



## **WARRANTY POLICY**

Every effort is made by Continental India Pvt. Ltd. [‘CIPL’] to ensure the applicable standards of both material and workmanship. Subject to the terms and conditions set out herein this ‘Warranty Policy’, CIPL hereby warrants and certifies that the tyres, tubes and flaps supplied by it to its Customer [‘BUYER’] are warranted against failure to utilize the usable TYRE TREAD DEPTH for tyres and to complete their satisfactory life for tubes and flaps as a result of any inherent deficiency relating to material or workmanship [‘Warranty’]. This Warranty Policy is applicable only for Passenger Light Tyres and Truck/Bus Tyres, Tubes and Flaps.

### **1. EXCLUSIONS OF WARRANTY**

1.1 As CIPL does not have any control over the conditions under which a tyre is operated, this Warranty shall not cover any of the following reasons:

- 1.1.1 Tyre failure as a result of wreck, collision or accident.
- 1.1.2 Tyre failure as a result of any willful, reckless or negligent abuse of the tyre.
- 1.1.3 Operation of the tyre not in accordance with the recommended inflation pressure specified by the vehicle manufacturer and/or CIPL.
- 1.1.4 Normal wear and tear.
- 1.1.5 Normal deterioration or damage.
- 1.1.6 Minor irregularities not affecting the quality, performance or function of the tyre.
- 1.1.7 Wrong or improper application of the tyre or for an application not in accordance with the specification or recommendation of the manufacturer of the vehicle.
- 1.1.8 Tyre which has been repaired not by CIPL.
- 1.1.9 External influences such as the condition of the road or other surface on which the tyre is operated, chemicals, pollution, acid rain, hail, sand, air, salt, stones, fires, natural disasters or otherwise and any act of God.

### **2. DURATION OF WARRANTY**

2.1 The Warranty shall expire upon completion of, three (3) years term starting from the date of sale to the end customer (i.e. in no case any later than three (3) years term starting from delivery of the tyres to the customer), or maximum five (5) years term starting from end date of week of production, whichever is earlier.

### **3. COMPENSATION PAYABLE UNDER THE WARRANTY**

- 3.1 Any product adjustment under this Warranty will be considered upon inspection of the tyre by an accredited representative of CIPL.
- 3.2 Any adjustment made pursuant to this Warranty shall be based on the unused remaining tyre tread depth (RTD).



- 3.3 Any payment made pursuant to this warranty shall be based on CIPL invoice price to the BUYER.
- 3.4 This Warranty shall not cover or include any duty or taxes incurred by the BUYER in relation to the tyre or any incidental charges such as loss of use of vehicle, loss of time, expenses for fuel, telephone, travel, lodging, transportation loss or damage to personal property, or any form of commercial or other loss of revenue.

#### **4. DISCLAIMER**

- 4.1 Except as expressly provided herein this Warranty Policy, CIPL does not make any representation or warranty or guarantee regarding tyres, tubes and flaps. Except as provided herein, no claims will be entertained in relation to any loss or damage, howsoever arising, whether direct, indirect, immediate, special or consequential.

#### **5. GENERAL QUALIFICATIONS**

- 5.1 The end customer shall have original tax invoice to demonstrate that the tyre (s) was/were legally and validly purchased.
- 5.2 The end customer shall submit its complaint to the authorized dealer / distributor of CIPL in the forms/manner prescribed by CIPL.
- 5.3 The end customer shall have tyre (s) in its custody and shall produce the same for inspection by the accredited representative of CIPL.



## **TOTAL CONFIDENCE PROGRAM**

The Company is in process of bringing comprehensive services after sales of tyre(s) including Passenger Light Tyres (PLT) for its customers. Such comprehensive services shall be referred to as Total Confidence Programme.

Under Total Confidence Programme, the Company is bringing the policies for the benefits of its customers as provided below:

### **CONTI SURE POLICY FOR PASSENGER LIGHT TYRE WITH EFFECT FROM 1<sup>ST</sup> AUGUST 2022**

The Warranty Policy does not entertain any complaint in tyre which arise due to reasons beyond inherent deficiency relating to material and workmanship. However, under Conti Sure Policy for Passenger Light Tyres, even if the complaint related to Passenger Light Tyres is not found admissible under the Warranty Policy, subject to the terms and conditions of Conti Sure Policy, the Company agrees to settle the compensation for the unused tread depth, calculated on the basis of list price at the time of claim, for specific articles covered under Conti Sure Policy mentioned below.

#### **A. Coverage and Term of Conti Sure Policy:**

1. The Conti Sure Policy will be applicable only for Specific Articles mentioned here under and which shall be mentioned in the drop-down list in the TCP App.
2. The coverage under Conti Sure Policy shall be applicable for a term of two years from the date of purchase of tyre(s) by the end Customer or till the use of 50% of tread depth of the tyre (s) whichever is earlier.
3. Once the coverage of Conti Sure Policy is lapsed then the tyre will automatically slip under the terms and conditions of Warranty Policy mentioned above.

#### **B. Eligibility Criteria under Conti Sure Policy:**

1. The Customer shall either itself register or get registered its tyre(s) from the Authorized Dealer of the Company, under the Conti Sure Policy, within seven days of purchase of the tyre(s).
2. The tyre(s) must be purchased either directly from Authorized Dealer of the Company or directly from the Company.
3. The Complaint must be submitted within two years from the date of purchase of the tyre or before use of 50% of tread depth whichever is earlier.
4. The Complaint Article presented for inspection shall not be involved in any accident and the Company does not accept any liability of accident claims whatsoever.
5. The Customer shall submit the original tax invoice of purchase of tyre(s) at the time of submitting his complaint.

#### **C. Exclusions of Conti Sure Policy:** The conditions mentioned below shall not be covered under Conti Sure Policy:

1. Repairable or serviceable cut / injury / damage



2. Irregular/Uneven wear, fast wear, misalignment wear
3. Hot repair
4. Retreaded tyres
5. Tyre noise and vehicle handling related complaints
6. Tyres worn beyond TWI (Tread Belt /Ply exposed are excluded)
7. Application other than prescribed

**D. Specific Articles covered under Conti Sure Policy:** Only Articles mentioned below shall be covered under Conti Sure Policy:

Dimension / Size	LI/SI	Pattern
145/80R13	75T	ComfortContact CC6
155/65R13	73T	ComfortContact CC6
155/70R13	75T	ComfortContact CC6
155/80R13	79T	ComfortContact CC6
165/65R13	77T	ComfortContact CC6
175/70R13	82T	ComfortContact CC6
185/70R13	86T	ComfortContact CC6
155/65R14	75T	ComfortContact CC6
165/65R14	79T	ComfortContact CC6
165/65R14	79H	UltraContact UC6
165/70R14	81T	ComfortContact CC6
165/80R14	85T	ComfortContact CC6
165/80R14	85H	UltraContact UC6
175/65R14	82T	ComfortContact CC6
175/65R14	82H	UltraContact UC6
175/70R14	84H	UltraContact UC6
185/65R14	86T	ComfortContact CC6
185/65R14	86H	UltraContact UC6
185/70R14	88T	ComfortContact CC6
185/70R14	88H	UltraContact UC6
195/65R14	89H	UltraContact UC6
175/65R15	84H	UltraContact UC6
185/60R15	84T	ComfortContact CC6
185/65R15	88T	ComfortContact CC6
185/65R15	88H	UltraContact UC6
195/55R15	85V	UltraContact UC6
195/60R15	88V	UltraContact UC6



195/65R15	91V	UltraContact UC6
205/55R15	88V	UltraContact UC6
205/65R15	94V	UltraContact UC6
225/60R15	96V	UltraContact UC6
185/55R16	83V	UltraContact UC6
195/55R16	87V	UltraContact UC6
195/60R16	89V	UltraContact UC6
205/50R16	87V	UltraContact UC6
205/55R16	91V	UltraContact UC6
205/55R16	91V	ContiPremiumContact SSR
205/60R16	92V	UltraContact UC6
205/65R16	95V	UltraContact UC6
215/55R16	93V	UltraContact UC6
215/60R16	95V	UltraContact UC6
225/55R16	95V	UltraContact UC6
205/45R17	84W	UltraContact UC6
205/50R17	93V	UltraContact UC6
215/45R17	87W	UltraContact UC6
215/55R17	94V	UltraContact UC6
215/60R17	96H	UltraContact UC6
225/45R17	94W	ContiSportContact SC5 XL FR
225/50R17	98W	ContiSportContact SC5 XL FR
225/55R17	101W	UltraContact UC6
225/55R17	101W	ContiPremiumContact PC2 XL
225/55R17	97Y	ContiPremiumContact PC2 SSR
235/55R17	99W	ContiSportContact SC5 FR
245/45R17	95W	ContiSportContact SC5 FR
225/50R18	95V	UltraContact UC6
235/40R18	95W	ContiSportContact SC5 XL FR
235/45R18	98W	Premium Contact PC6
245/45R18	100Y	ContiSportContact SC5 XL FR
245/50R18	100W	ContiSportContact SC5 FR
255/45R18	99Y	ContiSportContact SC5 FR
245/45R19	98Y	ContiSportContact SC5 FR
275/40R19	101Y	ContiSportContact SC5
205/70R15	96T	Conti4x4Contact 4x4C
215/75R15	100T	ContiCrossContact CCAX6



215/75R15	100T	ContiCrossContact CCAT FR
215/75R15	100T	ContiCrossContact CCLX2 FR
235/75R15	109T	ContiCrossContact CCAX6
235/75R15	109S	ContiCrossContact CCAT XL FR
235/75R15	109T	ContiCrossContact CCLX2 XL
205/65R16	95H	ContiCrossContact CCAX6
215/65R16	98T	ContiCrossContact CCAT
215/65R16	102H	ContiCrossContact CCLX2 XL
235/60R16	100H	ContiCrossContact CCLX2 FR
235/70R16	106T	ContiCrossContact CCAX6
235/70R16	106S	ContiCrossContact CCAT FR
235/70R16	106T	ContiCrossContact CCLX2 FR
255/65R16	109T	ContiCrossContact CCAX6
255/65R16	109T	ContiCrossContact CCAT FR
215/60R17	96H	ContiCrossContact CCLX2 FR
225/60R17	99V	ContiCrossContact CCAX6
235/65R17	108H	ContiCrossContact CCLX2 XL
235/65R17	104V	ContiCrossContact CCUHP FR
255/60R17	106H	ContiCrossContact CCAX6
265/65R17	112H	ContiCrossContact CCLX2 FR
265/65R17	112T	ContiCrossContact CCAT
265/65R17	112T	ContiCrossContact CCAX6
235/60R18	103V	ContiSportContact SC5 SUV FR
235/50R18	97V	ContiSportContact SC5 SUV FR
235/55R18	100V	ContiSportContact SC5 SUV FR
255/55R18	109Y	ContiSportContact SC5 SUV FR
255/55R18	109Y	ContiCrossContact CCUHP XL FR
255/60R18	112V	ContiCrossContact CCAX6
265/60R18	114H	ContiCrossContact CCLX2 XL FR
285/60R18	116V	ContiCrossContact CCLX2 XL FR
235/55R19	101V	ContiSportContact SC5 SUV FR
255/50R19	107Y	ContiCrossContact CCUHP XL FR
255/55R19	111V	ContiSportContact SC5 SUV XL
275/55R19	111W	ContiSportContact SC5 SUV FR
255/50R20	109Y	ContiCrossContact CCUHP XL FR
275/50R20	113W	ContiSportContact SC5 SUV FR



#### **E. Personal Data Protection**

1. The Customer provides its consent to the Company and the Authorized Dealer of the Company to process personal data of the customer for appropriate purposes and according to statutory regulations.
2. For the purpose of registering customer under the Conti Sure Policy, specified personal information (such as name, email address, mailing address etc.) are used provided by the Customer and used by the Company and the Authorized Dealer of the Company for the fulfillment of the Conti Sure Policy. This data is treated confidential and is not disclosed to third parties who are not involved in the process.
3. The Customer has the right to access on request their information and personal data, free of charge, which is stored by the Company. In addition, the Customer has the right to correct inaccurate data and to block and delete personal data, provided there are no legal retention requirements to preclude it.
4. Information on the nature, extent, place and purpose of the collection, processing and use of personal data required by the Company can be found in the Privacy Policy.

#### **F. Other Conditions of Conti Sure Policy:**

1. The Complaint Article will be dealt as per the policy of the Company and the decision of the Company shall be final and binding upon the Customer.
2. Adjustment of Complaint Article, if any, provided by the Company shall not entitle the Customer to avail adjustment / claim over and above provided by the Company.
3. Any adjustment made shall not constitute admission of any defect in product and adjustment made shall be deemed to be commercial in nature.
4. In case adjustment is made, the Complaint Article will become property of the Company.
5. If the Complaint is rejected by the Company, the Customer shall on its expense collect the Complaint Article back within 15 days of the submission of the Complaint Form.
6. The warranty compensation will be applicable on basis of authenticity of tax invoice copy.

#### **G. Place of Jurisdiction & Applicable Law**

1. Any dispute shall be subject to the jurisdiction of Courts at Meerut, U.P. India.
2. The laws of India are applicable.

#### **Document History**

Version	Responsible Function	Details	Effective
1	Technical Customer Service	1 <sup>st</sup> edition	1 <sup>st</sup> July 2012
2	Technical Customer Service	2 <sup>nd</sup> edition	1 <sup>st</sup> April 2022
3	Technical Customer Service	3 <sup>rd</sup> edition	1 <sup>st</sup> August 2022

