

**ZEETEX**

# XtraCare

TYRE WARRANTY



**5 YEARS LIMITED  
WARRANTY**



**100 DAYS ROAD  
HAZARD WARRANTY**



**NO QUESTIONS  
ASKED GUARANTEE\***



## Limited international warranty policy

Quality matters most when it's truly needed. At Zeetex, our commitment doesn't end at the purchase, it continues throughout the tyre's life.

With a 5-year warranty, we ensure prompt, reliable support for any covered issue, giving you a smooth, worry-free experience while upholding the safety and performance Zeetex tyres are trusted for.

## 5-year limited warranty policy

Zeetex tyres are warranted against defects in materials or workmanship for five (5) years from the date of production under normal use.

## What is covered and for how long

Zeetex warrants that a tyre is free from defects in materials and/or workmanship in normal use for the life of the original usable tread.

The tyre is considered worn out when only 2/32" (1.6 mm) of tread remains.

## Free Replacement

If a Zeetex radial passenger tyre fails due to defects in materials and/or workmanship within the first 2/32" (1.6 mm) of the original tread depth, it will be replaced with a new, comparable Zeetex tyre free of cost.

## Pro rata Replacement

A tyre not qualifying for free replacement will receive a credit toward the purchase of a new, comparable Zeetex tyre based on the percentage of remaining usable tread depth.

## ROAD HAZARD WARRANTY PROGRAM (100 DAYS NO QUESTIONS ASKED GUARANTEE)

### 1. what is the zeetex road hazard warranty?

Many consumers experience road hazard damage and tyre failure due to irreparable issues such as punctures, bruises, impact breaks, or bursts caused by potholes, nails, glass, kerb impact, etc.

To support customers in these cases, Zeetex offers a 100-day Road Hazard Warranty from the day the consumer purchases a Zeetex tyre at a designated retail shop. This allows consumers to drive safely and confidently without concern of tyre failure.

### 2. Road hazard warranty period

A tyre not qualifying for free replacement will receive a credit toward the purchase of a new, comparable Zeetex tyre based on the percentage of remaining usable tread depth.

### 3. warranty covered products

All Zeetex PCR tyres, excluding commercial-use tyres and AT/MT or Ramal tyres for off-road use.

***\*100 Days No Questions Asked Guarantee is not applicable if the ZAFCO warranty QR sticker is not pasted on the customer invoice.***

***\*100 Days No Questions Asked Guarantee is not applicable for fleet and taxi customers.***

***\*100 Days No Questions Asked Guarantee is not applicable for misalignment, wheel imbalance, defective brakes or shock absorbers, or use of tyre chains.***

### What is not covered by the warranty

Non-adjustable conditions after 100 days of purchase:

- Irregular wear or damage due to road hazards such as punctures, cuts, snags, scuffs, carcass bruises, or impact breaks
- Fire, wreck, vandalism, or collision
- Improper inflation, overloading, high-speed spinning
- Improper mounting or demounting
- Running flat
- Off-road use, racing, vandalism, wilful damage, or abuse
- Misalignment, wheel imbalance, defective brakes or shock absorbers, or use of tyre chains



- Misalignment, wheel imbalance, defective brakes or shock absorbers, or use of tyre chains
- Any tyre damaged due to added materials (fillers, sealants, balancing substances)

Only new or near-new tyres with tread wear less than 1.6 mm can be accepted for vibration complaints, as uniformity cannot be guaranteed due to variables such as air pressure, alignment, braking, traction, storage (flat spots), damage, and irregular wear.

### How to file a claim

Fill out a "Claim Adjustment Form" which can be requested from the respective sales in-charge/technical in-charge.

Email the completed form to the respective sales in-charge/technical in-charge along with three medium-resolution pictures of the following:

- Serial and DOT number, labeled as 1-1.
- Damaged portion of the tyre, labeled as 1-2.
- Complete tyre with the tread portion clearly visible, labeled as 1-3, and so forth.

### Safety warning

Your safety is our top priority. Proper tyre use and regular maintenance are crucial to preventing serious injuries. To help you reduce the risk of tyre failure, here are some important safety tips we recommend:

- Owners must continue to rotate tyres in accordance with their vehicle owner's manual or every 8,000–10,000 kilometers.
- Tyres should be regularly inspected by a qualified tyre professional for any signs of damage.
- Tyres should be mounted only by trained professionals. Follow all instructions in the vehicle owner's manual or tyre placard in the vehicle to avoid under-inflation, overloading, and misapplication.
- Use approved rims and wheels only.

- Do not spin tyres on any type of road surface.
- We recommend replacing any tyres that are beyond ten (10) years from their date of manufacture. If your vehicle manufacturer has specific recommendations for tyre replacement, you should follow the specific recommendations for that vehicle.
- Always avoid purchasing used tyres. Previous usage may have damaged internal components that may lead to tyre failure.
- We recommend replacing all four tyres at the same time. However, when only two are replaced, the new tyres should be installed on the rear since deeper tread may provide better grip and water evacuation in wet conditions.
- We recommend routine air pressure checks as per your vehicle manufacturer's specifications.
- Any tyre, no matter how well constructed, may fail in use as a result of damage or misuse. If you experience any vibrations or ride disturbances, or notice a bulge, bump, or any kind of irregularities, we recommend having your tyres evaluated by a qualified tyre servicer immediately.