

# Warranty Policy

*ARABIAN TIRES FOR TRADING CO.*



## Warranty Policy – Arabian Tires Trading Company

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This policy defines the warranty terms, discount system, and post-warranty options for the tire brands distributed by our company:

- ROADSTONE (Korea)
- LANDSAIL (Thailand)
- GOODRIDE (Thailand)
- LASSA (Turkish)
- DYNAMO (China)
- KENDA (China)
- DELINTE (China)
- BLACK ARROW (China)
- FRIEZZA (China)
- CEASARSTONE (China)
- INVOVIC (China)
- HAULMAX (China)
- DOUBLESTAR (China)
- SUNNY (China)

### Warranty Periods

This policy covers manufacturing defects in materials or workmanship under normal, non-commercial use from the date of purchase:

**ROADSTONE (Korean):** Warranty valid for **3 years** plus an additional **2 years**, subject to terms and conditions only.

**LANDSAIL (Thai):** Warranty valid for **2 years** from the date of purchase.

**GOODRIDE (Thai):** Warranty valid for **3 years** from the date of purchase.

**LASSA (Turkish):** Warranty valid for **1 year** from the date of purchase.

**DYNAMO (Chinese):** Warranty valid for **3 years** plus an additional **2 years**, subject to terms and conditions only.

**KENDA (Chinese):** Warranty valid for **1 year** from the date of purchase.

**DEIINTE (Chinese):** Warranty valid for **1 year** from the date of purchase.

**BLACK ARROW (Chinese):** Warranty valid for **1 year** from the date of purchase.

**FRIEZZA (Chinese):** Warranty valid for **1 year** from the date of purchase.

**CEASARSTONE (Chinese):** Warranty valid for **1 year** from the date of purchase.

**INVOVIC (Chinese):** Warranty valid for **1 year** from the date of purchase.

**HAULMAX (Chinese):** Warranty valid for **1 year** from the date of purchase.

**DOUBLESTAR (Chinese):** Warranty valid for **1 year** from the date of purchase.

**SUNNY (Chinese):** Warranty valid for **1 year** from the date of purchase.

### Warranty Coverage and Conditions

The Arabian Tires Trading Company warranty policy is designed to ensure customer satisfaction and product quality across all our brands. Coverage may vary slightly by brand; however, in general, we provide warranty coverage for manufacturing defects in materials or workmanship under normal, non-commercial use.

### Warranty Applies If:

- The tire was purchased from an authorized distributor or seller within the warranty period.
- A manufacturing defect is present and verified by our Quality Control team.
- Tread depth is **1.6 mm or more**.
- Tires have been properly maintained and rotated according to the vehicle manufacturer's guidelines and have not been subjected to abnormal stress or misuse.
- For **Roadstone and Dynamo**, eligibility for the additional warranty requires registration through the attached link and compliance with its terms and conditions.

### Warranty Exclusions

Damages **Not Covered** by Warranty:

- Damage caused by road hazards such as punctures, cuts, impact damage, or sidewall bulges.
- Damage resulting from improper inflation, wheel misalignment, or uneven wear.
- Tires that have been repaired, retreaded, or altered from their original condition.
- Tires used for commercial applications unless otherwise specified.
- Claims submitted after tread depth reaches 1.6 mm or less.
- Tires not suitable for the vehicle (e.g., incorrect size not matching the vehicle manufacturer's specifications).

The warranty generally does **not** cover noise directly resulting from new tires unless the noise is caused by a clear manufacturing defect in the same tire.

### Common Causes of Noise in New Tires (Typically Not Covered):

- **Tread pattern design:** Some tire designs—especially aggressive or sporty patterns—are naturally noisier. This is a design characteristic, not a manufacturing defect.
- **Road surface type:** Different asphalt or road textures can increase tire noise.
- **Air pressure:** Incorrect inflation (over-inflation or under-inflation) may cause abnormal noise.
- **Mismatch between tires and vehicle:** In rare cases, noise may result from tires that are incompatible with the vehicle specifications or wheel size.
- **Wheel alignment or steering angles:** Improper alignment or steering system issues may cause uneven wear on new tires, leading to noise. This is not a manufacturing defect in the tire itself.

### When Tire Noise May Be Covered:

- **Manufacturing defect:** If the noise results from a manufacturing issue—such as separation between internal tire layers or abnormal deformation—the warranty may apply after inspection by an authorized dealer or distributor and confirmation of the defect

### Warranty Claim Procedure

- **Inspection:** Contact the place of purchase or our authorized distributor and present the tire for inspection. An initial inspection will be conducted.
- **Documentation:** Provide proof of purchase (invoice).
- **Decision and Action:** After review by our team, we may offer a replacement, a discount on a new tire, or a credit based on tread depth and remaining tire life.

### Discount System for Warranty Items

When a tire qualifies for replacement or discount under warranty, the discount will be adjusted based on the usage period and remaining tread depth, calculated from the date of purchase.

**Note:** The discount will be based on whichever is less—usage time or remaining tread depth (in millimeters)—to ensure fairness according to actual wear.

### Partial Compensation Policy for Road Hazard Damage

Recognizing that harsh road conditions can affect tire life, we offer a partial compensation policy for tires damaged under verified road hazard conditions, based on the time elapsed since purchase.

#### Road Hazard Compensation Tiers:

- **Within 30 days** of purchase: Up to **50%** compensation on a replacement tire.
- **31–60 days** from purchase: Up to **40%** compensation.
- **61–90 days** from purchase: Up to **20%** compensation.
- **After 90 days:** No road hazard compensation (**covered under post-warranty policy**).

#### Conditions:

- The tire must be inspected by our authorized staff.
- Damage must be caused by external road hazards and not by misuse or negligence.
- Compensation applies only to verified road hazard damage and does not affect standard manufacturing warranty terms.

#### Post-Warranty Policy

Our post-warranty policy applies to any claim that falls outside the warranty terms or warranty period.

#### Post-Warranty Support Includes:

- **Discounted replacement:** A discount on a replacement tire may be offered based on remaining tread depth (1 mm = 10% discount, 2 mm = 15% discount).
- **Inspection services:** We can arrange inspections to identify out-of-warranty issues (such as wear patterns or installation problems).
- **Technical advice:** Customers may contact our customer service team for guidance on tire maintenance and extending tire life.

#### Exclusions from Post-Warranty Support:

No adjustments or credits will be provided for claims resulting from misuse, accidents, repairs, noise issues, vehicle balancing, or failure to rotate tires when these services were performed by a third party.

**Note:** This policy is subject to local laws and regulations and may be reviewed periodically. All warranty decisions made by our company are final.











