

KRONE TRUSTED TYRES WARRANTY POLICY

1. What is warranted and who is eligible under the warranty?

KRONE warrants to our buyer that the KRONE Trusted Tyres will be free from anomalies in material and manufacture.

2. What is the adjustment policy and for how long?

All new tires manufactured by KRONE Trusted are covered by a warranty against defects in manufacture and material for 60 months (5 years) from the date of manufacture OR for the life of the original usable tread, whichever occurs first.

A tyre is considered to have delivered its original usable tread and its warranty ends when at least one Tread Wear Indicator (T.W.I.) becomes visible, regardless of age or mileage.

Tyres with an alleged anomaly must be presented to KRONE or an authorized KRONE Trusted Service Partner and the KRONE warranty request form must be completed in all its parts and signed by the owner of the tyre. Any alleged anomalies shall always be assessed by a KRONE technician or by technicians designated by KRONE.

If a KRONE Trusted tyre becomes unserviceable due to material or manufacture anomalies, KRONE will determine the value of the credit note multiplying the percentage of the residual tread depth by the FOB price. The owner must pay for any associated service charges, including mounting and balancing of the tyre, any applicable charges including taxes.

Tyres presented to KRONE or an authorized KRONE Service Partner for compensation remain the property of the consumer. KRONE doesn't accept any responsibility for loss of or damage to tyres which are in the custody or control of an authorized KRONE Service Partner for the purposes of inspection. Tyres accepted under the conditions of this warranty by a KRONE technician or KRONE authorized Service Partner for compensation become the property of KRONE.

In the event of a dispute, the damaged tyres must be sent free of charge to KRONE or an authorized KRONE Service Partner for inspection.

3. What is not covered by the warranty?

- 1) Tyres which have been re-treaded, re-grooved.
 - 2) Tyres damaged by road hazards, leak, cut, other penetrations, bruises, impact damage, or any other cause that causes damage to the tyres that is not due to design, material, or manufacture.
 - 3) Tyres that have been used incorrectly, including without limitation, incorrect inflation pressure, overload, spinning around of the tyre/wheel, the use of the wrong wheel/rim, damage by snow chain, misuse, wrong application, negligence, or modification to the tyre.
 - 4) Tyres inflated/injected with anything other than air or nitrogen.
 - 5) Tyres were mis-applied due to insufficient speed rating, load index, undersized or oversized tyres.
 - 6) Tyres damaged due to insufficient or improper maintenance, including, but not limited to, a mechanical irregularity in the vehicle such as misalignment, defective brakes, worn parts of suspension, incorrect mounting or demounting of tyres, unbalanced tyre/wheel assembly, or improper wheel rims or other vehicle conditions, defects or characteristics.
 - 7) Tyres damaged by abused during servicing, fire, climatic factors, chemical corrosion, vandalism, accidents, or theft.
 - 8) Tyres used for racing or other competitive events or used off-road when they were not intended for such applications.
 - 9) Ride or vehicle vibration related anomalies after the first 10% of tread groove depth.
 - 10) Tyres have the weather/Ozone cracks after 4 years from the date of tire manufacture.
 - 11) Tyres that have been improperly repaired.
 - 12) Tyres which have been modified by the addition or removal of material or any tyre intentionally altered to change its appearance.
 - 13) Tyres rendered un-retreadable due to excessive tread wear or improper buffing.
 - 14) Tires purchased second-hand, or purchased but normally used but not from KRONE directly.
- All other remedies are excluded, including any obligation or liability on the part of KRONE for consequential or incidental damages (such as loss of use of a vehicle, loss of time or inconvenience) arising out of an anomaly, as far as the law permits.
- KRONE cannot be bound by acts and/or oral agreements of persons who represent her unauthorized, unless these arrangements have been confirmed in writing by KRONE authorized persons.



Spare parts are a matter of trust.
Put your trust in KRONE TRUSTED!

