



Date: September 1, 2021

## NEOTERRA® PASSENGER/LIGHT TRUCK TIRE STANDARD WARRANTY

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

### SATISFACTION ASSURANCE

All NeoTerra passenger and light truck tires are covered by the 30-day "Satisfaction Assurance". If for any reason you are not completely satisfied with your new set of tires within 30 days of 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 of same design.

You also have the option to 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. Mounting, balancing, and taxes are not covered under this satisfaction assurance policy.

This Satisfaction Assurance applies to the original new set of manufactured passenger and Light Truck tires purchased. 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.

### 4 YEAR REPLACEMENT WARRANTY

Keter Tire USA warrants every new NeoTerra Passenger and Light Truck tire for defects in workmanship and materials through the life of the original tread. Original Tread Life is defined as, from a newly installed product down to 2/32<sup>nd</sup> of measurable tread, or within four (4) years from the date of purchase or date of manufacture without proof of purchase. If any NeoTerra should incur a defect in workmanship or materials, Keter Tire USA will replace the tire with another tire of same design at a prorated cost. Within the first 10% of treadwear the tire is replaced at no charge.

### MILEAGE WARRANTIES

In addition to the provisions of limited warranty for covered conditions, the NeoTerra tires listed below are protected against premature wear-out for up to four (4) years or the mileage indicated in the matrix below, whichever occurs first:

NeoTour® HP	60,000 Miles
NeoSport® UHP	50,000 Miles
NeoTrac® HT	50,000 Miles
NeoTrax® AT	40,000 Miles
NeoTrax® RT	NA
NeoTrax® MT	NA



If any NeoTerra tire, covered under this mileage warranty, wears evenly down to a tread depth of 2/32<sup>nd</sup> in less than the promised mileage and in less than four (4) years from dates of manufacture, Keter Tire USA will credit the owner a pro-rated amount based on the actual mileage toward the purchase of a new NeoTerra tire. Costs for mounting, balancing and other service-related costs are not included.

The owner is expected to care for their NeoTerra tires as follows:

- The tires should be balanced at installation and should be rebalanced, periodically and as necessary.
- Tires should be rotated at least every 6,000 miles or as recommended by the vehicle manufacturer.
- The wheels on the vehicle should be properly aligned per the vehicle specs.
- Failure to rotate tires as recommended could void this warranty.
- The vehicle should be properly aligned, either front end or all 4 wheels, as necessary.

#### ROAD HAZARD WARRANTY

Every NeoTerra passenger and light truck tire is covered for non-repairable damage caused by road hazards under normal on-road driving conditions such as puncture, snag, cut, bruise or impact break, etc., within the first 10% of the original tread life and within one (1) year from the date of purchase, whichever comes first. It will be replaced free of charge with a comparable NeoTerra tire of same design.

A tire is not covered if it is considered repairable according to Rubber Manufacturers Association (RMA) standards. All Exclusions listed in this Standard Warranty below void this Road Hazard Warranty. Conditions and coverage are subject to change at any time without notice.

It is the owner's obligation to follow the guidelines in this Standard Warranty to be eligible for Road Hazard Warranty to ensure maximum performance from the NeoTerra product. All the Exclusions listed in this Standard Warranty below may void this Road Hazard Warranty. Conditions and coverage are subject to change at any time.

Installation, Balance and Taxes and subsequent vehicle damage are not included in this road hazard warranty.

#### NEOTERRA STANDARD WARRANTY EXCLUSIONS

- NeoTerra standard warranty applies only to the original purchaser and the original vehicle on which tires are installed. The warranty is not assignable to the subsequent purchasers or vehicles.
- The standard warranty is expressly for tires purchased from an authorized NeoTerra dealer in the United States and Canada and used on vehicles registered and operated in the United States and Canada.
- The standard warranty covers tires for four (4) years from date of manufacture or date of purchase as determined by the DOT/Serial number or the original sales receipt.
- The standard warranty does not cover tires damaged due to misuse, abuse or accident listed below:
  - Misapplication, inappropriate mounting / dismounting, tire/ wheel imbalance or improper repair.
  - Uneven or rapid wear caused by mechanical irregularity in the vehicle such as wheel misalignment.
  - Racing, off-road use, under or over inflation, overloading.
  - Accident, chemical corrosion, alteration, vandalism, flat spotting due to improper storage or brake lock.
  - The addition of liquid, solid or gaseous materials other than air, nitrogen or carbon dioxide.
  - Minor cosmetic ozone or weather cracking.
- Other limitations included but not limited to the following:



- Tire branded or marked "Non-Adjustable" (N/A) or "Blemished" (Blem), or previously adjusted.
- Failure to rotate the tires as recommended voids the Mileage Promises.
- Mileage Warranty on tires that cannot be rotated due to different sized tires will be 50% of the rate.
- Mileage Warranty is excluded on tires used in commercial applications.
- Road Hazard is excluded due to abuse or operating vehicle under severe off-road driving conditions.
- Any tires with tread worn to less than 2/32" are considered out of warranty.
- Tire in which D.O.T. identification number and/or brand name removed intentionally.
- Ride complaints after 2/32" of tread wear will not be accepted.
- Winter tires are designed to be used in winter months and should be removed in summer months.
- Loss of time or use, inconvenience, or any incidental or consequential damages except as prohibited by law.
- Out-of-balance or out-of-round condition is only allowed during the first 2/32" of the original tread.

#### PROVISIONS

Keter Tire USA utilizes the latest technology to design and develop world class products. However, any tire, no matter how well constructed, may fail during operation or become unserviceable due to conditions beyond our control. This Warranty is in no way intended to represent that the failure of a NeoTerra product may not occur.

Keter Tire USA maintains the right to change or terminate this Standard Warranty program at any time without notice.

#### HOW TO OBTAIN AN ADJUSTMENT

All claims must be presented to an authorized NeoTerra dealer.

A copy of the original purchase receipt is required.

Completed and sign the claim form provided by NeoTerra dealer.