



LIMITED INTERNATIONAL WARRANTY POLICY

PASSENGER CAR RADIAL (PCR), LIGHT TRUCK RADIAL (LTR), LIGHT TRUCK BIAS (LTB), TRUCK/BUS RADIAL (TBR) AND TRUCK/BUS BIAS (TBB)

ZEETEX LIMITED INTERNATIONAL WARRANTY POLICY

Customer service remains our prime objective, and it is our policy to pay keen attention at all times to providing exceptional after-sales service. A warranty is the manufacturer's assurance of quality, defining the period during which they will replace products that show signs of defects due to material or workmanship.

Who is covered by the Warranty?

Only the original purchaser is covered by this warranty.

What is covered by the Warranty?

This warranty covers the following segments:

- Passenger Car Radial (PCR)
- Light Truck Radial (LTR)
- Light Truck Bias (LTB)
- Truck/Bus Radial (TBR)
- Truck/Bus Bias (TBB)

Coverage Under the Limited Warranty

Zeetex offers a five (5) year warranty on tyres (excluding tubes and flaps) from the date of production, applicable for products supplied directly or indirectly through authorized sales channels. The terms and conditions of each claim are as follows:

1. Claims will be accepted for tyres with damage caused by defects in material or workmanship only.
2. Final assessment and decision will be made by our representatives or authorized personnel after investigation.

3. Compensation is calculated on a pro-rata basis, depending on the percentage of tread used. Costs for tube, flap, mounting, balancing, and other services are to be borne by the customer.

What is NOT Covered Under the Warranty?

This limited warranty does not cover:

1. Damage caused by improper use, mounting, or storage.
2. Tyres used beyond original tread life (i.e., when wear indicators are exposed).
3. Tyres that have been repaired, retreaded, or reclaimed
4. Damage due to misalignment, wheel imbalance, defective brakes/shocks, improper inflation, overloading, chemical exposure, fire, racing, excessive off-road use, running flat, or willful damage.
5. Road hazard damage (e.g., cuts, punctures, bruises, potholes, curbs, stones).
6. Claims related to irregular wear, rapid wear, flat spots, ozone or weather cracking.
7. Tyres sold as "Defective Appearance Tyres" (DA Tyres).
8. Any damage due to buyer/user acts not conforming to vehicle manufacturer's instructions.
9. Ride complaints occurring after the first 1mm of tread wear.

How to calculate compensation value?

$$\text{Adjustment Percentage} = \frac{\text{Remaining Tread Depth}}{\text{Original Tread Depth}} \times 100$$

$$\text{Compensation Value} = \text{Invoice Price} \times \text{Adjustment Percentage}$$

Exclusions:

This limited warranty does not cover loss of life, loss of property, loss of time, loss of use of vehicle, and any other incidental or consequential damages due to tyre defect or otherwise.

Governing Law

This warranty is governed by the laws of the Emirate of Dubai and the Federal Laws of the United Arab Emirates.

How to Lodge a Claim

To claim an adjustment:

1. Request a Claim Adjustment Form via email from your respective sales or technical in-charge. Use the subject line: "Claim Adjustment Form Request"
2. Fill in the form with the required details.
3. Each claim must be supported by minimum three medium-resolution images per tyre, named as follows:
 - Serial number and DOT marking as 1-1
 - Damaged portion of the tyre as 1-2
 - Complete tyre showing the tread portion as 1-3

- Balancing weight and RFV on the balancing machine, or a video showing tyre runout (For wobbling complaints) as 1-4

4. Submit the completed form and images via email to: claims@zafco.com

All claims will be settled within one week of receiving full details, subject to the criteria outlined above.



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