTMENT PROCEDURE**

Claim Process (within South Africa):

- a) Fill out a claim form for the affected claim tyre ensuring all required information is filled in. Use the SATMC warranty adjustment claim form (refer to appendix 1) available from our tyre dealer.

The claim forms are serial-numbered for internal control and claim processing, therefore tyres received by SRSA without claim forms may slow down the claim process.

Dealer to call SRSA's Tyre Evaluation Centre (TEC) or contact the respective Sales representative to request the forms.

- b) The claim form must be filled in with all the required information, put into a sealed envelope and taped onto the claim tyre(s).
- c) The claim form number must be written on the tyres sidewall with yellow or white crayon.
- d) If the claim is not of ride quality (vibration), the area of the problem must be marked with crayon. If SRSA cannot find the problem, the processing of the claim may be delayed.
- e) Contact SRSA's TEC department to inform them of the intent to deliver claim tyres.
- f) Claim tyre(s) must be sent to SRSA's premises for inspection, ensuring the claim form is intact and with the tyre.
- g) Dealer to keep a copy of the claim form for their records.
- h) Dealer will be contacted electronically by SRSA regarding the outcome of the inspection.

Returning warranty tyres to SRSA premises:

Dealer with warranty return tyres must contact SRSA's TEC department in their area for return approval and delivery instructions.

Claim process (Foreign countries):

- Claims for tyres sold and used in foreign countries must be logged on the International Claim form with full details and pictures (refer to Appendix 2).
- Email the claim form to: mahen.fowdarsingh@srigroup.co.za and vivek.deonarain@srigroup.co.za
- Decision on the outcome will be communicated electronically to the dealer, or through the respective Sales Consultant.

How credits are calculated and paid out:

Warranty adjustment credits are pro-rated based on the amount of usable tread depth remaining above the legal 1.60 mm tread wear indicator of the tyre.

The pro-rated credit (Rand) value amount is calculated using the remaining tread depth percentage and the dealer's current buying price from SRSA.

The dealer will be awarded equivalent replacement tyres to the value of the above credit calculation.

Non-adjustable tyre notification and returns:

Dealers will be notified in writing of those tyres that have been inspected and are not considered for adjustment. Due to limited scrap tyre storage space, non-adjustable tyres will be destroyed 30 days from date of dealer notification, unless the dealer had made prior disposition arrangements. Claim tyres requested by the dealer are to be sent back with a return load.

VI. ADDITIONAL SAFETY RECOMMENDATIONS RELATED TO TYRE SELECTION AND USAGE

Speed Rating.

The speed capability of the replacement tyres must always be greater than the maximum speed the vehicle is used for. SRSA does not recommend the use of mixing different speed ratings on a vehicle. This can cause poor handling and unpredictable steering response. If the tyre has been repaired, damaged or modified from its original condition, the tyres rated speed capability may be compromised.

Tyre load

The load carrying capacity of the replacement tyre(s) must always equal or exceed the carrying capacity of the original equipment tyre. When changing tyre sizes (commonly called plus sizing) consult the vehicle's tyre placard for original load carrying capacity and pressures. Always ensure that the replacement tyres load capacity is equal to or above that of the original tyre to ensure safe operation of the vehicle.

Tyre aging

Tyres that have been in use for 5 years or more must be inspected regularly at a fitment center for potential age-induced deterioration.

Tyre inflation / overloading:

Serious injury or death may result from tyre failure that was due to underinflating or overloading. Follow the owner's manual (tyre information placard) for proper inflation pressures and load carrying capacities. Do not exceed the maximum inflation pressure as listed on the sidewall of the tyre.

Tyre overall diameter:

When fitting a different size tyre, care must be taken that it does not foul on the car body. Difference in OD can also affect the speedometer, odometer, torque and gearing settings because these are based on the distance that the tyre travels over one complete revolution. Fuel consumption and performance can also be effected.

List of abbreviation:

SRSA	-	Sumitomo Rubber South Africa
TEC	-	Tyre Evaluation Centre
ECE	-	Economic Commission for Europe

Appendix 1 SATMC claim form for SA claims:

<p>APPLICATION FORM FOR THE EXAMINATION OF TYRES AND TUBES.</p> <p>A COMPLAINT CAN ONLY BE CONSIDERED WHEN THIS FORM IS COMPLETED IN FULL AND SIGNED BY THE USER AND DEALER.</p> <p>Refer to Consumer Protection Act and the Supplier terms and conditions.</p>		<p>Suppliers Report Reference</p> <p style="font-size: 24px; color: red;">N^o 707851</p>																																										
<p>NAME & FULL ADDRESS OF DEALER (Block Letters)</p> <p>_____</p> <p>_____</p> <p>SIGNATURE _____</p> <p>REFERENCE _____ Date _____</p> <p>ACCOUNT No. WITH SUPPLIER _____</p> <p><small>I / We have agreed with the User to submit the tyre / tube for examination on the terms set out in this form and, in the event of a concession being awarded I / we undertake to pass it on in full to the User.</small></p>		<p>NAME & FULL ADDRESS OF USER (Block Letters)</p> <p>_____</p> <p>_____</p> <p>Invoice No. _____</p> <p>_____</p> <p>Telephone No. _____ Code _____</p> <p><small>I / We acknowledge and agree that I / we shall have no claim against the DEALER or SUPPLIER who will not be responsible or liable for any loss, damage or liability, direct or indirect, which I / we may suffer or incur as a result of or in connection with the examination of the tyre / tube, except to the extent that the DEALER or SUPPLIER acted with gross negligence or fraudulent intent.</small></p>																																										
<p>Vehicle make / model: _____</p> <p>Year of registration: _____</p> <p>Was this tyre(s) fitted as Original Equipment: <input type="checkbox"/> YES <input type="checkbox"/> NO</p>		<p>Vehicle kilometers when tyre(s) fitted: _____</p> <p>Vehicle kilometers when tyre(s) removed: _____</p> <p>Type of operation: _____</p> <p>Vehicle Registration No.: _____</p>																																										
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">Brand</th> <th style="width: 30%;">Tyre size and pattern</th> <th style="width: 10%;">Load Index</th> <th style="width: 10%;">Speed Symbol</th> <th style="width: 10%;">Wheel Position</th> <th style="width: 10%;">Pressure at time of removal</th> <th style="width: 15%;">Date of Manufacture Serial No. WWYY</th> </tr> </thead> <tbody> <tr><td>1.</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>2.</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>3.</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>4.</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>5.</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>			Brand	Tyre size and pattern	Load Index	Speed Symbol	Wheel Position	Pressure at time of removal	Date of Manufacture Serial No. WWYY	1.							2.							3.							4.							5.						
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<p>DESCRIPTION OF COMPLAINT:</p> <p>_____</p> <p>_____</p>																																												
<p>CONDITIONS OF EXAMINATION</p> <ol style="list-style-type: none"> The product may be made unserviceable by the procedures necessary to complete the examination. If an allowance is made, the tyre / tube will not be returned to me / us and will not be available for further inspection but will become the property of the Supplier. If an allowance is not made the tyre / tube will not be returned to me / us and the Supplier will be entitled to dispose of it unless, within 14 days of the date of examination report, I / we have notified the Supplier in writing that I / we require the tyre / tube to be returned to me / us at my / our cost. The Supplier does not undertake any on us or liability of whatsoever nature, either as against the dealer, user or any other party, in agreeing to the examination of the tyre / tube, and will not be liable for any injury, loss or damage to any person or property arising from the use and / or examination of the goods. 																																												
<p>1. I / we certify that the product referred to above is my / our property and was fitted to my / our vehicle of which details are given above. *</p> <p>2. I / we consider the product has not given satisfactory service whilst on my / our vehicle and request you arrange examination by the Supplier. *</p> <p>3. I / we declare that the above mentioned tyre / tube caused no damage to vehicles, property or injuries to people.*</p> <p>4. I / we declare the details given above are correct to the best of my / our knowledge (*Delete if inappropriate)</p> <p>I have read and agree to the conditions of examination given above.</p>																																												
<p>USER'S SIGNATURE: _____</p>		<p>DATE: _____</p>																																										
<p>NB : This form must be attached to the tyre / tube being submitted for examination</p> <p>Printed and supplied by the Members of the South African Tyre Manufacturers Conference for: Sumitomo Rubber South Africa (Pty) Ltd; Bridgestone SA (Pty) Ltd; Continental Tyre SA (Pty) Ltd; Goodyear SA (Pty) Ltd</p> <p>White Copy - User, Yellow Copy - Dealer; Pink Copy - Manufacturer</p>																																												

APPENDIX 2: International claim form



International Claim Submission Form

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Date of Failure:		Picture of defect area - outside
Distributor's Name:		
Dealer SRSA Code:		
Distributor's Claim Reference no:		
End user name:		
Street and No:		
State / Province:		
Country:		
Tel No.:		
E Mail:		
Product Brand Name:		Picture of defect area – inside
Tyre Pattern Name:		
Tyre Size:		
Ply Rating / Load Index:		
Speed Rating:		
DOT Number:		
Tyre Serial Number – Truck only		
Date of Manufacture (DOM)		
Remaining Tread Depth:		
Defect as per dealer:		
Type of tyre wear:		Picture of sidewall – DOM
Wheel position		
Vehicle configuration:		
Vehicle Make and Model:		
Application / Load Carried:		
Long, Medium or Short Haul:		
Normal Route (Transporters):		
Payload (MT):		
Inflation Pressure (Kpa):		
Vehicle layout: (i.e.: 3 axle tanker trailer)		
% Off Road:		Remarks:
Defect as per Manufacturer		
Disposition as per Manufacturer		

Conditions of Examination:

1. You may cut the tyre / Tube if you consider it necessary for examination without any obligation to pass the claim.
2. You may scrap the tyre if an allowance is granted.
3. Any concession will be of commercial nature only and will not constitute any admission of liability, nor imply a fault in the product.

A. Martin

Chief Risk Officer

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Anil Ramsunder

Divisional Head: Tech. Services, OE & Quality

Rev:	Date:	Description:	Approved by:	Signed:
01	2013-03-04	First Issue	B. de Vaal	
02	2013-12-02	Change Company Name	B. de Vaal	
03	2014-04-08	Review	B. de Vaal	
04	2014-09-01	Review	B. de Vaal	
05	2016-01-20	Review – change letter head	B. de Vaal	
06	2016-09-05	Reviewed by Legal	B. de Vaal	
07	2016-12-02	Removed product exclusions from warranty.	K.Somur	
08	2018-02-06	Changes to personnel	A Ramsunder	
09	2019-02-06	Alignment of disposal time for rejected claims to SAP reject note.	A Ramsunder	