

HOW TO FILE WARRANTY CLAIMS

ZAFCO International's brands are covered by the following warranty conditions:



*Please refer to detailed warranty coverage by brand for segment and pattern-specific coverage.

In case of a claim regarding ZAFCO International's products, please follow these steps to claim an adjustment:

1

REQUEST A CLAIM ADJUSTMENT FORM from your sales representative.

2

FILL OUT THE CLAIM ADJUSTMENT FORM (no handwritten claims, please).

3

SUBMIT THREE (3) MEDIUM RESOLUTION PICTURES OF THE FOLLOWING:

SERIAL AND DOT NUMBER, LABELED AS 1-1

1-1

DAMAGED PORTION, LABELED AS 1-2.

1-2

COMPLETE TIRE WITH THE TREAD PORTION CLEARLY VISIBLE, LABELED 1-3.

1-3

In case of a **MILEAGE TREADWEAR CLAIM**, you must validate the mileage received on the claim tire(s) against the mileage warranted. This information must be certified, along with proof of rotation documents.

In case of **ROAD HAZARD CLAIM**, you must submit a proof of purchase.

In case of claims related to **OOB (OUT OF ROUND) OR RIDE DISTURBANCES**, you must include:

- > Balancing weights & RFV values.
- > A short video clip of the tire spinning on the balancing machine. The monitor indicating weights should be clearly visible.

4

EMAIL ALL REQUIRED MATERIALS to your sales representative.

5

If requested, MAIL THE DOT AND SERIAL NUMBER CUT-OUTS of adjusted claims to:

ZAFCO International
Attn: Technical Department
3200 NW 67th Ave, Building 2, Suite 260
Miami, FL 33122, USA

ALL CLAIMS will be settled within **(30) thirty working days upon receipt of full details** using the **instructions stated above** in the form of a **credit to your account**.

