



Warranty Policy

Lana AlMostaqbal For Trading LLC

Warranty Policy – Lana AlMostaqbal For Trading LLC

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

- **ALPHA (Korea)**
- **ROADWING (China)**
- **INVOVIC (China)**
- **FRIEZZA (China)**
- **UNDERWOLF (China)**
- **BLACK ARROW (China)**
- **ZOWIN (China)**

Warranty Periods

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

- **Alpha (Korean):** Warranty valid for **5 years** from the date of purchase.
- **ROADWING (Chinese):** Warranty valid for **1 year** from the date of purchase.
- **INVOVIC (Chinese):** Warranty valid for **1 year** from the date of purchase.
- **FRIEZZA (Chinese):** Warranty valid for **1 year** from the date of purchase.
- **UNDERWOLF (Chinese):** Warranty valid for **1 year** from the date of purchase.
- **BLACK ARROW (Chinese):** Warranty valid for **1 year** from the date of purchase.
- **ZOWIN (Chinese):** Warranty valid for **1 year** from the date of purchase.

Warranty Coverage and Conditions

The Lana Al-Mustaqbal Company warranty policy is designed to ensure customer satisfaction and product quality across 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 dealer within the warranty period.

- The tire exhibits a manufacturing defect verified by our Quality Control team.
- Tread depth is **1.6 mm or more**.
- Tires have been properly maintained and rotated according to manufacturer guidelines and have not been subjected to abnormal stress or misuse.

Warranty Exclusions

The warranty does **not** cover:

- Damage from road hazards such as punctures, cuts, impact damage, or sidewall bulges.
- Damage caused by improper inflation, wheel misalignment, or uneven wear.
- Tires that have been repaired, retreaded, or altered from their original condition.
- Tires used in commercial applications unless otherwise specified.
- Claims submitted after tread depth reaches **1.6 mm or less**.

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

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

- **Tread design:** Certain designs, especially aggressive or sporty tires, naturally produce more road noise. This is a design characteristic, not a defect.
- **Road surface:** New tires may produce different sounds depending on asphalt or road type; rough surfaces increase noise.
- **Air pressure:** Incorrect inflation (over- or under-inflated tires) may cause abnormal noise.
- **Vehicle compatibility:** Rarely, noise may result from new tires not matching vehicle specifications or wheel size.
- **Wheel alignment or steering angles:** Misalignment or steering system issues can cause uneven wear and noise; this is not a tire defect.

When Noise Is Covered by Warranty:

- **Manufacturing defect:** If noise results from a manufacturing issue, such as separation of tire layers or abnormal deformation, it may be covered after inspection and confirmation by the dealer or manufacturer.

Warranty Claim Process

1. **Inspection:** Contact the point of purchase or authorized distributor and present the tire for inspection. The distributor will perform an initial check.
2. **Documentation:** Provide proof of purchase (receipt).
3. **Decision & Action:** After review, our team may offer a replacement, a discount on a new tire, or a credit based on remaining tread depth and tire age.

Discount System for Warranty Items

If a tire qualifies for replacement or discount under warranty, the discount will be calculated based on usage time and remaining tread depth from the purchase date:

- **0–6 months:** Up to **50% discount** on a replacement tire.
- **0–9 months:** Up to **30% discount** on a replacement tire.
- **0–12 months:** Up to **20% discount** on a replacement tire.
- **After 12 months (until warranty expiry):** **10% discount** only.

Note: The discount is determined based on the lesser of usage time or remaining tread depth (in mm) to ensure fairness based on actual wear.

Partial Compensation for Road Hazard Damage

Recognizing that harsh road conditions may affect tire life, we offer partial compensation for tire damage caused by verified road hazards, based on time elapsed since purchase:

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

Conditions:

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

Post-Warranty Policy

Our post-warranty policy applies to claims outside the warranty terms or period.

Post-Warranty Support Includes:

- **Discounted replacement:** Discount on replacement tires based on remaining tread (1 mm → 10%, 2 mm → 15%).
- **Inspection services:** We can arrange inspections to identify issues outside warranty (e.g., wear patterns, installation issues).
- **Technical advice:** Customers can contact our service team for guidance on tire maintenance and lifespan extension.

Post-Warranty Exclusions:

No adjustments or credits are provided for claims resulting from misuse, accidents, repairs, noise issues, wheel alignment problems, or failure to rotate tires performed by third parties.

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