



UNITED TIRES CO., LTD. TIRE WARRANTY POLICY

The following policy describes the process which will determine whether any tire purchased from United Tires Co., Ltd, or Affiliated Companies is eligible for a warranty claim.

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1. Eligibility:

This warranty only applies to the original purchaser of any new tire sold by United Tires Co., Ltd, or Affiliated Companies.

Eligible tires shall be used on the vehicle on which they were installed and be according to the vehicle manufacturer's recommendations.

2. Warranty Coverage:

- ✦ This warranty is valid for any new tire that was purchased from United Tires. Co., Ltd. or Affiliated Companies and was not sufficient to use due to manufacturing defects as following:

United Tires:

1. The warranty period shall be three (3) calendar years from the tire's production date (DOT), or until the remaining tread depth reaches the tread wear indicator (TWI), equivalent to 1.6 mm, whichever comes first.
2. Commercial vehicle tires and equipment tires are excluded from the warranty period mentioned in point (1) above. The warranty period for commercial vehicle tires and equipment tires shall be one calendar year from the date of purchase.



3. This warranty applies only to the original purchaser (whose name is stated on the purchase invoice) and may not be transferred to any third party.

This time period does not represent the expected service life for tires covered by this warranty.

3. Warranty Conditions:

The following conditions must be met when presenting a tire(s) for inspection when making a warranty claim:

1. Submission of a valid proof of purchase is required, either in the form of a printed or electronic VAT invoice. Handwritten invoices will only be accepted if they meet the regulatory requirements set forth by the Ministry of Commerce.
2. For OE fitment only, the tire(s) are applicable to the OE warranty policy between United Tires Co., Ltd, or Affiliated Companies and Car Distributors.
3. The tire details and customer details must match the invoice. The tire warranty is non-transferable to another party.
4. The tire(s) must be presented with the vehicle it was fitted on as mentioned in the invoice.
5. The tire must be the correct fitment for the vehicle fitted to as per the manufacturer's recommendations and terms.



6. The tire(s) claim must fulfill the relevant warranty conditions.
7. If TPMS (Tire pressure monitoring system) is available it must be in good working condition.
8. In order to make a thorough inspection the user must deliver the tire(s) to one of the service centers authorized or owned by United Tires Co., Ltd, or Affiliated Companies.
9. Each Tire deemed faulty can only be examined by United Tires Co., Ltd, or Affiliated Companies or any of their authorized companies.
10. If no service center is available, the tire will be sent to an authorized center and may take up to 2 weeks for any claim approval.
11. United Tires Co., Ltd, or Affiliated Companies are not responsible for providing any tires while warranty process is conducted.
12. The vehicle the tire is fitted to must be in a roadworthy condition.
13. All tires inspected for warranty purposes will be retained for a period of seven (7) calendar days prior to disposal.
14. During this retention period, any inquiries or requests for return will be addressed accordingly, and arrangements can be made for the return of the item in question if required.
15. Following the 7-day period, and in the absence of any further communication, the tires will be disposed of in line with our internal procedures and environmental compliance standards.

Failure to meet the above criteria will result in a rejected warranty claim.



4. Compensation Amount:

✦ United Tires Co., Ltd, or Affiliated Companies will compensate the customer for the return tire(s) based on the remaining tread depth when the tire is produced to them at the time of purchase.

✦ This will be the used formula:

New tire tread depth – 1.6mm TWI (Globally recognized TREAD WEAR INDICATOR).

Example:

New Tire: 8.0mm – 1.6mm = 6.4mm of usable tread.

Claimed Tire at Inspection: 6.7mm – 1.6mm = 5.1mm of usable tread.

The remaining tread will then be converted into a compensation percentage. See examples below:

$5.1\text{mm} / 6.4\text{mm} * 100 = 80\%$ compensation.

$3.8\text{mm} / 6.4\text{mm} * 100 = 60\%$ compensation.

The amount of the credit will then be determined by dividing the current United Tires Co., Ltd, or Affiliated Companies retail price (excluding VAT) by the percentage of remaining tread. See below example:

New tire price = SR100 (excluding VAT), 80% compensation = SR80.



- ❖ Any taxes, tire fitment, balancing and any other charges in connection with the replacement of the tire are required to be paid for by the end user.
- ❖ United Tires Co., Ltd, or Affiliated Companies reserve the right to choose the method of settlement which is either an exchange of the product, voucher or a value based on the compensation method.
- ❖ In cases where it is impossible to compensate the customer by changing the product with the same type of tire, the customer has the right to receive a product of the same size with a different pattern or to obtain a full refund relating to the compensation / report findings.
- ❖ Any tire(s) that have been accepted for a warranty claim and had a settlement paid, becomes the property of United Tires Co., Ltd, or Affiliated Companies.

5. Warranty Exclusions:

Tires that have become unserviceable for the following reason will be rejected for claims and void the tire warranty. The below list of reasons for



rejection although quite exhaustive is not a complete list for reasons of rejection:

1. Improper repair or repairs that have failed.
2. Improper maintenance which can include: improper inflation or other maintenance abuses.
3. Improper application or operation such as speeding or overloading.
4. Improper tire size and/or specification for the vehicle the tire is fitted on.
5. Improper mounting/dismounting procedures.
6. Wheel rim damaged or distorted.
7. Mechanical irregularities in the vehicle or wheel, such as faulty suspension components.
8. Damage due to poor wheel alignment.
9. Damage caused by corrosion, vandalism, or damages caused by contamination (petroleum or any other chemical products).
10. Tires used in commercial applications such as taxis, shuttle vehicles and couriers (defaults to warranty for commercial use).
11. Irregular tread wear or excessively rapid tread wear.



12. Worn out tread (remaining tread depth less than 1.6mm).
13. Road damage caused by obstacles or debris, such as cuts, punctures (whether repairable or not).
14. Tears, abrasions, or impact breaks (whether repairable or not).
15. Faulty TPMS (tire pressure monitoring system).
16. Materials added such as fillers, sealants, balancing substances, and external tire treatments.
17. Tire has clearly been used on when Underinflated or Flat.
18. Run Flat tires that have been used when Flat and exceeded recommended speed and distance of the tire manufacturer's recommendation.
19. Run Flat tires that have been repaired in anyway.
20. Noise perception is subjective and can vary significantly between vehicles, Tire design and road conditions. Noise will only be accepted for warranty when tested and proven to be caused by a manufacturing defect and all other cases will be rejected.
21. Tires purchased as used.
22. Tires altered by notching or buffing.



23. Tires used on vehicles in racing or special applications.
24. Tires rendered unserviceable due to snow chains, studs, or any other attachment.
25. Flat spotting or damage due to improper storage by the end user.
26. Flat spotting due to excessive braking.
27. This warranty is only Valid in the Kingdom of Saudi Arabia.

6. Summary:

This policy is designed to be a guide as the Warranty procedure for United Tires Co., Ltd.

The above list of reasons for rejection although quite exhaustive is not a complete list for reasons of rejection from United Tires Co., Ltd, or Affiliated companies.

United Tires Group Co., Ltd, reserves the right to refuse any warranty claim submitted to them by any customer. If the Warranty claim is refused, then a full explanation will be offered to the said customer with proof if required as to why the claim has been rejected.

Customers have a right to Appeal a warranty claim refusal and will need to ensure the following:



- ⚡ The vehicle has not been used in any way except to travel to their home residence after the refusal claim.
- ⚡ The claim has been submitted on or before 5 working days from the date of refusal.
- ⚡ The customer must send an email to warranty@bin-shihon.com, with a reason why the claim should be authorized, with photographic evidence if required.

At this point an assessor from United Tires Co., Ltd, or their affiliated companies will then contact the customer and reassess the claim.

Each customer can only appeal one time per tire warranty claim.

The customer has the right to Complain to United Tires Co., Ltd, if they feel they have been unfairly treated in any way during any of the above process.

Please submit the complaint to warranty@bin-shihon.com stating the reason for the complaint and their contact details, at which point this will be reviewed by United Tires Co., Ltd, and they will respond to the Email within five working Days.