



ZEETEX LIMITED WARRANTY
PASSENGER & LIGHT TRUCK TIRES
COVERS WORKMANSHIP & MATERIALS,
MILEAGE WARRANTY.

EFFECTIVE OCT 2017
North America

ABOUT ZEETEX LIMITED WARRANTY

This limited warranty covers all new Zeetex brand replacement radial tires purchased after May 1st, 2016, supplied either directly or through an authorized Zeetex dealer, which are mounted on passenger cars, vans and light trucks and have been used on the same vehicle that they were originally installed on. This warranty applies to consumers actually purchasing and using the tires in all of North America, limited to the 48 contiguous states, the District of Columbia, the non-contiguous states of Hawaii and Alaska, and Canada.

WHAT IS COVERED BY THIS WARRANTY AND FOR HOW LONG?

A. WORKMANSHIP & MATERIALS WARRANTY

Zeetex warrants all eligible tires with a complete D.O.T identification number against defects in workmanship and materials. Upon examination, if Zeetex determines that the tire(s) is not serviceable due to a condition covered by this warranty, it will be replaced by a comparable new Zeetex tire as follows:

- i. During the first 2/32" of the original usable tread, or within (12) twelve months from the date of purchase (proof of purchase required) whichever comes first, Zeetex will replace the tire with a comparable new Zeetex tire 100% free of charge. Applicable fees and taxes and costs of mounting and balancing are payable by the owner.
- ii. After the 100% replacement term expires and the tire is still within (60) sixty months of the date of purchase (proof purchase required), credit will be pro-rated towards the purchase of a comparable Zeetex tire. The credit will be determined by the percentage of original tread depth remaining on the tire. Applicable fees and taxes and costs of mounting and balancing are payable by the owner.

The authorized Zeetex dealer will determine the adjustment cost by multiplying the percentage of original usable tread worn by the current Zeetex price in effect at the time of adjustment. Refer to the example below to obtain the credit percentage:

R.T.D = Remaining Tread Depth
O.T.D = Original Tread Depth

If R.T.D = 5/32" = 5 and O.T.D = 10/32" = 10

The calculation is:

$$\frac{\text{Remaining Usable Tread Depth (5-20)}}{\text{Original Usable Tread Depth (10-2)}} = \frac{3}{8} = 0.375$$

=38%

B. MILEAGE TREADWEAR WARRANTY

In addition to the above workmanship and materials warranty, Zeetex also warrants that the tread life of all replacement passenger tires or light truck tires, supplied either directly or through an authorized Zeetex dealer, will have the following treadwear warranty coverage from the point of original purchase (proof of purchase required):

Passenger Tires	
Pattern	Mileage Coverage
ZT3000	45,000 miles (72,420 km)
HP1000	30,000 miles (48,280km)

Light Truck Tires	
Pattern	Mileage Coverage
HT1000	35,000 miles (56,327km)
AT1000	35,000 miles (56,327km)
SU1000	35,000 miles (56,327km)

If a tire reaches the end of its usable tread life (2/32") before the stated mileage warranty, it will be replaced by a comparable Zeetex tire on a pro rata basis. The authorized Zeetex dealer will determine the adjustment cost by multiplying the percentage of mileage obtained by the current Zeetex price in effect at the time of adjustment.

To make a claim, the owner must present the original Zeetex Mileage Warranty Card, which records the date of purchase, name of purchaser, original mileage, and identification of the vehicle to an authorized Zeetex dealer.

ELIGIBILITY FOR LIMITED TREAD WEAR WARRANTY:

1. The tires must be rotated every 5,000 – 6,000 miles
2. The owner must be the original purchaser of the tires and have the original copy of the invoice showing the application mileage
3. The original purchaser must be the owner of the vehicle on which the tires were originally installed
4. The tires are worn out evenly across the tread, down to the treadwear indicator (2/32") at which time they are considered to be 100% worn out. The tire must not have more than 2/32" tread depth difference
5. The Tire Rotation Card must be completed by the servicing dealer
6. For vehicles equipped with staggered size fitments (different tire sizes on the front and rear axles) which cannot be rotated, the mileage warranty for the front or rear tires will be 50% of the warranted miles specified under the standard Zeetex treadwear warranty

WHAT IS NOT COVERED BY THE WARRANTY?

1. Ride disturbances that occur after the first 2/32" of treadwear
2. Replacement of (3) three or more tires from the same vehicle
3. Tires used or equipped on a vehicle registered or operated outside of North America
4. Tires worn beyond the treadwear indicators (less than 2/32" remaining tread)
5. The cost of mounting and balancing and applicable taxes and fees

- 6. Tire damage or irregular wear due to:
 - a. Road hazards, including, but not limited to: cuts, punctures, snags, and bruises, or impact damages caused by potholes, curbs, spins, stone drills or other objects on the road
 - b. Continued use while run flat or under acute under-inflation
 - c. Improper repair, or with repairs not conforming to the Rubber Manufacturers’ Association standards, or with section repairs, or with self-vulcanizing plug only
 - d. Improper use or operation, including, but not limited to: over inflation, overloading, contamination or degradation by petroleum products or other chemicals, tire chain damage, use for racing or competitions, excessive off-road use, or willful damage or abuse
 - e. Improper or insufficient maintenance, including, but not limited to: misalignment, wheel imbalance, defective brakes or shock absorbers, improper mounting or demounting, or other vehicle conditions
 - f. Failure to rotate the tire at least every 5,000 – 6,000 miles as evidenced by Zeetex’s Tire Rotation Card
 - g. Tires with the D.O.T identification number removed or rendered illegible
- 7. Tires that are:
 - a. Sold as “Defective Appearance” (“DA”) Tires
 - b. Branded “Blemished”, or “Non Adjustable”
 - c. Installed on any other vehicle other than the vehicle of original installation
 - d. Acquired as used tires or purchased by somebody other than you
- 8. Ozone or weather cracking on tires purchased over four (4) years from date of purchase. Proof of purchase is required
- 9. Tire alteration of any manner, including, but not limited to: siping, buffing, stud pin holes, re-grooving, or additives
- 10. Any other damage caused by user’s actions or omissions not in conformity with vehicle manufacturer’s specifications or instructions

SUMMARY OF ZEETEX LIMITED WARRANTY COVERAGE

Category	Pattern	Mileage Warranty
PCR	ZT3000	45,000
PCR/UHP	HP1000	30,000
SUV	SU1000	35,000
SUV	HP202	N/A
4X4	HT1000	35,000
4X4	AT1000	35,000
4X4	MT1000	N/A
LTR	CT1000	N/A

*Limited Applications. No coverage for commercial use (LT-metric sizes)

OWNER'S OBLIGATION

In order to be eligible for the Zeetex Limited Warranty the owner must:

1. Present the tire to any authorized Zeetex dealer
2. Present the original purchase receipt with documented automobile mileage at time of tire installation and tire dismounting
3. Present a tire rotation record showing that all tires have been rotated at least every 5,000 – 6,000 miles (applicable to mileage warranty claims only)
4. Complete and sign a Zeetex Limited Warranty Claim Form (available at any authorized Zeetex dealer)
5. Pay the amount due on a new Zeetex tire, including taxes, mounting and balancing charges and/or the cost of other services, less the amount of credit.

Once tires are returned to Zeetex by an authorized dealer and credit has been issued, submitted tires become the property of Zeetex. To locate an authorized Zeetex dealer, please use our Dealer Locator portal on **www.zeetex.com**, or contact us at **info@zeetex.com**.

DISCLAIMER:

THIS IS THE ONLY EXPRESS WARRANTY GIVEN BY ZEETEX, APPLICABLE TO ZEETEX BRAND REPLACEMENT PASSENGER CAR RADIAL AND LIGHT TRUCK RADIAL TIRES. ZEETEX DOES NOT MAKE ANY OTHER EXPRESS WARRANTY OR ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ZEETEX DOES NOT AUTHORIZE ANY OTHER PERSON, INCLUDING AUTHORIZED ZEETEX DEALERS OR CAR MANUFACTURERS, OR CAR DEALERS, TO CHANGE THIS WARRANTY OR CREATE ANY OTHER OBLIGATION IN CONNECTION WITH ZEETEX. ZEETEX WILL NOT DO ANYTHING OTHER THAN WHAT IS STATED IN THIS WARRANTY IF AN ANOMALY IS FOUND TO EXIST IN A ZEETEX BRAND REPLACEMENT PASSENGER CAR OR LIGHT TRUCK RADIAL TIRE. ALL OTHER REMEDIES ARE EXCLUDED, INCLUDING ANY OBLIGATION OR LIABILITY ON THE PART OF ZEETEX FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES (SUCH AS A LOSS OF USE OF VEHICLE, LOSS OF TIME OR INCONVENIENCE) ARISING OUT OF AN ANOMALY.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

DEALER'S OBLIGATION

To claim an adjustment from Zeetex, the dealer must first complete a "Claim Adjustment Form" with the required details, which can be requested via email at **claims@zafco.com** with the subject "Claim Adjustment Form Request." Each claim must be supported by (3) three medium resolution pictures per tire of the following:

1. Serial and DOT number, labeled as 1-1
2. Damaged portion, labeled as 1-2
3. Complete tire with the tread portion clearly visible, named 1-3; and so forth
4. Mileage Warranty & Tire Rotation Card (applicable to mileage warranty only)

The completed "Claim Adjustment Form", together with the pictures, must be emailed to **claims@zafco.com**. The DOT and serial number cut-outs of adjusted claims must be mailed to us at the following address:

3200 NW 67th Ave, Building 2, Suite 260
Miami, FL 33122
United States

All claims will be settled within (30) thirty working days upon receipt of full details using the instructions stated above.

TIRE REGISTRATION

It is important that you register your Zeetex tires promptly upon purchase. Registration is an important safety procedure since it enables the manufacturer to notify you in the event of a product recall. To complete registration, you will need to provide:

1. Your contact information
2. The tire D.O.T codes located on your tires
3. Your dealer's contact information (where you acquired the tires from)

Please use the form available on **www.zeetex.com** for quick and easy registration of your tires.

SAFETY WARNING



Zeetex makes your safety our top priority. It is essential for you to ensure proper use and maintenance of your tires to avoid any serious injury. Here are some safety tips we recommend to mitigate your risk of tire failure:

1. Owners must continue to rotate tires in accordance to their vehicle owner's manual or every 5,000 – 6,000 miles
2. Tires should be regularly inspected by a qualified tire professional for any signs of damage
3. Tires should be mounted only by trained professionals. Follow all instructions in the vehicle owner's manual or tire placard in vehicle to avoid under-inflation, overloading and misapplication
4. Use approved rims and wheels only
5. Do not spin tires on slippery surfaces such as snow, ice, or mud, or spin in excess of 35 mph (56 kph), as indicated on the speedometer
6. We recommend replacing any tires that are beyond (10) ten years from their date of manufacture. If your vehicle manufacturer has specific recommendations for tire replacement, you should follow the specific recommendations for that vehicle
7. Always avoid purchasing used tires. Previous usage may have damaged internal components that may lead to tire failure
8. We recommend replacing all four tires at the same time. However, when only two are replaced, the new tires should be on the rear since deeper tread may provide better grip and water evacuation in wet conditions
9. We recommend routine air pressure checks as per your vehicle manufacturer's specifications

Any tire, no matter how well constructed, may fail in use as a result of damage or misuse. If you experience any vibrations or ride disturbances, or notice a bulge, bump, or any kind of irregularities, we recommend having your tires evaluated by a qualified tire servicer immediately

For further assistance and information, please contact us at:

Zeetex Tire

3200 NW 67th Ave, Bldg 2, Suite 260

Miami, Florida 33122

United States

(305) 406-3811

www.zeetex.com

Or email us at:

info@zeetex.com

A close-up, low-angle shot of a dark, textured surface, possibly a piece of machinery or a wall. The surface is composed of several rectangular panels arranged in a grid-like pattern. Each panel has a series of small, circular indentations or rivets along its edges. The lighting is dramatic, with strong highlights and deep shadows, creating a sense of depth and texture. The overall color palette is dark, with shades of brown, black, and grey.

CLAIM FORM



Zeetex Limited Warranty Claim Form

CUSTOMER INFO:	
Name	
Address	
City	
State	
Zip Code	
Phone	()

DEALER INFO:	
Name	
Address	
City	
State	
Zip Code	
Phone	()

TIRES PURCHASED	
Pattern	
Size	
Quantity	
Invoice No	

Car Make	Model	Year	License #

D.O.T Identification No (12 Digits):											
Odometer Reading								Date			
ON											
OFF											

D.O.T Identification No (12 Digits):											
Odometer Reading								Date			
ON											
OFF											

D.O.T Identification No (12 Digits):											
Odometer Reading								Date			
ON											
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Odometer Reading								Date			
ON											
OFF											

D.O.T Identification No (12 Digits):											
Odometer Reading								Date			
ON											
OFF											



TIRE ROTATION CARD				
Mileage	Date	Odometer	PSI	Dealer Name / Signature

Please ensure that your dealer completes the information above at the recommended service interval

Note: In the event of a mileage claim, please attach this rotation card to the Mileage Claim Form

