



**Warranty Policies and Procedures
Consumer Tires (PCR/LTR)
(October 06, 2020)**

1.0 STANDARD LIMITED WARRANTY

1.1 Eligibility

This Standard Limited Warranty Policy and Procedures (“**Standard Limited Warranty**”) applies to all new Consumer tires (PCR/LTR) purchased on or after January 1, 2018, manufactured by GITI Tire Group, sold or distributed under the Dextero brand bearing the corresponding D.O.T. tire identification number.

To be eligible, the following criteria must be met:

- Purchased in the United States or Canada;
- The tires were operated under normal service conditions and used on the same vehicle on which they were originally installed and according to the vehicle manufacturer’s recommendations;
- The consumer is the original purchaser of the tire.
- The tires are of correct size, load and speed rating for the make and type of vehicle;
- The tires were used on the proper road surfaces for which they were designed;
- The tires are not subject to an exclusion (see Section 1.3, “*What is not covered by the Standard Limited Warranty*”).
- The warranty claim procedure found under Section 2.3 “OWNER’S OBLIGATION,” is completed in full.

1.2 What is Covered by the Standard Limited Warranty

Upon examination by the Dextero representative, any eligible Dextero tire that has become unusable due to a condition attributable to materials and/or workmanship within 60 months from the date of manufacturing of the tire (DOT), and before the tire wears down to 2/32 inch (1.6 mm), and not subject to the exclusions in Section 1.3 “*What is not covered by the Standard Limited Warranty*,” will be replaced with an equivalent new Dextero product on the basis set forth in this Limited Warranty.

Adjustment on ride comfort or out-of-round is allowed only during the first 2/32 inch of the original tread depth and within 12 months from the date of purchase (whichever comes first) supported with proof of purchase.

Any Dextero tire that satisfies the above conditions which has become unusable due to conditions attributable to materials and/or workmanship will be replaced free of charge through a Dextero Authorized Dealer. The cost of mounting and balancing and other service charges, disposal fees, or applicable taxes are payable by the consumer (i.e. vehicle owner / end user).

Any Dextero tire that has been worn beyond the first 2/32 inch of the original usable tread depth which is adjusted under this Standard Limited Warranty due to workmanship and/or materials will be replaced with an equivalent new Dextero product subject to a pro-rated charge through a Dextero



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Authorized Dealer. The cost of mounting, balancing, and other service charges, disposal fees, or applicable taxes are payable by the consumer.

1.3 What is Not Covered by the Standard Limited Warranty

This Standard Limited Warranty does not apply to consumer (PCR/LTR) tires which have become unserviceable under (but not limited to) the following conditions:

- Incorrect size or load rating for the vehicle;
- Road hazard injury (e.g., a cut, snag, bruise, impact damage or puncture);
- Improper use or operation, including improper inflation pressure, overloading, curbing, use of improper rim or wheel, improper mounting or demounting, tire/wheel spinning, misuse, misapplication, negligence, tire alteration, or use in competition or racing;
- Use in commercial applications for tread wear;
- Improper maintenance of tire, wheel, or vehicle components: misalignment, imbalance, worn components, or other vehicle conditions, characteristics or defects;
- Highway tires that are operated in on-off highway applications;
- Tires subjected to severe under-inflated or run-flat conditions;
- Improperly repaired tire;
- Uneven or rapid wear which is caused by mechanical irregularity in the vehicle such as wheel misalignment, (measured tread difference of 2/32 inch or more across the tread on the same tire);
- Accident, fire, chemical corrosion, or vandalism;
- Flat spotting caused by improper storage or brake lock; Contamination or degradation by petroleum products or other chemicals, solid or gaseous materials other than air, nitrogen or carbon dioxide (for example, water-based sealers or balancing substances);
- Ozone or weather cracking after 48 months from manufacturing date;
- With the serial number buffed, cut or illegible;
- Purchased or used outside the United States or Canada;
- With less than 2/32nds of an inch remaining tread in any groove;
- With a ride disturbance complaint that occurs after the first 2/32nds of tread wear;
- Damaged through use of any tube or flap;
- Damaged through improper use of tire chains;
- Use of Run Flat technology tires without a properly operating low air pressure warning system (TPMS – Tire Pressure Monitoring System).

2.0 LIMITED MILEAGE WARRANTY

This Limited Mileage Warranty applies to all new consumer (PCR) tires purchased on or after January 1, 2018 sold or distributed under the Dextero brand bearing the corresponding D.O.T. tire identification number. The following Dextero brand pattern designs are covered by a limited warranty for tread wear as follows:

Tire Pattern	Mileage Tire Warranty *
TOURING DTR1	45,000 miles / 75,000 Kilometers
DHT2	50,000 miles / 80,000 Kilometers
ALL TERRAIN DAT1	50,000 miles / 80,000 Kilometers

* Half stated mileage warranty for rear of split fitment



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* Mileage warranty for P-metric sizes only

2.1 Eligibility

To be eligible, the consumer (PCR) tire must meet the following criteria:

- Dextero will provide a prorated mileage credit towards the purchase of a comparable Dextero tire. Vehicles with staggered fitments (e.g. front and rear tire sizes are different) cannot be rotated. Therefore, Dextero warrants tires mounted in the rear axles of vehicles with staggered fitments only up to 50% of the warranted miles under the Standard Dextero Mileage warranty.
- Purchased in the United States or Canada;
- Is properly serviced and maintained, with periodic rotation, all evidenced by acceptable service records;
- Tread is evenly worn down to the top of the treadwear indicator bars;
- Was mounted within 60 months from the date of purchase;
- The tire is of the correct size and load rating for the make and type of vehicle;
- The tire has been used on road surfaces for which the tire has been designed;
- Original proof of purchase with installation miles must be provided;
- The tire is not subject to exclusion (see Section 2.2 “*What is Not Covered by the Limited Mileage Warranty*”).

Driving habits, driving conditions, road conditions, and vehicle maintenance all play a part in the tread life of a tire. If a tire does not reach the warranted mileage, and the owner of the tire has complied with the terms and conditions of the Limited Mileage Warranty, Dextero will replace the tire as follows:

If the eligible tire wears out (down to 2/32 of an inch remaining tread depth), before warranty miles are achieved, as measured on the properly functioning odometer of the vehicle under normal passenger car, or SUV/CUV use, Dextero will make an allowance for the difference of the warranted mileage versus the actual mileage achieved toward the purchase of a comparable new Dextero brand tire, prorated on warranted mileage.

The Authorized Dealer will calculate the replacement allowance by multiplying the percentage of the warranted mileage not received by the retailer’s selling price at the time and place of the adjustment.

2.2 What is Not Covered by the Limited Mileage Warranty

- Tires of incorrect size or load rating for the vehicle;
- Tires not rotated in accordance with the prescribed rotation patterns and mileage levels as recommended by either the vehicle manufacturer or Dextero;
- Tires damaged due to road hazard injury (e.g., a cut, snag, bruise, impact damage or puncture);
- Improper use or operation, including improper inflation pressure, overloading, curbing, use of improper rim or wheel, improper mounting or demounting, tire/wheel spinning, misuse, misapplication, negligence, tire alteration, or use in competition or racing;
- Tires used in commercial applications including, but not limited to, police, taxi service, national account, government, or contract sales;

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- Tires installed on any vehicle other than the vehicle on which the tires were originally installed;
- Improper maintenance of tire, wheel or vehicle components: misalignment, imbalance, worn components, or other vehicle conditions, characteristics or defects;
- Highway tires that are operated in on-off highway applications;
- Tires subjected to severe under-inflated or run-flat conditions;
- Improperly repaired tire;
- Uneven or rapid wear which is caused by mechanical irregularity in the vehicle such as wheel misalignment, (measured tread difference of 2/32 inch or more across the tread on the same tire);
- Tires damaged by an accident, fire, chemical corrosion, tire alteration, or vandalism;
- Tires which have flat spotting caused by improper storage or brake lock;
- Contamination or degradation by petroleum products or other chemicals, solid or gaseous materials other than air, nitrogen, or carbon dioxide (for example, water-based sealers or balancing substances);
- With the serial number buffed, cut, or illegible;
- Purchased or used outside the United States or Canada.

3.0 OWNER'S OBLIGATION

To make an eligible claim under this 5 Year Limited Warranty and/or Mileage Warranty:

- The owner must rotate the tires in accordance with prescribed rotation patterns as recommended by either the vehicle manufacturer or Dextero;
- Owner is responsible for proper maintenance of tire and vehicle, and maintaining proper tire pressure;
- When making a claim, the owner must present the tire(s) to be adjusted, with an original sales invoice showing the tire description, mounting mileage, and the date the tire(s) were installed, to an authorized Dextero retailer. Once replaced, the tire(s) adjusted become property of Dextero;
- Owner is responsible for paying all applicable taxes set forth under this Limited Warranty;
- Owner is also responsible for paying local tire-disposal fees and any parts or service, regardless of mileage or months of service. This includes payment for tire rotation, alignment, towing, road service, valve stems and tire repairs;
- No claim will be recognized unless submitted on a Dextero claim form.

4.0 TIRE REGISTRATION

The registration of a consumer (PCR/LTR) tire is a very important safety precaution required by Federal law.

Tire registration will allow Dextero to notify the owner in the unlikely event of a product return program. The Authorized Dealer will provide a tire registration card to record the D.O.T. tire identification number, along with the dealer's name and address.

The Owner is required to fill in his or her name and address, and mail to the address printed on the card or make the tire registration online at: <http://www.dexterotires.com/DX/us/register.asp>



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