

BFGoodrich Trail Terrain T/A Mileage Warranty

The BFGoodrich® Trail Terrain T/A tyre range is covered by a limited mileage warranty.

Certain conditions and limitations apply. The mileage warranty is only applicable on the BFGoodrich® Trail Terrain T/A tyre line and certain exclusions may apply and is subject to all conditions and limitations, including maintenance recommendations contained in these Terms and Conditions.

MILEAGE WARRANTY CONDITIONS

- Limited to five years after date of purchase.
- Maintenance services (rotation of tyres, balancing and the checking of alignment) must be completed every 10 000km at a dealer.
- The initial registration of the Mileage Warranty must take place within seven days from the date of purchase of the tyres. Following this, the Warranty Registration Profile must be updated with information pertaining to the maintenance services on the BFGoodrich Mileage Warranty Platform.
- All four tyres on the vehicle must be BFGoodrich® Trail Terrain T/A and registered as a set of 4.
 - Only valid for tyres purchased and used in the **Republic of South Africa**.Warranty covers the original purchaser of the tyres

HOW IT WORKS

Should the BFGoodrich® Trail Terrain T/A tyre treadwear not reach its warranted mileage before five years or 100 000km (whichever comes first) after fitting, and is a valid claim, the payout to the customer will be on a pro-rated, mileage percentage shortfall bases.

A tyre meeting the conditions for a valid claim, which wears evenly across the tread, down to the tread wear indicators (1.6mm remaining) within five years of the date of purchase, and before delivering the warranted kilometers of service, will be replaced on a pro-rated basis based on the original purchase price of the tyre.

The participating BFGoodrich® tyre retailer will determine the charge by multiplying the percent of mileage received by a predetermined price intended to fairly represent the actual selling price of the tire. The cost of mounting, balancing and any other dealer services and applicable taxes or fees is at the cost of the customer.

Tyres which wear out evenly before delivering the warranted mileage will be replaced on a pro rata basis only if:

- 1) The customer is the original purchaser of the tyres, you own the vehicle on which they were originally installed, and the tyres have been used only on that vehicle.
- 2) The tyres have been rotated and inspected by a participating BFGoodrich® tyre retailer every 10000 kilometers, and the Mounting, Rotation and alignment record has been fully completed.
- 3) The completed Warranty Registration Profile is presented to a participating BFGoodrich® tire retailer at the time of adjustment claim.
- 4) The tyres have not become unserviceable due to a condition listed under **WHAT IS NOT COVERED**.

HOW TO REGISTER

Access the below URL code to register your warranty
<https://africa.bfgoodrich.com/trail-terrain-t-a-mileage-warranty>

OR Scan the below QR Code



Please note the following

- Warranty will only be valid after successful registration.
- The membership form must be completed **in full** within seven days of purchase.
- Valid only to original owner and original vehicle fitted with BFGoodrich® Trail Terrain T/A tyres on date of purchase of the tyres.
 - Warranty not transferable upon sale of vehicle.
- Registration is only valid if a copy of the invoice is received **and the Warranty Registration Profile is completed in within 7 days of fitment**
 - Only valid for purchase and use in **Republic of South Africa**.

HOW TO LOG A CLAIM

If a tyre does not reach the warranted mileage and you have complied with all terms and conditions of the warranty, the tyres will be replaced with comparable new BFGoodrich® Trail Terrain T/A tyre for a pro rata charge, based on initial purchase price and on mileage achieved for the usable tread life left (deducting 1.6mm of remaining tread). In the event that your dealer cannot provide you with new BFGoodrich Trail Terrain tyres, within 7 working days, due to stock unavailability, you will be given a credit note towards any new BFGoodrich or Michelin tyre. You need to present tyres and the original vehicle to your dealer with all substantiating documents.

- Your dealer will lodge a claim with BFGoodrich Customer Services (0860 100 480).
- If required, a BFGoodrich technical sales representative will make an appointment with you where he will evaluate your tyres.

If it is a valid claim, they will calculate the compensation and if a claim is payable, the representative will

provide a credit note to your dealer which needs to be passed on to you.

- The cost of fitting, balancing, and any other dealer services will be for your own account.

WHAT IS NOT COVERED

Tyres that become unserviceable due to:

- Usage of more than 30% moderate off-road
Road hazards (e.g., cuts, snags, bruises, impact damage or punctures)
- Incorrect mounting of the tyre, tyre/wheel imbalance or improper repair.
- Misapplication, improper maintenance, harsh driving, under inflation, over-inflation or other abuse.
 - Uneven or rapid wear which is caused by mechanical irregularity in the vehicle such as wheel misalignment,
 - (a measured tread difference of 1mm or more across the tread on the same tyre).
 - Accident, fire, chemical corrosion, tyre alteration, or vandalism.
 - Use in commercial applications
 - Flat spots caused by improper storage
 - The addition of liquid, solid or gaseous materials other than air, nitrogen or carbon dioxide (for example, water-based sealants or balancing substances).
 - Ozone or weather-related damage.

DISCLAIMER

The terms of this Trail Terrain Mileage Warranty shall be deemed to be ineffective should the product range be discontinued or should the products' performance not meet the expected 100,000 km performance.

Any collection, and processing of personal information will be in accordance with the Protection of Personal Information Act (or POPI Act).

Michelin may collect and process your personal information, as provided by you in the framework of this warranty program. Your personal information may be stored in the Michelin consumer database, and may be processed for marketing purposes, including but not limited to direct marketing.

Your acceptance of the Terms and Conditions of this warranty program, shall imply your consent to the collection and processing of your Personal Information, as clearly explained in this section.”