



Document No	FY25/CSTL/Service/CIR/02-B Dtd 01Apr24
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## **CEAT TYRES LIMITED**

### ***Limited Warranty – OTR TYRE***

This limited warranty applies to Tires manufactured by the CEAT Tyres Limited, bearing the Licensed Trademarks 'CEAT' or 'ALTURA' that are eligible for warranty in normal service effective tyres manufactured on and after 1st September 2015.

OTR Tyres include the following: Mining, Construction, Port and Industrial.

#### **Eligibility**

This limited warranty shall apply only to Tires manufactured by CEAT, which conform with all terms and conditions set forth below (an "Eligible Tire").

1. Tires that bear the Licensed Trademarks, "CEAT" or "ALTURA" and has serial number on Tires,
2. Manufactured by CEAT for which CEAT provides warranty.
3. Tires that are within age limits (see below) for adjustment consideration.
4. Tires with at least 3mm of tread remaining.
5. Tires used in accordance with the recommendations of the vehicle manufactures and CEAT use, maintenance and safety recommendations, in normal service.
6. Only the original purchaser of the Tire is entitled to compensation under this warranty.

#### **Limitation**

1. This limited warranty is under no circumstances a representation that a Tire failure cannot occur.
2. No CEAT dealer, agent, or representative has the authority to make or imply any Representation, promise or agreement which in any way varies or extends the terms of this warranty.
3. CEAT EXPRESSLY DISCLAIMS ANY WARRANTY OF FITNESS, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. THIS WARRANTY DOES NOT INCLUDE LOSS OF TIME, LOSS OF USE OF EQUIPMENT, INCONVENIENCE, COST OF REPLACEMENT EQUIPMENT, OR ANY INCIDENTAL AND CONSEQUENTIAL DAMAGES OR COST OF MOUNTING / DEMOUNTING.

#### **Adjustable Condition**

A. Tire shall be regarded as being in "Adjustable Condition" only if-

1. Workmanship and Material defects,

- A. That Tire becomes unusable due to manufacturing defect.
- B. That Tire becomes unserviceable or non-repairable.

- C. Defect caused to a Tire due to normal use of the Tire on a vehicle for that purpose intended by the manufacturer of the vehicle for said vehicle and for the purpose intended by CEAT for the Tire.

2. Adjustment consideration shall be based on the date of manufacture of the Tire which is engraved on the sidewall of the Tire.

CEAT reserves all rights in case of payment of quantum of damages or award of compensation which may be awarded in Adjustable condition on merits of the claim and on case to case basis, subject to the technical examination and report given by its technical experts.

**Non- Adjustable Condition**

The following are illustrative examples for Non-Adjustable Conditions, which shall not entitle owner of an “Eligible Tire” to any sort of compensation:

1. Tire purchased more than 60 months from the date of manufacture.
2. Tires for which alternative warranties or guarantees have been registered.
3. Damages resulting from misuse, improper mounting, misapplication, use of Nonapproved rims,
4. Improper inflation, overloading, running flat, misalignment or imbalance of wheel /rims, defective brakes or shock absorbers, abuse, wilful damage, oil chemical action, fire or other externally generated heat, use of studs, water or other material entrapped inside the Tire, vehicle damage or road hazards (such as rock cuts, punctures, projection cuts, cut separations, impact flex breaks).
5. Claims for irregular wear or rapid tread wear out not covered by this limited warranty.
6. Full Service Rendered, Repaired or Re-tread Tires.
7. Any modification to the tire (added buttress, shoulders, re-grooving, re-lugging etc.) voids all warranties.
8. Any material added to the Tire (Tire fill, balancer, etc) is not covered by this limited warranty and will not be compensated for in case of credit being issued for the Tire.
9. Improper storage, chain damage, excessive heat/cold conditions, alteration of appearance or structure of Tire.
10. Tread wear out, or Tire failure resulting from spinning, use of damaged rim or mismatching rim, rim slip, or Tire/wheel assembly imbalance.
11. Damage or broken beads due to non-approved mounting or dismounting procedure.
12. This warranty does not cover, nor does it extend to special, consequential, incidental, punitive or exemplary damages of any sort, or to loss of time, inconveniences, or loss of vehicle use or bodily harm, or cost of towing, personal injury or death even if advised of the possibility of such loss damages.

### **Registration of Complaints**

Information about failed Tires has to be provided by logging on to the site [customercare@ceat.in](mailto:customercare@ceat.in). They can also call to register the complaint on the toll free number (Toll Free – 1800 221 213). Please NOTE: For all complaints for faster resolution PHOTO of defective/faulty tyres is MUST.

### **Procedure of Claim of Warranty:**

#### **The following are the steps to be undertaken for Warranty Claim:**

1. The Customer should contact the dealer/ Distributor from whom the Tire has been purchased/ Customer Care number, after the Tire Fails.
2. The Dealer/ Distributor send the details like Form, defect image, Skid depth, Tyre Serial no. Tyre size, OEM Model, Year of Purchase, Hours run, etc. tyre pattern images to CEAT sales head for that area.
3. The details received are sent to Customer Service Dept. for scrutiny.
4. After due scrutiny, the intimation of the Claim being rejected/ accepted is informed to the Customer.
5. After approval of the Claim, the credit note for reimbursement/ replacement is raised and issued to the Customer via. Dealer/Distributor.

### **Owner- User's Obligation**

It is the owner/users' obligation to operate Tires within the load and speed limits at cold air pressures specified by the CEAT for load and speed according to individual Tire size, type and load capacity and to maintain proper alignment of wheels. The owner is subject to the benefits of our limited warranty provided he has complied with the technical and maintenance recommendations and the safety warning some of which are;

1. Use extension hose, safety cage, all applicable safety equipment, guidelines and slip or chuck so that you can stand away during inflation.
2. Inspect inside of Tire for loose cords, cuts, and penetrating objects before installing tube, in case of a tube type Tire. Tires with un-repairable damage should be discarded.
3. Lubricate with only approved Tire mounting lubricate or mild vegetable oil soap solution, never use anti-freeze solution.
4. Inspect valve cores for proper air retention. Replace damaged or leaky cores.
5. Inflate Tire to Tire manufacturer's recommended cold inflation pressure for Tire's intended service.
6. Do not ply over objects that may damage the Tire through impact or cutting such as glass, metal, sharp stones etc.
7. Please adhere to Load carrying capacity and Speed Rating of the Tire. Refer CEAT catalogue or other relevant books for Load and Speed related information.

8. Do not re-inflate a Tire that has been operated in a run-flat or under-inflated condition (80% or less of recommended pressure). Demount and inspect Tire and rim part before re-inflating.
9. Do not attempt to demount a Tire from a rim unless you are sure that Tire is completely deflated. Failure to follow this practice can cause the assembly to burst with force sufficient to cause serious injury or death.
10. Do not rework, weld, heat or blaze rims.
11. Do not use any rim part that is bent, pitted from corrosion, cracked or worn. These are unserviceable parts and must be destroyed so that they cannot be used. Remove rust, dirt or foreign material from rim parts.
12. Do not hit Tire or rim with hammer.
13. Check the pressure in your Tires at regular intervals when the Tires are cool.
14. Use an accurate pressure gauge and maintain the inflation pressure as recommended by the equipment manufacturer.

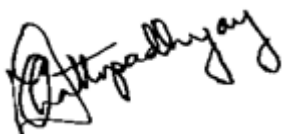
**Limited Warranty for:**

A. BIAS & RADIAL EARTHMOVER, INDUSTRIAL, CONSTRUCTION, PORT & MINING TIRES:-

The warranty policy will be for 5 years from the date of manufacture with the following conditions:

1. Tyres will be adjusted on Pro-Rata basis for 0-3 Yrs i.e. customer will be required to pay for used tread depth only.
2. For the 4th year the tyres will be adjusted on Pro-Rata basis with a maximum adjustable limit of 40%.
3. For the 5th year the tyres will be adjusted on Pro-Rata basis with a maximum adjustable limit of 30%.
4. When these limits are exceeded, all warranties, express or implied, expire.
5. All Tubes & Flaps 2 years from the date of manufacture.

**CEAT TYRES LIMITED**



**Dyutiman Chattopadhyay**

**Head R&D and Technology**



## CSTL MANAGEMENT SYSTEM Standard Operating Procedure

Document No: CMS-AMB-  
CSD-WP-SOP-10

Revision No:01

Policy date: 01-04-2024

**Process Title: WARRANTY POLICY ON FARM & OTR  
TUBES & FLAPS**

Page 1 of 1

**1. Objective:** The objective of this document is to give information about warranty on Farm & OTR tubes & flaps.

**2. Scope:** This is applicable to all claims related to Farm & OTR Tubes & Flaps.

**3. Process Owner:** Head Customer Service

**4. Abbreviations:** FOC:- Free of cost

**5. Process Description:**

**TUBES:**

All manufacturing defects to be adjusted within a period of 2 years from the date of manufacture.

**AMOUNT TO BE CHARGED:**

FOC: Within a period of 24 months from the date of manufacture.  
Beyond 24 months the warranty ceases.

**FLAPS:**

All flaps are adjustable for manufacturing defects within 2 years from the date of manufacture.

**AMOUNT TO BE CHARGED:**

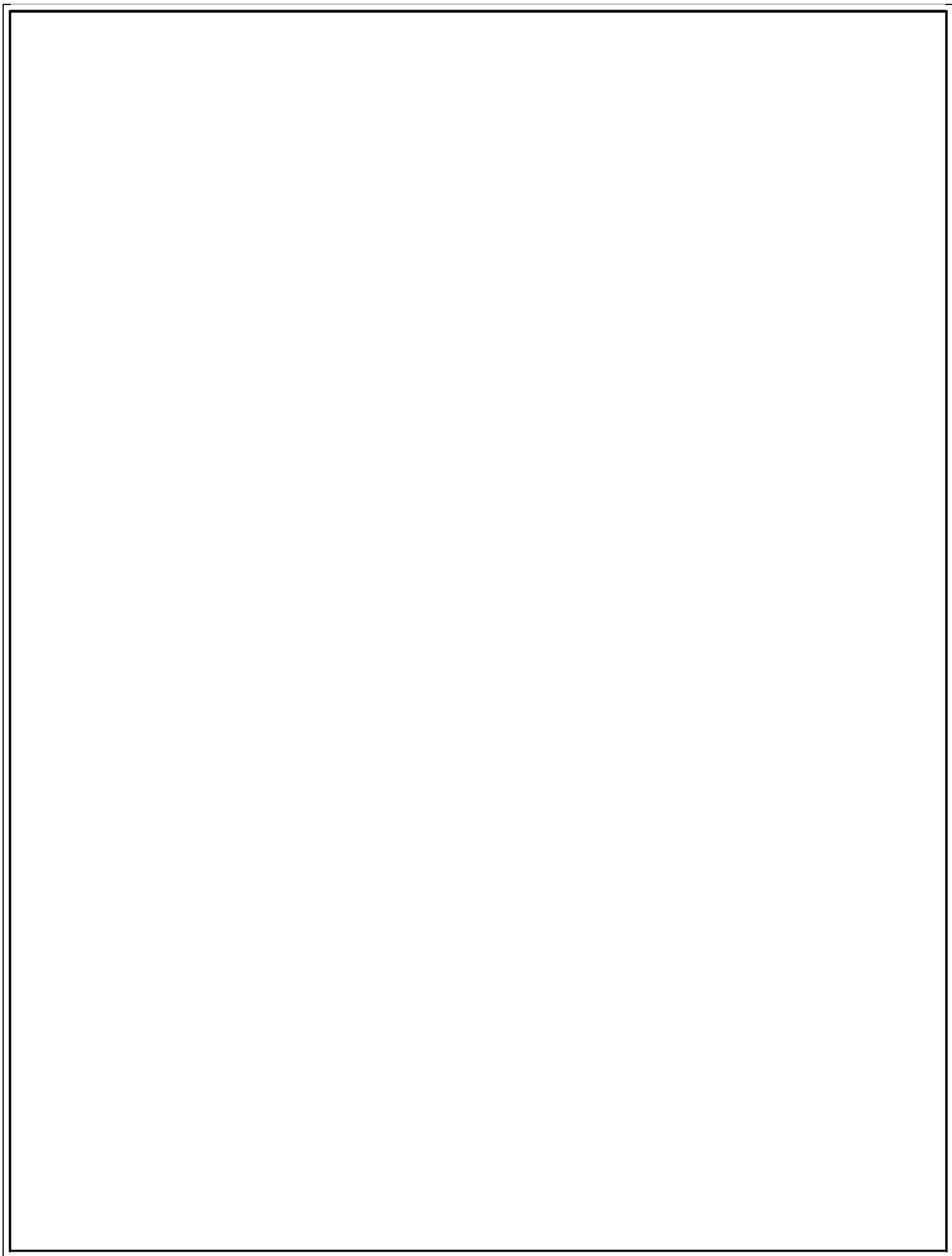
FOC: Within a period of 24 months from the date of manufacture.  
Beyond 24 months the warranty ceases.

**6. Records:**

SL. No	Record Title	Format No	Retention period	Retention Responsibility	Indexing Method
1	WARRANTY POLICY ON OTR TUBES & FLAPS	NA	NA	Customer Service	NA

Gaurav Kunwar	Ahsan Siraj	Sadashiv A.	25-07-2017
PREPARED BY	APPROVED BY	ISSUED BY	ISSUE DATE

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Document No

CSTL/Service/C/2020/05/01.04.2024

**CEAT TYRES LIMITED****Limited Warranty – FARM TYRE****COMPREHENSIVE WARRANTY POLICY:****Annexure 1: Manufacturing Defect – Warranty Period**

Product Category	Warranty Period (for Manufacturing Defects)
TR.REAR/TR.FRONT / HEAVY TRACTOR REAR – Tyres/ Tractor Radial / Farmax Rear / Row Crop Radial / Farmax Front	<b>7 years</b> for all tyres produced <b><i>on or after 1<sup>st</sup> Jan 2019</i></b> & <b>5 years</b> for all tyre produced <b><i>prior to 1<sup>st</sup> Jan 2019</i></b> . Warranty will be applicable from the date of manufacture or till the tyre tread is worn up to Tread Wear Indicators (TWI) whichever is earlier, irrespective of kilometre covered
Tractor Trailer	<b>3 years</b> for all tyres produced <b><i>on or after 1<sup>st</sup> Jan 2019</i></b> Warranty will be applicable from the date of manufacture or till the tyre tread is worn up to Tread Wear Indicators (TWI) whichever is earlier, irrespective of kilometre covered
All Tubes & Flaps	2 years from the date of manufacture

Tyres adjusted under warranty will be replaced with a new tyre of same variety on pro-rata basis (i.e. based on average tread wear) as per details given below (applicable for Manufacturing defects only);

1)	Tread Wear Up to 10%	Free of Cost (FOC)
2)	Tread Wear more than 10% to 80%	Pro-Rata
3)	Tread Wear more than 80%	Replace at 80% wear only
4)	All Tubes & Flaps	Free of Cost (FOC)

Pro Rata Calculation = Worn out Tread Depth (NSD) / Original Tread Depth (NSD), e.g. if original NSD is 8mm, tyre worn out is 2mm, that means customer to pay 25% of tyre cost.

### **Annexure 2: Non-manufacturing Defect (PK Policy) Warranty Period:**

PK Policy is an additional warranty policy for non-manufacturing defects which makes the tyre unserviceable for reason such as Run flat, Concussion, Rim Digging, Scoring, Non-Repairable through cuts, Sat on Rim, Fitment Damage / LRD and for no other reason.

Product Category (Tyres only)	Warranty Period (For Non-Manufacturing Defect Policy-PK)
TR.REAR / TR.FRONT / HEAVY TRACTOR REAR (On Aayushmaan & vardhan Series )	3 years from the date of manufacture or up to 50% tread wear whichever is earlier, irrespective of kilometre covered.

### **Annexure – 1**

#### **Domestic Warranty Policy Extension for Farm Tyres**

Mode of Replacement: The tyres will be entertained under Manufacturing Policy and replaced on pro-rata basis. Customer will be charged for the wear, to the extent of use.

#### **Conditions:**

1. This warranty policy is applicable on farm tyres produced from 1<sup>st</sup> Jan 2019 onwards.
2. This warranty extension is offered on all manufacturing defects.
3. This warranty expressly excludes incidental or consequential damages or any injuries, whatsoever; and howsoever caused.
4. All applicable taxes, transportation and cost of mounting and balancing services shall be borne by the Purchaser on replacement with New Tyre.
5. The claims if any received under this warranty will be processed and settled by the Company under the Claims Procedure and the decision of the Company will be final and binding on the Purchaser.
6. The claim under this policy shall be subject to verification of original proof of purchase with duly filled, signed and stamped special warranty card.
7. A Warranty card will be given to all, which shall be valid on completion of details/information as set out therein and on signing the same and confirming acceptance of the terms and conditions of this special warranty.
8. The Warranty does not provide compensation for any direct or indirect losses, damages incurred on account of tyre failure or any expenses towards tyre mounting / demounting, alignment, balancing etc.

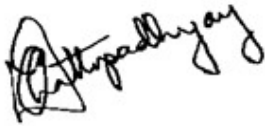


9. This warranty is only for the product under complaint and if the product is accepted under warranty the companion Product (Tyre/tube/flap) or the other vehicle components will not be considered for warranty.
10. The warranty is applicable to the first owner of the product.
11. Company reserves the right to change or modify the terms and conditions of aforesaid warranty policy without having any obligation or notice.

Please ref complete warranty document

Document No: CSTL/Service/2020/02(D) Dtd 3/Mar/2020

**CEAT TYRES LIMITED**



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