

Cooper limited manufacturing warranty

Policy and Procedure

I. **Tyres covered by this warranty:**

This limited warranty applies to all COOPER branded pneumatic tyres bearing the complete description and serial number as required by the ECE regulations R30 or R54. This warranty is applicable only to tyres for which claims are made within six years of date of production, (date of production is indicated by the week code moulded onto the sidewall of the tyre). Note: All warranty claims must be presented to an authorized COOPER dealer

II. **What is warranted and for how long:**

Material and workmanship warranty:

- a) Every tyre is warranted against defects in material and/or workmanship for the usable life of the original tread, ending when any part of the tyre has worn up to the tread wear indicators (1.6 mm if there are no tread wear indicators) or after 6 years from the date of manufacture.
- b) If a tyre becomes unserviceable due to such defect within the legal remaining tread depth, it will be replaced free of charge with a comparable COOPER tyre, on a pro rata basis calculated on the remaining pattern depth.
- c) Pro-rated adjustment credit to the customer will be given based on the percentage of remaining usable tread depth, down to the remaining 1.60mm wear indicators. A set of four (4) tyres from the same vehicle will be evaluated individually and adjusted according to each outcome.

III. **What is not covered by this warranty (Exclusions)**

- a) Unserviceability as a result of any of the following: road hazard damages (cuts, punctures, bruises, impact breaks), use of incorrect rims, improper fitment to rim, tyre misapplication, improper repair technique or repair materials, improper inflation, overload, irregular wear, rim imbalance and/or damage, defective vehicle mechanical components (e.g. brakes, suspension, rims), improper suspension alignment, accident, fire, chemical damage, damage from chain use, racing, off-road use, run flat, improper fitment, vandalism, or abuse.
- b) Tyres having the date of manufacture removed.
- c) Tyres presented for a warranty claim by someone other than the original purchaser, or tyres that were transferred to another vehicle from the one upon which they were originally installed, regardless of by whom i.e. this warranty is not transferable.
- d) Tyre failure as a result of a failed repair on the tyre where the repair was done to an approved standard e.g. plug repairs.
- e) Any cost of tyre repair is not covered by this warranty and will be solely borne by the tyre owner.
- f) Tyres that have tread grooves altered from the original design e.g. by re-grooving

IV. **Owners obligations:**

The following are best practices recommended to ensure the consumer gets the best value for the purchase in terms of optimum performance and longevity:

- Ensure the tyre is correct for the vehicle i.e. per the vehicle manufacturer's specification.
- The purchased tyre(s) must be properly mounted onto the correct size rim, balanced and inflated to the vehicles manufacture's specifications, or at an air pressure adequate to carry the vehicle's legal load.
- Ensure the tyres are used in the correct application and purpose as per the product design.
- Owner must check tyre inflation pressure monthly and inflate to the recommended cold inflation pressure.

- Tyres must be rotated at least every 8000kms or earlier and proof of compliance should be recorded.
- Owner must have tyres rebalanced if vibration is experienced.
- Alignment must be checked if unequal or rapid wear is visible on the tyre(s), or when scheduled by the vehicles dealer/ service agent.
- Never mix tyres of different size, construction, pattern and/or type on an axle (except for temporary use as a spare tyre).

V. Legal Rights:

All implied warranties, including warranties of merchantability and fitness for a particular purpose, shall be limited in duration to the above period, to the extent permitted by South African law and Cooper shall not be held responsible for incidental or consequential damages, such as loss of use of the tyre or the vehicle on which it was used, inconvenience, or commercial loss. This warranty gives specific legal rights and is the only express warranty applicable to Cooper brand tyres. Cooper neither assumes nor authorizes anyone else to make or assume for it any other warranty.

VI. WARRANTY ADJUSTMENT PROCEDURE

Claim Process (within South Africa / Namibia and Botswana):

- i) Dealer to complete an online claim form for the affected claim tyre ensuring all required information is supplied. No claim will be considered without the correctly completed claim form.
- ii) The tyres must be kept for inspection upon request until after the completion of the claim process.
- iii) The dealer will be contacted electronically by Cooper regarding the outcome of the inspection. Consumers can track the process on the Customer Care Centre on the website www.coopertyres.co.za

How credits are calculated and paid out:

Warranty adjustment credits are pro-rated based on the amount of usable tread depth remaining above the legal 1.60 mm tread wear indicator of the tyre. The pro-rated credit (Rand) value amount is calculated using the remaining tread depth percentage and the dealer's current buying price from Cooper. The dealer will be awarded equivalent replacement tyres to the value of the above credit calculation. Non-adjustable tyre notification and returns: Dealers will be notified in writing of those tyres that have been inspected and are not considered for adjustment.