



CEAT PASSENGER AND LIGHT TRUCK TIRES

Congratulations on your purchase of CEAT brand passenger and light truck tires!

As an original purchaser of Ceat brand passenger and light truck tires, you are covered by all the benefits (subject to the maintenance recommendations and safety warnings) and conditions contained in this booklet.

I. DEFINITIONS

1. **CEAT** means CEAT LIMITED, a company incorporated under applicable laws in India having its registered office at 463, Dr. Annie Besant Road, Worli, Mumbai – 400 030, Maharashtra, India.
2. **DOT Identification Number** means the Department of Transportation (“DOT”) tire identification number that is engraved on the tire which indicates the size of the tire and the date of manufacture of the tire.
3. **Eligible Product** means a Product which meets (i) the requirements of Article III
4. **Product** means any new CEAT brand passenger and light truck tires manufactured and/or marketed by CEAT.
5. **Warranty Period** means a period of 6 (six) years from the later date of: (1) proof of purchase of the Product or (2) date on the DOT Identification Number.

II. LIMITED WARRANTY ON THE PRODUCT



This Limited Warranty and Adjustment Policy (“Limited Warranty Policy”) issued by CEAT is a promise of replacement as stated in Article IV below.

III. ELIGIBILITY :- You are covered by this Limited Warranty Policy if all of the following criteria are met :-

1. You are the original owner, or original owner’s authorized agent, of the Product;
2. The Product was purchased from an authorized distributor of CEAT;
3. The Product has been used only on the vehicle on which they were originally installed according to the vehicle manufacturers or CEAT’s recommendations;
4. The Product has a size and speed rating equivalent to or greater than that specified by the vehicle manufacturer;
5. The Product is duly inspected by an authorized distributor of CEAT
6. After due examination of the Product on presentation, it is certified by the authorized representative to have a manufacturing defect;
7. The Product is within the Warranty Period; and
8. The Product is not covered in any of the exclusions mentioned in Article V below .



IV. CEAT OFFERS THE FOLLOWING KINDS OF LIMITED WARRANTIES FOR THE PRODUCTS

1. Free Replacement :-

- i.** The Eligible Product will be replaced with a comparable new tire of the same pattern or a tire with the same basic construction but with different sidewall or tread configuration free of charge during the first 2/32" (i.e. up to 20% wear) of usable original tread depth or twelve months from date of purchase (in the absence of proof of purchase, DOT will be used), whichever earlier.
- ii.** The cost of demounting, mounting and balancing and other service charges, disposal fees, or applicable taxes are not covered under this Limited Warranty Policy and shall be borne by the Customer.

2. Pro-rata Replacement :-

- i.** An Eligible Product worn beyond the first 2/32" (i.e. more than 20% wear) of original usable tread depth or after 12 months from the date of purchase (in the absence of proof of purchase, DOT Identification Number will be used) but within the Warranty Period, shall be replaced with a new tire of the same pattern or a tire with the same basic construction but with different sidewall or tread configuration against credit for such replacement on pro rata basis.



ii. Calculation of prorated amount

- The credit for pro rata replacement will be calculated by multiplying the current selling price of the Eligible Tire (exclusive of taxes & duties) at the time of purchase, by the percentage of utilized tread depth (as explained in the example given below).

Example:

Original tread depth of Eligible Tire	8/32"
Tread depth when presented for claim	4/32"
Utilized tread depth	50%
Credit for replacement the tire of the same SKU	50% of purchase price of the replaced product exclusive of taxes and duties

- The cost of demounting, mounting and balancing and other service charges, disposal fees, or applicable taxes are not covered under this policy and shall be borne by the Customer.

3. ROAD HAZARD LIMITED WARRANTY

- i. In case the Product has been damaged beyond repair due to normal road hazard conditions (e.g., unrepairable: cut, puncture, snag, or impact break) within the first 2/32" (20%) of the original tread depth (O.T.D.) or within 12



months from the date of purchase (in the absence of proof of purchase, DOT will be used), whichever is earlier, the Product shall be replaced with a new tire of the same pattern or a tire with the same basic construction but with different sidewall or tread configuration, free of cost.

- ii. The cost of demounting, mounting and balancing and other service charges, disposal fees, or applicable taxes are not covered under this policy and shall be borne by the Customer.

4. TREADWEAR LIMITED WARRANTY

- i. In case the Eligible Tire is of the following sub-brands of CEAT (“Treadwear Warranty Tires”) and if the same wears out evenly (wears down to 2/32nds remaining depth) before covering the millage warranted in the table below:-

Si NO	Platforms	Mileage Warranty
1	SecuraDrive	45000 Miles
2	SportDrive	35000 Miles
3	4SeasonDrive	60000 Miles
4	WinterDrive	45000 Miles
5	SportDrive SUV	35000 Miles
6	SecureDrive A/S	80000 Miles
7	SecureDrive SUV A/S	80000 Miles
8	CrossDrive AT	60000 Miles



CEAT will provide a replacement allowance toward the purchase of a new tire of the same size and type calculated in the manner hereinafter mentioned, under the following conditions :

- To make a claim, Original purchaser must present their original sales receipt, tire service records and tire rotation records to the purchasing dealer from where the tires were originally purchased along with the Treadwear Warranty Tires.
- The aforesaid Mileage Warranty will be reduced by half if the tire rotation records are not produced or if the produced records shows that the tires were not rotated every 7500 miles or for vehicles with a staggered fitment (different size on the front and rear axles).
- The cost of demounting, mounting and balancing and other service charges, disposal fees, or applicable taxes are not covered under this policy and shall be borne by the Customer.
- This Limited Tread Warranty only applies to the original purchaser of a set of four (4) or more Eligible Tires. Any claims for less than a full set of tires will not be accepted.
- The tire should wear out evenly i.e. having no more than 1/32 (0.8 mm) difference in remaining tread depth between any two major tread grooves across the tire.



- In case the Treadwear Warranty Tires are WinterDrive tires, this warranty shall be available only if the installation and removal date is documented for each Winter Period. “Winter Period” is defined as the period beginning on or after September 1st of a given year and ending no later than April 30 of the following year.
 - This warranty is not applicable to tires delivered as original equipment (OE) on your vehicles.
- ii. The replacement allowance will be calculated by multiplying the percentage of the warranted miles not covered with the price of the replacement tire, as explained in the example below

Example:

<i>Dealer sells the tire for</i>	<i>\$100</i>
<i>The tires installed .</i>	<i>Ceat SportDrive</i>
<i>The odometer indicated mileage at time of removal</i>	<i>90,750 miles.</i>
<i>The odometer indicated mileage when tires insta</i>	<i>70,750 miles</i>
<i>Total miles</i>	<i>90,750 Miles – 70,750 Miles = 20,000 Miles</i>
<i>Percentage Warranted Miles not covered</i>	<i>20,000 Miles / 35,000 Miles = 0.57 or 57%.</i>



<i>Replacement Price</i>	$\$100 \times 0.57 =$ $\$57$
<i>The cost of demounting, mounting and balancing and other service charges, disposal fees, or applicable taxes are not covered under this policy and shall be borne by the Customer</i>	

5. CEAT '90 DAY FREE TRIAL PLAN'

- i. Subject to the exclusion set out in Article IV(5)(v), all original purchasers of the Product are covered by the 90-Day Customer Satisfaction Free Trial plan.
- ii. If for any reason, other than an excluded conditions listed below, you are not satisfied with your new set of four tires within 90 days from date of purchase - or the first 2/32nds of an inch (1.6 mm) (whichever comes first) you may exchange all of them for a corresponding number of the same tires or with a tire of the same pattern or a tire with the same basic construction but with different sidewall or tread configuration of CEAT brand tires.
- iii. This free trial limited warranty applies only to the original purchaser of a set of four (4) tires returned within 90 days from the date of purchase or the first 2/32nds of an inch (1.6 mm) (whichever comes first) and is non-transferable.
- iv. Original purchaser must present their original sales receipt, tire service records and duly filled in and complete survey form(as per Annexure 3) to the



purchasing dealer from where the tires were originally purchased to avail the 90 Day Free Trial benefits;

v. In case the customer

- returns less than a full set of tires or
- does not fill in survey form - Annexure 3 or
- submits an incomplete survey form - Annexure 3

or

- in case the set of tires presented by the customer exhibits signs of damage due to road hazard, mounting damage, vehicle mechanical-related problems, repairs, improper inflation, vandalism, run-flat, racing;

or

- the tires presented have been removed from the original vehicle

or

- the set of tires was already replaced once under this Limited Warranty Policy

in such cases, the Customer shall not be eligible for this 90 day Free Trial Limited Warranty

vi. The cost of the replacement tire will be calculated by deducting the cost price of the tire returned (as evidenced in the purchase receipt) from the cost price of the replacement tire.



- vii. The cost of demounting, mounting and balancing and other service charges, disposal fees, or applicable taxes are not covered under this policy and shall be borne by the Customer.

V. EXCLUSIONS – WHICH PRODUCTS ARE NOT COVERED

This Limited Warranty Policy does not cover Products damaged due to misuse, abuse, or accident such as:

1. Incorrect mounting of the tire, tire/wheel imbalance or improper repair.
2. Misapplication, improper maintenance, racing, underinflation, overinflation or other abuse.
3. Uneven wear;
4. Wear caused by mechanical irregularity in the vehicle such as wheel misalignment, chemical corrosion, tire alteration or vandalism.
5. Flat spotting caused by improper storage or brake lock.
6. The addition of liquid, solid or gaseous materials other than air, nitrogen or carbon dioxide (for example, water base sealers or balancing substances).
7. cosmetic ozone or weather cracking.
8. Used in commercial service, excluding light truck (LT) tires.

VI. WHOM SHOULD YOU APPROACH IN CASE OF ANY CLAIM?



1. Any claim/adjustment under this Limited Warranty Policy can only be made at an authorized distributor of CEAT Products. You can locate an authorized dealer on ceattires.us. If you need assistance in locating an authorized distributor.
2. However, in case you want to avail of LIMITED MILEAGE WARRANTY and CEAT'S 90 DAY FREE TRIAL LIMITED WARRANTY, please contact and visit the purchasing dealer only.

VII. WHAT SHOULD THE CUSTOMER DO TO CLAIM THIS LIMITED WARRANTY?

1. Present the Product and the vehicle in which the Product was used, to an authorized CEAT distributor. The DOT will be used to trace the date of manufacture of the Product.
2. Pay applicable replacement price, demounting, mounting and balancing and other service charges, disposal fees, or applicable taxes, if any.

VIII. LIMITATION OF LIABILITY AND CONSUMER RIGHTS

1. CEAT limits the duration and remedies of all implied warranties, including without limitation the warranties of merchantability and fitness for a particular purpose, to the duration of this express limited warranty. Some states



do not allow limitations on the duration of an implied warranty, so the above may not apply to you.

2. To the extent permitted by law, CEAT disclaims liability for all consequential and incidental damages. The remedies set forth in this limited warranty are the sole and exclusive remedies for breach of warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
3. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
4. CEAT does not intend to represent through this limited warranty that tire failures can or cannot happen.
5. No representative or dealer has the authority to make any representation, promise, warranty, or agreement on behalf of CEAT except as stated herein.
6. Limited Warranty is only for the Product under claim/adjustment. If the Product is accepted under warranty, the companion tire or any other vehicles components will not be covered under this warranty.
7. All authorized distributors are independent contractors and not agents or employees of CEAT. CEAT assumes no liability for any damage to your vehicle resulting from the rendering of service or for personal items left in the



vehicle. Any claims for personal injury or damage to the property must be submitted to the authorized distributor directly.

8. The customer shall not be entitled for any payment in lieu of the Limited Warranties contained herein

IX AMENDMENT

CEAT reserves the right to revise the terms and conditions of this document without any prior notice.

X PRODUCT OWNERS' OBLIGATIONS

The purchaser of the Product shall

1. Maintain proper tire inflation pressures
2. Operate the vehicle within tire/vehicle load capacity and speed limitation
3. Maintain proper wheel alignment and tire/wheel assembly balance;
4. Retain tire service records, tire rotation records and other records pertaining to the tire.

XI. SAFETY WARNING

Serious injury or property damage may result from:

1. Tire failure due to underinflation/ overloading. Follow vehicle manufacturer's owner manual or tire placard in the vehicle.



2. Tire failure due to high speed
3. Explosion of tire/rim assembly due to improper mounting – only specially trained persons should mount these tires
4. Tire spinning – on slippery surfaces such as snow, mud, ice etc. Such spinning may cause damage and personal injury including but not limited to tire disintegration and axle failure.
5. Removing and replacing tires on wheels can be dangerous. Attempting to mount tires with improper tools or procedures may result in a tire explosion causing serious personal injury or death. Please contact qualified tire service experts for such activities.
6. Tire service procedures need proper training, tools, and equipment and should be done only by qualified experts.
7. This document is not intended to provide proper training or service procedures for tire mounting, demounting, balancing, rotation, or repair.

XII. MAINTENANCE INSTRUCTIONS:

1. Periodic inspection and maintenance of the tire by a qualified tire service professional is recommended.
2. Please ensure that the inflation pressure as recommended by the vehicle manufacturer is maintained. Failure to maintain inflation pressure will cause tire damage, reduce tire tread wear, affect vehicle ride and handling, and affect fuel economy.



3. Check tire pressure at preventative maintenance intervals and during pre-trip vehicle inspections.
4. Never exceed the maximum load rating stamped on the sidewall of your tire.
5. Regular visual inspection of the tire for cuts, cracks, bumps, bulges, splits or bruises in the tread and sidewall areas is also recommended.
6. Replace tires when the cord or fabric is exposed. This indicates that the tire is dangerously worn and must be replaced immediately.
7. Inspect rims/wheels. Any chipped or bent or cracked or damaged rim/wheel, it must be replaced.

XIII. ARBITRATION

Either CEAT or you can choose to resolve any claim arising out of or in respect of this Limited Warranty (including failure of warranty and the validity of the arbitration clause) by arbitration in the manner as provided in the arbitration rules of the American Arbitration Association (“AAA”). If either of party elects to resolve a claim through arbitration, such election will amount to a waiver of both party’s rights to approach the court or to have jury trial or participate or be a member of a class action with respect to such claim or any other rights in respect of such claims. You further agree that no claim subject to arbitration shall be heard by a jury and that any



judgment or award of the AAA will be final and not subject to judicial review. All arbitrations will be conducted as document hearings. The Arbitrator appointed shall decide each claim individually and similar claims shall not be clubbed together, and the Arbitrator's decision shall be final and binding.

XIV. FOR SERVICE ASSISTANCE OR INFORMATION OR RESOLUTION OF OUR CONCERN:

1. First contact your local CEAT authorized distributor or find the nearest Distributor location at <https://www.ceattires.us/>
2. If for any reason, local service or information is not available, call or write the nearest CEAT Tires Regional Office or Service Centers.
3. For any further information or support or clarification please contact :-

Name : Daniel Fields

Email id: daniel.fields@ceat.com



Annexure:1

TYRE PURCHASE INFORMATION

(To be filled at time of purchase)

Date of purchase: _____ Fitment Odometer: _____ Invoice #: _____

Customer Information

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone No: _____ Email: _____

Vehicle Information

Make: _____ Model: _____ Year: _____

Tire Information

Tire Size and Pattern name: - _____

Recommended Tire Pressure:
Front _____ Back _____

DOT No: Tire #1 _____



Tire #2 _____

Tire #3 _____

Tire #4 _____

Tire #5 _____

Tire #6 _____

Tire Removal Information *(Mandatory to validate any limited warranty claim)*

Date of Removal: _____ Odometer: _____

Dealer Name:

Dealer Address:

Dealer signature with Seal: _____



		Front:		
		Rear:		
		Front:		
		Rear:		

**For maximum tire life, it is important to follow the recommended 3,500-mile intervals or less for high performance (low profile) tires or 7,500 mile intervals or less for standard passenger and light truck tires*



Annexure 3

CEAT Tire 90 Day Satisfaction Trial Survey

(Survey Must Be Filled Out Completely to Qualify for Reimbursement)

1. Customer Details

Name _____ Contact No _____ Email:

Location _____ If part of any Rider group (*If Yes Name of the
Group*) _____

1. Vehicle Information

Year of Mfg. _____ Make _____ Model _____

2. Reason for returning (Customer Verbatim)

3. What tires were previously used on the vehicle?

Brand _____ Model _____ Size _____

4. Please rate from 1 to 5 your satisfaction with the tires you returned.

(5 = Very Satisfied, 1 = Not at All Satisfied)

____ Traction (Dry Condition) ____ Traction (Wet Condition) ____
Steering Response



____ Ride Handling
Vibration

____ Tread

____ Road Noise
Stability on Curves

____ Handling

5. Any Other Suggestions/feedback
