



## 100-Day Warranty Policy

Under this 100-day warranty policy (the “Policy”), THE HONGKONG CANTON EXPORT CO LTD (“HOCAN”) (authorized distributor of Michelin for Hong Kong and Macau) provides a limited warranty for Michelin passenger car (excluding vans even though the vans have installed space for passengers) tires purchased from HOCAN or other Michelin’s authorized dealers. Subject to the conditions of this Policy, consumers can apply for an exchange of a damaged tire for a new Michelin tire.

1. This Policy only applies when the following conditions are met:-

- (1) The tire is purchased from the authorized sales outlets of HOCAN or other Michelin’s authorized dealers or car repair shop in Hong Kong and/or Macau (excluding any parallel imported products) on or after 1 June 2025;
- (2) the tire is one of the following products:-
  - Pilot Sport 2, 3, 4, 5
  - Primacy 3, 4, 4+, 5
  - Pilot Sport 4 S, S 5
  - Pilot Sport 4 SUV
  - Primacy SUV, SUV+
  - Latitude Sport, 3
  - Pilot Sport EV
  - Primacy E
  - Pilot Super Sport
  - ALL ZP
- (3) the tire is registered according to this Policy within 14 days after purchase;
- (4) This Policy only covers damage to tire caused by the proper use of tires of private cars (excluding trucks, taxi, commercial vehicles or vehicles for hire or vehicles used for racing or test drive vehicles) on the road (“**the Damaged Tire**”) and further that;
  - (i) in HOCAN’s view, the **Damaged Tire** cannot be repaired or used normally after the repair and;
  - (ii) the remaining usable tread depth of the **Damaged Tire** is at least 5.0 mm; and
  - (iii) registration has been made within 14 days of purchase, the claim for the warranty under this Policy is submitted within 100 days from the day of purchasing the tire.

2. Under the Policy:-

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- (1) HOCAN will exchange the **Damaged Tire** for a new Michelin tire (“**Exchanged New Tire**”) with the same specifications and pattern for free (Special Note: tires may be out of stock or discontinued, and it may take some time for exchanging the new tire or another tire of the same size but with a different pattern may be provided);
- (2) This Policy is NOT applicable to any Exchanged New Tire;
3. To register the newly purchased tire of this Policy, customers can complete the tire information verification and confirm the registration in HOCAN’s website by scanning the tire QR code on the purchase invoice provided by dealer. Customers are also required to upload the invoice of the tire for proof of the purchase date. To enjoy this Policy, customers must register their newly purchased tire within 14 days after purchase.
4. Conditions of **Damaged Tire** covered by this Policy have been set out below :

(1) Accidental cutting rupture



(2) Impacting rupture



(3) Sidewall bulging



(4) Runflat





5. Examples of Tire damage NOT covered by this Policy (photos are for references only)

(1) Intentional damage



(2) Damage caused by poor installation



(3) Repair damage



(4) Repairable hole



(5) Irregular wear



6. The following situations are expressly excluded from this Policy:-

- (1) Damage to the tire was caused by intentional or gross negligence or fraud;
  - (2) Damage to the tire was caused by lightning strikes, fires, explosions, heavy rains, floods, typhoons and other natural disasters;
  - (3) Tire which has been stolen or abandoned or lost, making it impossible to be sent to HOCAN for inspection. HOCAN shall have the right to inspect the damaged tire;
  - (4) The remaining tread wear depth of the tire tread in the tire is less than 5.0mm;
  - (5) Tires which were used for trucks, commercial vehicles, taxi, private vehicles providing paid services, vehicles use for racing, test drive vehicles;
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- (6) Damage to the tire was caused by traffic accidents, incorrect tire installation, speeding or overloading, too high or too low tire pressure;
- (7) Damage and losses incurred outside Hong Kong and Macau;
- (8) Exchanged New Tires which have been damaged;
- (9) All consequential losses/ costs or costs incurred as a result of tire being damaged, as well as the installation of the Exchanged New Tire, such as the costs of the tow truck, trailers, nozzles and other equipment expenses, as well as repair costs for installation, dismantling, balancing and other processes, all of which shall be borne by the customer.
- (10) For the avoidance of doubt, it is hereby expressly declared that HOCAN will NOT provide any monetary compensation under this warranty.

7. The procedure for exchanging the Damaged Tire under the Policy:-

- (1) Please return the **Damaged Tire** to HOCAN or other Michelin's authorized dealer for inspection. List of Michelin's authorized dealer can be found at HOCAN's website;
- (2) Submit an application through the designated website. Materials required to be uploaded on the designated website include photos of the condition of the **Damaged Tire** (the damaged parts of the tire must be clearly shown);
- (3) **Damaged Tires** shall be kept by HOCAN or other Michelin's authorized dealers until the application is determined. Normally, it takes about 7 working days for the determination of the application. If the application is approved, the Damaged Tire will be collected by HOCAN;
- (4) After your application has been approved, you will receive a new Michelin tire of the same specifications and pattern (if available) A similar pattern will be provided if the original pattern is not available. New tire will be sent from HOCAN to the same Michelin's authorized dealer to which you submit the application under this Policy. Please make an appointment with the Michelin's authorized dealer for installation and replacement of the tire at the cost of the customer;
- (5) Any subsequent damage to the Exchanged New Tire will not be covered by this Policy;

(Special Note: tires may be out of stock or discontinued, and it may take some time for the Exchanged New Tire to arrive and the **Damaged Tire** to be replaced. It is possible that a new tire of the same size but with a different pattern may be provided: in this case, HOCAN's obligation under this warranty will still be discharged. Customers are also reminded to consider whether it is necessary to buy and change other tires of the same vehicle when exchanging the new tire under this Policy. For purpose of road safety, same pattern tires should be used on the same axle.)

8. Miscellaneous

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(1) HOCAN is the only entity responsible for this Policy. HOCAN reserves the final right to suspend, modify or terminate this Policy and/or any of the terms and conditions without prior notice. In case of dispute, the decision of HOCAN shall be final; all enquires should be referred to HOCAN and not Michelin HK and

(2) The terms and conditions of this Policy are prepared in English and Chinese. In case of any conflict or discrepancy between the two versions, the English version shall prevail.