



September 1, 2021

## NEOTERRA® COMMERCIAL TRUCK TIRE STANDARD WARRANTY

Keter Tire USA stands behind and warrants every new NeoTerra brand commercial truck tires purchased from an authorized dealer in United States.

You are eligible for the benefits of this warranty if you meet all the following criteria:

- You are the owner or authorized agent of the owner of new NeoTerra commercial truck tires.
- Your tires bear Department of Transportation (DOT) prescribed tire identification numbers.
- Your NeoTerra commercial truck tires have been used in accordance to the vehicle manufacturers specifications or Keter Tire USA's recommendations.

### SATISFACTION ASSURANCE

All NeoTerra commercial truck tires are covered by the 30-day "Satisfaction Assurance" warranty. If for any reason you are not completely satisfied with your new tires within 30 days from date of purchase, and no more than 2/32<sup>nd</sup> of treadwear, you may return these tires to your authorized NeoTerra dealer for a full refund of the purchase price or exchange them for a different set of NeoTerra tires. Mounting, balancing and taxes are not included in the satisfaction assurance policy.

If you exchange for another set of NeoTerra tires of different design, just pay the cost difference from the original purchase price if the cost of replacement tires is higher, plus applicable taxes.

This Satisfaction Assurance warranty applies to the original new commercial truck tires purchased, up to a maximum of 24 tires per customer per calendar year. Satisfaction Assurance replacement tires are not covered under this program.

### SATISFACTION ASSURANCE ADMINISTRATION

Within thirty (30) days from the date of purchase, or the first 2/32nds of treadwear as measured in the fastest wearing groove, simply return your tires to the authorized NeoTerra dealer where your tires were purchased. The original sales receipt is required as proof-of-purchase. Reason for dissatisfaction must be explained to the dealer (i.e., appearance, ride, handling, etc.) and noted on the adjustment claim form. All Exclusions listed in this Standard Warranty below may void this Satisfaction Assurance Warranty. Conditions and coverage are subject to change at any time without notice.

### STANDARD LIMITED WARRANTY

If any NeoTerra commercial truck tire covered by this warranty becomes unserviceable for any reason (see exclusions) during the original tread life (calculated by the original new tire tread depth less 2/32" remaining tread depth at the fastest wearing groove on said tire), or within five (5) (or Six (6) years for Smartway verified products) from the date of manufacture. Keter Tire USA will credit the purchase on a prorated amount based on the usable tread remaining, excluding FET.

- a. Submission of claims covered by this warranty constitutes adherence to the terms of this warranty as detailed herein.



- b. This warranty applies only to new first quality tires. Retread tires, blemished tires and road hazard damaged tires (see road hazard tire warranty) are specifically excluded.
- c. Adjustments for ride complaints, out of balance or out of round tires are excluded from this warranty if they are worn past 2/32" from the original usable tread of the new tire as measured in the fastest wearing groove.

**CASIING WARRANTY**

NeoTerra commercial truck tire casing are warranted for workmanship and material related conditions through the original, first and second retread or for a period of five (5) or six (6) years from date of manufacturer, whichever comes first. The life of the second retread is considered to end when the remaining tread reaches a measurable depth of 2/32" or less. If a NeoTerra commercial truck tire casing was removed from service due to a workmanship or material related condition, Keter Tire USA will issue a credit toward the purchase of a new NeoTerra Truck Tire as listed below:

Tire/Casing Size	Original Tread	1st Retread	2nd Retread	Warranty Period
11R22.5, 12R22.5, 11R24.5	\$70.00	\$50.00	\$40.00	6 YEARS
295/75R22.5, 285/75R24.5	\$70.00	\$50.00	\$40.00	6 YEARS
315/80R22.5	\$70.00	\$50.00	\$40.00	6 YEARS
9R22.5, 10R22.5	\$40.00	\$30.00	\$10.00	5 YEARS
245, 255, 265, 275, R22.5	\$40.00	\$30.00	\$10.00	5 YEARS
385, 425, 445/65R22.5	\$40.00	\$30.00	\$10.00	5 YEARS
ALL 17.5 & 19.5	\$20.00	\$10.00	\$10.00	5 YEARS

**EXCLUSIONS**

1. Tires purchased and normally used outside the United States and Canada.
2. Tires purchased as used.
3. Tires which are misapplied due to improper fitment, insufficient Speed Rating, or Load Index, or undersized or oversized tires, use of an improper wheel, tire chain damage, misuse, tire spinning, negligence, tire alteration, or for racing or competition purposes.
4. Damage from incorrect mounting or dismounting of the tire, incorrect application, water or other material trapped inside the tire during mounting or failure to balance the tires.
5. Ride complaints after the first 2/32" of tread wear.
6. Tire damage due to Road Hazards, including, without limitation: Puncture, cut, impact break, stone drilling, bruise, bulge, snag, etc.
7. Insufficient or improper maintenance, including, without limitation: failure to rotate tires as recommended, wheel misalignment, worn suspension components, improper tire mounting or demounting, tire/wheel assembly imbalance, or other vehicle conditions, defects, or characteristics.
8. Tire damage due to contamination or degradation by petroleum products or other chemicals, fire or other externally generated heat, or water or other material trapped inside the tire during mounting or inflation.
9. Accident, chemical corrosion, tire alteration, willful abuse, or vandalism.
10. Rapid treadwear or wear-out.



11. Tires with weather cracking, which were manufactured five (5) or more years prior to presentation (6 years on SmartWay® Verified products), are not covered.
12. Tires with unapproved sealant, balance, or other filler material that was not originally applied or inserted by the tire manufacturer.
13. Use of improper inner tube.
14. Tires improperly repaired or with repairs not conforming to U.S. Tire Manufacturers Association standards, or with section repairs, or with a self-vulcanizing plug only or patch only.
15. Tire disabled due to faulty retreading or retreading materials.
16. Cost of mounting and balancing service except as noted above.
17. Tires inflated with anything other than air or nitrogen.
18. Tires affected by flat spotting caused by brake lockup, improper transport, or storage.
19. Premature or irregular wear (a measured tread difference of 2/32" (1.6mm) or more across the tread on the same tire) due to vehicle mechanical deficiencies.
20. Any tires worn beyond the wear indicators (less than 2/32" remaining tread depth).
21. The cost of applicable federal, state, and local taxes.
22. Failure to follow any of the safety and maintenance recommendations or warnings contained in this publication.
23. Tire branded or marked "Non-Adjustable" (N /A) or previously adjusted
24. Loss of time or use, Inconvenience, or any incidental or consequential damages.

#### **TO OBTAIN WARRANTY COVERAGE**

- a. You must present the tire to be adjusted to a current NeoTerra authorized dealer. Tires replaced on a warranty basis become the property of Keter Tire USA.
- b. Submitter must pay for taxes, fees or any additional services ordered at the time of warranty adjustment.
- c. Keter Tire claims should be submitted on our claim form (supplied by authorized dealer or you can download the form from our website), filled out and signed by you, the owner of the tire presented for adjustment, or your authorized agent.

#### **FOR WARRANTY SERVICE ASSISTANCE OR INFORMATION**

1. Please contact the nearest authorized NeoTerra Tire Dealer first
2. If additional assistance is required:
  - Visit our website at [www.ketertiresusa.com](http://www.ketertiresusa.com)
  - E-mail Keter Tire Customer Service: [customerservice@ketertireusa.com](mailto:customerservice@ketertireusa.com)
  - Feel free to call us at 615-535-1358 or if you prefer
  - Write to:

Customer Service  
Keter Tire USA  
1550 W. McEwen Dr., Ste 300  
Franklin, TN 37067



## END OF WARRANTY

A tire has delivered its full original tread life and the new tire coverage of this warranty ends when the tread wear indicators become visible, or five (5) years from the date of purchase (purchase receipt required) or date of manufacture (DOT) will be used. In the case of SmartWay® verified products the warranty is extended to six (6) years from the date of purchase (purchase receipt required) or date of manufacture (DOT) will be used. Casings may continue to be warranted beyond the new tire coverage

## SAFETY WARNINGS

Serious injury, property damage or death may result from:

- TIRE FAILURE DUE TO UNDERINFLATION / OVERLOADING.  
Follow the owner's manual or tire placard in vehicle.
- TIRE FAILURE DUE TO EXCESSIVE HIGH SPEED.  
Follow the owner's manual or tire placard in vehicle.
- EXPLOSION OF TIRE / RIM ASSEMBLY DUE TO IMPROPER MOUNTING. Only specially trained persons should mount tires.
- FAILURE TO MOUNT RADIAL TIRES ON APPROVED RIMS.
- FAILURE TO DEFLATE SINGLE OR DUAL ASSEMBLIES COMPLETELY BEFORE DISMOUNTING.
- TIRE SPINNING. On slippery surfaces such as snow, mud, ice, etc., do not spin tires in excess of 35 mph (55 kph), as indicated on the speedometer. Personal injury and severe damage may result from excessive wheel spinning, including tire disintegration or axle failure.
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## YOUR LEGAL RIGHTS

THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY GIVEN BY KETER. KETER DOES NOT MAKE ANY OTHER EXPRESS WARRANTY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE (WHICH ARE EXPRESSLY DISCLAIMED). KETER DOES NOT AUTHORIZE ANY OTHER PERSON, INCLUDING AUTHORIZED KETER DEALERS OR VEHICLE DEALERS, TO CHANGE THIS WARRANTY OR CREATE ANY OTHER OBLIGATION IN CONNECTION WITH KETER TIRES. THE RIGHTS AND REMEDIES AVAILABLE ARE LIMITED TO THOSE RIGHTS AND REMEDIES STATED IN THIS LIMITED WARRANTY. ALL OTHER REMEDIES ARE EXCLUDED. IN NO EVENT SHALL KETER BE RESPONSIBLE FOR ANY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGE(S) IN CONNECTION WITH A KETER TIRE, WHETHER FOR BREACH OF THIS LIMITED WARRANTY, OTHER CONTRACT BREACH, NEGLIGENCE OR OTHER TORT, OR ANY STRICT LIABILITY THEORY.

- Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.