



# Pirelli Tyre Warranty Policy

## + FOR PASSENGER TIRES

Pirelli Tyre Suisse SA. warrants that all Pirelli brand products, supplied either directly or through an authorized Pirelli Dealer and which are mounted on passenger cars, vans, and SUVs within Bangladesh have been supplied without manufacturing or materials defects which render the products unsuitable for the use for which products of the same type are normally used and will be accepted for examination by an authorized Pirelli technician

This limited warranty policy provides for tire under specified conditions. This policy applies to tires used in normal road service displaying warrantable conditions. Tires that become unserviceable or wear out because of neglect or mistreatment are excluded from Pirelli warranty coverage.

## + WHAT IS NOT WARRANTED

Tires under the below condition are excluded from the warranty claim:

- Tyres transferred from the original vehicle on which they were originally installed.

- Tyres which have been re-treaded, re-grooved or repaired by a third party.
- Tyres with Punctures and accidental damage repairs.
- Tyres which have been modified by the addition or removal of material or any tyre intentionally altered to change its appearance.
- Tyres injected with liquid balancer or sealant or in which anything other than air or nitrogen has been used as a support medium.
- Tyres used in racing or other competitive motor sport events.
- Tyre un-serviceability caused by tyre operation in excess of tyre / wheel manufacturer's specifications and recommendations, including insufficient speed rating, load index, undersized or oversized tyres, application of use.
- Ride or vehicle vibration related anomalies where the vehicle concerned is not also made available for examination.
- Tyres which became unserviceable because of a mechanical irregularity in the vehicle such as misalignment, defective brakes, defective shock absorbers, or improper wheel rims.
- Tyres which have reached the minimum legal tread depth.
- Tyres damaged by fire, climatic factors, chemical corrosion, vandalism, accidents, snow chains, theft, run whilst flat, under-inflated, over-inflated or abused during servicing.
- Flat spotting caused by improper transport or storage.
- Tyres which become unserviceable because of road hazard damage (eg. nails, glass, metal objects) or other penetrations or snags, bruises or impact damage.
- Tyres damaged from improper mounting / demounting practices.
- Tyre Dealer / Retailer services (eg. mounting / dismounting, balancing, tyre rotation or wheel alignment).
- Tyres whose trademark, serial number or DOT are worn off or show signs of having been tampered with.
- 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. The TWI's indicate the legal minimum tread depth of 1.6mm for passenger Car, Van & SUV tyres.
- Tires used on a vehicle towing a trailer
- Labor to install a tire.
- Claims for irregular wear or fast wear.

## **+ Online Warranty Registration**

Kindly register through our online registration form at our website <https://pirelli.com.bd/warranty-registration/car> to register for the "Pirelli Assurance Plan". You will be receiving an Online Warranty Card at your mail which will consist a unique identification number. In case of any assistance regarding this registration, please call our helpline number. You must register your tires to be on our list.

## + Warranty Period

Tyres sold from tyre manufacturing date

Within 1 Month

Warranty Period

Up to 1 Months from the date of purchase or till the exposure of the tread wear indicator. Whichever is earlier irrespective of kilometer covered.

## + Owner's Responsibilities

The owner is responsible for proper tire care and maintenance. Maintain the correct tire pressure recommended by frequently checking the tire pressure with an accurate pressure gauge. Using Pirelli's pressure suggestions based on load will improve tire life and your satisfaction with the tires.

## + How to Make a Claim under This Warranty

Owner should fill out the "WARRANTY CLAIM" form at our website <https://pirelli.com.bd/warranty-claim/car> by filling out all the required information.

Tire Inspection Personnel from Pirelli International will make the final determination regarding qualification for coverage on tires submitted from Pirelli Bangladesh for the claim tire from the customers.

While physical inspection a tyre (under the terms of this warranty claim) by the tyre inspection personnel, customers must present physically along with the proof of purchase at the scheduled location and time.

## + Limitations

This limited warranty is applicable only in the Bangladesh and only for tires purchased from Asian Automobiles Limited, The Authorized Distributor of Pirelli in Bangladesh.

Kindly register through our online registration form at our website <https://pirelli.com.bd/warranty-registration/car> to register for the "Pirelli Assurance Plan".

## **+ Warranty Claim Important Notice (Must Read)**

- After customer request for any tire warranty claim issue, it will take around **2-3 months** to process the claim as the final results (**Accepted/Not Accepted**) comes from Pirelli International.
- For any successful tire claim, i.e. accepted by the Pirelli International, A portion of the tire price would be reimbursed in favor of the customers which will depend on the Remaining Tire Depth (RTD). This reimbursement money will be directly approved from Pirelli India and customers has to accept this approved claim reimbursement.