

LIMITED WARRANTY FOR AGRICULTURE TYRES, OFF THE ROAD (OTR),  
SPECIALTY & TRAILERS TIRES

This policy is applicable to European, ME and ROW  
(Excluding US, Mexico, Costa Rica, Canada and Caribbean Islands)

INTRODUCTION:

This limited warranty applies to off the road (OTR), specialty, Farm & Agriculture Vehicle tires. Tubes, Flaps, Solid Tyre manufactured by the CEAT Specialty (CSTL) and CEAT Limited (CEAT), bearing the Licensed Trademarks 'CEAT' or 'ALTURA' those are eligible for warranty in normal service, displaying "Adjustable Conditions", as described below. This warranty policy is effective for tyres manufactured on or after 1<sup>st</sup> Jan 2020.

DESCRIPTION OF THE GOODS AND CONDITIONS OF CONFORMITY:

1. Eligibility:

This limited warranty shall apply only to Tires manufactured by CEAT Limited, which conform to all terms and conditions set forth below (an "Eligible Tire").

- 1.1 Tires that bear the Licensed Trademarks, "CEAT" or "ALTURA" and has serial number on Tires, manufactured by CEAT for which CEAT provides warranty.
- 1.2 Tires that are within age limits (see below) for adjustment consideration.
- 1.3 Tires with at least 5% of tread remaining.
- 1.4 Tires that have the nature, specifications and description as mentioned in CEAT's website: <https://www.ceatspecialty.com/>
- 1.5 Tires used in accordance with the recommendations of the vehicle manufactures and CEAT use, maintenance and safety recommendations, in normal service.
- 1.6 Only the original consumer of the Tire is entitled to compensation under this Warranty. This warranty policy is only for CEAT Distributors and not for end consumers.

2. Installation Method:

The Method for installation of the tire is available on the CEAT's website:  
<https://www.ceatspecialty.com/>

3. Limitation:

3.1 This limited warranty is applicable to the original Consumer and is not assignable to subsequent Consumer. This warranty policy is only for CEAT Distributors and not for end consumers.

3.2 No CEAT dealer, agent, or representative has the authority to make or imply any Representation, promise or agreement which in any way varies or extends the terms of this warranty.

3.3 CEAT EXPRESSLY DISCLAIMS ANY WARRANTY OF FITNESS, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. THIS WARRANTY DOES NOT INCLUDE LOSS OF TIME, LOSS OF USE OF EQUIPMENT, INCONVENIENCE, COST OF REPLACEMENT EQUIPMENT, OR ANY INCIDENTAL AND CONSEQUENTIAL DAMAGES OR COST OF MOUNTING / DEMOUNTING OR ANY HANDLING OR ANY TRANSPORTATION COST.

4. Limited Warranty for:

4.1 AGRICULTURE RADIAL TIRES : Limited Manufacturing Warranty Applicable for 10 Years

	Years from Production or Sale (Distributors Sell out Copy)								
	1 <sup>st</sup> & 2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year	6 <sup>th</sup> Year	7 <sup>th</sup> Year	8 <sup>th</sup> Year	9 <sup>th</sup> Year	10 <sup>th</sup> Year
If Wear% Less than	25%	40%	50%	70%	80%	90%	90%	90%	90%
Maximum credit*	100%	60%	50%	30%	20%	10%	10%	10%	10%

\*If tire wear is more than above mentioned, for each period, % credit will be calculated on pro-rata basis on last invoiced price of subject tire to the distributor.

4.2 AGRICULTURE BIAS TIRES : Limited Manufacturing Warranty Applicable for 5 Years

	Years from Production or Sale			
	1 <sup>st</sup> & 2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year
If Wear% Less than	25%	40%	50%	70%
Maximum credit*	100%	60%	50%	30%

\*If tire wear is more than above mentioned, for each period, % credit will be calculated on pro-rata basis on last invoiced price of subject tire

#### 4.3 OTR BIAS TIRES – RADIAL : Limited Manufacturing Warranty Applicable for 5 Years

(EARTHMOVER,FORESTRY,INDUSTRIAL,CONSTRUCTION, SOLID,PORT & MINING TIRES)

	Years from Production or Sale			
	1 <sup>st</sup> & 2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year
If Wear% Less than	25%	50%	70%	80%
Maximum credit*	100%	50%	30%	20%

\*If tire wear is more than above mentioned, for each period, % credit will be calculated on pro-rata basis on last invoiced price of subject tire.

4.4 Tube & Flap (supplied along with Tire) will be covered on pro rata as per Tire for any manufacturing defect.

#### 5. Adjustable Condition/ Non-Conformity

A Tire shall be regarded as being in “Adjustable Condition” only if-

##### 5.1 Workmanship and Material defects,

5.1.1 That Tire becomes unusable due to manufacturing defect.

5.1.2 That Tire becomes unserviceable or non-repairable.

5.1.3 Defect caused to a Tire due to normal use of the Tire on a vehicle for that purpose intended by the manufacturer of the vehicle for said vehicle and for the purpose intended by CEAT for the Tire.

5.2 Adjustment consideration shall be based on the purchase date of tire if proof of purchase in the form of valid invoice from the Distributor/Dealer to the end customer exists and maximum of 24 months from the production week/year as engraved in the sidewall of adjustable tires will be considered. If proof of purchase is not available, adjustment consideration will be based on the week of manufacture of the tire which is engraved into the sidewall of the tire.

- 5.3 CEAT shall bring the goods into conformity replacement or appropriate reduction in the price of the goods. CEAT reserves all rights to contest against any other claim for payment in any form including but not limited to payment in the form of suit for damages or compensation caused due to the Adjustable Condition.
- 5.4 CEAT reserves all rights in case of payment of quantum of damages or award of compensation which may be awarded in Adjustable condition on merits of the claim and on case-to-case basis, subject to the technical examination and report given by its technical experts.

6. Distributor's Obligations:

Information about failed Tires has to be provided through online SFDC portal or in the 'ECL3' sheet along with digital photographs of the Tire which is claimed. Photo Image should contain a) Tire Serial No. & side wall markings, b) Defect details, if required Tire to be cut to show the defect area & c) Tread area, showing remaining tread depth, near Tread Wear Indicator, TWI.

- 6.1 Information about failed Tires is to be provided through online SFDC portal or in the 'ECL3' sheet (copy attached).
- 6.2 Tire Information for claim adjustment must be presented to CEAT, India, and Export Cell. See last page for addresses.
- 6.3 Failed Tires which are replaced by CEAT shall be made available for inspection for a period of 6 months from settlement date.
- 6.4 No claim will be recognized unless the product is inspected or with a claim photograph is submitted electronically. All adjustments are confirmed by mail.
- 6.5 Onboard machine cycle, payload and productivity information must be made available to the company, if requested.
- 6.6 Adjusted Tires may be incapacitated. Disposal of the Tire is the responsibility of the distributor.
- 6.7 Dealers must submit the following details while raising a claim to conclude the disposition in Hazle free and smooth manner. Clear images of: a) Tyre Description,  
b) Serial Number,  
c) Tyre Size/Ply Rating,  
d) Defect Outer View,  
e) Defect inner view,  
f) NSD Tread Depth Measurement,  
g) Tyre Purchase Invoice and  
h) Any additional images if required.

For all run out / wobbling / separation / wear related issues, report of measurement / supporting videos clips is required for conclusion of claim disposition.

Dealers are advised to submit clear and relevant images, especially of the serial number and defect, in line with the nature of the complaint, based on which our dispositions are provided. Repeated submission of unclear or unrelated images must be avoided. Also, ensure that accurate information like the serial number and NSD is entered correctly in the portal.

6.8 In case of incomplete or improper information submitted by the customer, the CEAT will review the claim and send a confirmation email requesting the missing details. The customer must provide the requested and relevant information within 5 working days. Failure to do so will result in claim rejection without further notice.

## 7. Consumer's Obligation

It is the Consumer ' obligation to operate Tires within the load and speed limits at cold air pressures specified by the CEAT for load and speed according to individual Tire size, type and load capacity and to maintain proper alignment of wheels. The Consumer is subject to the benefits of our limited warranty provided he has complied with the technical and maintenance recommendations and the safety warning some of which are;

- a) Use extension hose, safety cage, all applicable safety equipment, guideline sand slip or chuck so that you can stand away during inflation.
- b) Inspect inside of Tire for loose cords, cuts, and penetrating objects before installing tube, in case of a tube type Tire. Tires with un-repairable damage should be discarded.
- c) Lubricate with only approved Tire mounting lubricate or mild vegetable oil soap solution, never use anti-freeze solution.
- d) Inspect valve cores for proper air retention. Replace damaged or leaky cores.
- e) Inflate Tire to Tire manufacturer's recommended cold inflation pressure for Tire's intended service.
- f) Do not ply over objects that may damage the Tire through impact or cutting such as glass, metal, sharp stones etc.
- g) Please adhere to Load carrying capacity and Speed Rating of the Tire. Refer CEAT catalogue or other relevant books for Load and Speed related information.
- h) Do not re-inflate a Tire that has been operated in a run-flat or under-inflated condition (80% or less of recommended pressure). Demount and inspect Tire and rim part before re-inflating.
- i) Do not attempt to demount a Tire from a rim unless you are sure that Tire is completely deflated. Failure to follow this practice can cause the assembly to burst with force sufficient to cause serious injury or death.
- j) Do not rework, weld, heat or blaze rims.

- k) Do not use any rim part that is bent, pitted from corrosion, cracked or worn. These are unserviceable parts and must be destroyed so that they cannot be used. Remove rust, dirt or foreign material from rim parts.
- l) Do not hit Tire or rim with hammer.
- m) Check the pressure in your Tires at regular intervals when the Tires are cool.
- n) Use an accurate pressure gauge and maintain the inflation pressure as recommended by the equipment manufacturer.

## 8. Warning

Property Damage, Serious Injury or Death may result from:

- a) Failure due to under inflation / overloading:  
Follow owner's manual or Tire placard placed in the vehicle
- b) Explosion on tyre / rim assembly due to improper mounting:  
Consider using nitrogen to inflate Tires to reduce the risk of explosive Tire failure. Only specially trained persons using proper equipment should mount Tyres.
- c) Failure to deflate single or dual assemblies completely before demounting:  
Before loosening any clamps or nuts that attach a multi-piece rim assembly to a vehicle always completely deflate the Tire mounted as a single or both Tires in a dual assembly by removing the valve core(s). Never attempt to remove a Tire from a rim unless the Tire is completely deflated. In both cases above check the valve stem by running a piece of wire through the stem to make sure it is not plugged.
- d) Welding, brazing or using any type of heat source on a mounted tyre/rim assembly: Do not, under any circumstances, attempt to rework, weld and heat or braze any rim components that are cracked, broken or damaged. Replace with new parts or parts that are not cracked, broken or damaged, and which are the same size, type and manufacturer. Consult the rim manufacturer concerning proper replacement components.

## 9. Non- Adjustable Condition / Limitations on warranty

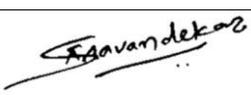
The following are illustrative examples for Non-Adjustable Conditions, which shall not entitle owner of an "Eligible Tire" to any sort of compensation:

- a) Tire purchased more than 60 months from the date of manufacture. (In case of OTR & Agri-Bias & 84 months in case of Agri-radial)
- b) The Customer can't claim under this Limited Warranty, if the Tires are sold with any Special Warranty or guarantee.
- c) Damages resulting from improper installation of the tire, misuse, improper mounting, misapplication, use of Non-approved rims, improper inflation, overloading, running flat,

misalignment or imbalance of wheel /rims, defective brakes or shock absorbers, abuse, wilful damage, oil chemical action, fire or other externally generated heat, use of studs, water or other material entrapped inside the Tire, vehicle damage or road hazards (such as rock cuts, punctures, projection cuts, cut separations, impact flex breaks) and any other mechanical faults of the Vehicle.

- d) Claims for irregular wear or rapid tread wear out due to any mechanical faults of the Vehicle shall not covered by this limited warranty.
- e) Full Service Rendered, Repaired or Re-tread Tires.
- f) Any modifications to the Tire (added buttress shoulders, re-grooving, re-lugging, etc.) void all warranties.
- g) Any material added to the Tire (Tire fill, balancer, etc.) is not covered by this limited warranty and will not be compensated for in case of credit being issued for the Tire.
- h) Improper storage, chain damage, excessive heat/cold conditions, alteration of appearance or structure of Tire.
- i) Tread wear out, or Tire failure resulting from spinning, use of damaged rim or mismatching rim, rim slip, or Tire/wheel assembly imbalance.
- j) Damage or broken beads due to non-approved mounting or dismounting procedure.

This warranty does not cover, nor does it extend to special, consequential, incidental, punitive or exemplary damages of any sort, or to loss of time, inconveniences, or loss of vehicle use or bodily harm, or cost of towing, personal injury or death even if advised to the possibility of such loss damages due to any reasons other than Non-Conformity.

Approved By :	
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