



Warranty Processing Policy	
Effective Date:	November, 2024
Next Review Date:	November, 2025

## **Purpose**

This policy sets out the Goodride Tyres warranty processing policy and procedure to ensure customers claims are resolved efficiently and effectively, and in line with Goodride Tyres claim requirements.

## **Scope**

All parent branded products (Goodride, Trazano, Chaoyang and Westlake brand) tyre warranty requests which may include;

- Manufacturing defects

## **What is covered.**

Products that have failed due to problems pertaining the manufacturing process

Where the tyres are sold within 5 years of the manufacturing date, the warranty shall be for the life of the original usable tread (Down to the tread depth indicator or 1.6mm tread) "or" 3 years from the date of purchase, whichever comes first. If no receipt can be provided then the tyre shall be deemed as second hand (refer next page)

At the end of the relevant periods stated above all warranties, express or implied are terminated.

Date of purchase is documented by our (Goodride) original invoice. If there is no proof of purchase, the warranty will be based on the date of manufacture.

Where the tyre becomes unserviceable due to a condition within the terms of this warranty, Goodride will provide a pro rata invoice for a replacement tyre to be sent to the retailer. The calculation for this will be based on the following.

Pro Rata Calculation = Tread Depth used / Original Tread Depth, e.g. if original tread depth is 8mm and the tyre has 2mm worn, the retailer will be charged 25% of the tyre price

The warranty does not provide compensation for service charges incurred, charges for mounting and balancing, loss of time, loss of use of vehicle, inconvenience or consequential damage insofar as the law permits.

## **What is not covered**

Tyres which become unserviceable under the following circumstances are not covered by this warranty

- Road hazard injury e.g. a cut, snag, bruise
- Impact damage or puncture, whether repairable or not
- Incorrect mounting of the tyre
- Tyre/wheel imbalance or improper repair
- Under-inflation, over-inflation
- Improper maintenance or other abuse
- Mechanical irregularity in the vehicle such as wheel misalignment resulting in uneven or rapid wear
- Tyres fitted to rims or wheels or fitted with improper valves
- Vehicles which are carrying loads or running at speeds higher than the load and speed index marked on the tyre sidewalls or that recommended for the vehicles
- Tyre purchased second hand, this includes tyres fitted to used cars and imported vehicles, without proof of purchase
- Improper storage
- Accident, fire, chemical explosion, tyre alteration or vandalism

\*\*\*\*External use\*\*\*\*



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**Warranty submission form**

Where a customer has requested a tyre be inspected for warranty. The Goodride tyre representative will send the retailer a copy of the Warranty Inspection Form. It is the retailer's responsibility to complete this form in full as well as provide photographic images required in the form.

Tyres will only be returned to Goodride if requested for further inspection. Alternatively, the warranty judgement will be provided based on the images received by Goodride. In the event that further information is required, a Goodride sales representative may inspect the tyres in the field in order to confirm the application in which the tyres are being used.

**Claim Outcome**

Notification of the outcome of the warranty inspection will be verbally communicated by the salesperson accountable for the customer. A follow up formal response will be provided by email (if required) within 1 week of the claim being rejected or approved.

**Process timeline**

Goodride tyres will endeavour to make every effort to provide an outcome on the warranty submission within one week of receiving the fully completed warranty claim form.

Kind Regards

Joe Limina  
Chief Executive Officer  
Goodride Tyres Pty Ltd