

YOHTA LIMITED WARRANTY

This revised limited warranty policy shall apply to tires manufactured or purchased on or after January 1, 2019 (the “Effective Date”) and shall only apply to Alliance, Galaxy and Primex tires sold by Yokohama Off-Highway Tires America, Inc.. (YOHTA) in the United States and Canada that conform to all terms and conditions set forth below (an “Eligible Tire). This Policy applies to the Eligible Products (as described below) that are eligible for warranty in normal service, displaying Adjustable Conditions (as described below) provided that such Eligible Products (as described below) are not excluded from warranty coverage due to any Non-Adjustable Condition (as described below). Tires purchased before 1/1/19 are covered under the previous Alliance and Galaxy/Primex warranties.

ELIGIBLE PRODUCTS

1. Tires that bear the Alliance, Galaxy or Primex name and a serial number; and
2. Tires that are not marked “Non Adjustable” or “Not ADJ” or “NA;” and
3. Tires that are within age limits (see below) for adjustment consideration; and
4. Tires with at least 2/32 of tread remaining; and
5. Tires used in accordance with the recommendations of the vehicle manufacturers and YOHTA’s use, maintenance and safety recommendations, in normal service; and
6. Only the original purchaser of the tire is entitled to compensation under this warranty.

ADJUSTABLE CONDITIONS

A tire shall be regarded as being in “Adjustable Condition” only if:

1. Workmanship and Materials Defects
 - That tire becomes unusable due to a condition or conditions under YOHTA’s control; and
 - That tire becomes unserviceable or non-repairable per Rubber Manufacturer Association (RMA) standards; and
 - Damage caused to a tire due to normal use of the tire on a vehicle for the purpose intended by the manufacturer of the vehicle for said vehicle and for the purpose intended by YOHTA for the tire.
2. Field Hazard and Stubble Damage (agriculture tires only)
 - A farm tire that becomes unserviceable due to field hazards or stubble damage will be replaced for the original owner on a pro rata basis provided the tire was not used in any manner other than originally specified by YOHTA, or as described below regarding non-adjustable conditions.
 - Tires are excluded from the stubble damage warranty unless made with “Stubble Guard” compound and “Stubble Guard” appears on the sidewall of the tire.
3. Adjustment consideration shall be based on the purchase date of the tire if proof of purchase in the form of a valid invoice exists. If proof of purchase is not available, adjustment consideration will be based on the date of manufacture of the tire which is molded into the sidewall of the tire.

NON-ADJUSTABLE CONDITION (EXAMPLES ONLY)

The following are examples (only) for Non-Adjustable conditions, which shall not entitle the owner of an “Eligible Tire” to any sort of compensation:

1. Damage caused to a tire due to fire, accident, vandalism, mechanical defects, or improper installation/service, or use of improper wheel or rim.

2. Tires that become unserviceable due to abusive driving such as over speeding, driving contests, pulling contests, competitive driving, logging, or any kind of use not in full accordance with the intended use of the vehicle and the recommendations of the vehicle manufacturers and with YOHTA usage and maintenance recommendations for said tire.
3. Damage caused by neglect or by abuse or by mismatching of adjacent tires, misalignment, runflat, improper inflation, improper operation of vehicle, over speeding, over loading, improper repair, insertion of sealant, or petroleum damage, etc.
4. Improper storage, chain damage, excessive heat/cold conditions, alteration of appearance or structure of tire, and the like.
5. Tread wear out, or tire failure resulting from spinning, use of damaged rim or mismatching rim, rim slip, or tire/wheel assembly imbalance.
6. Damaged or broken beads due to non-RMA-approved mounting or dismounting procedure.
7. Foam filling in the tire.

AGRICULTURAL TIRES TERM AND PRO RATA

Tires worn less than the WEAR LIMIT will be compensated at the MAX CREDIT value for the service period based on invoiced date of purchase.

Tires worn more than the WEAR LIMIT for the service period will be compensated at a percentage based on the remaining tread depth.

Tires presented for claims without original sales invoice will be prorated based on the date of manufacture.

Service From Date of Purchase or Date of Manufacture	STANDARD AG 7 YEARS COVERAGE		PREMIUM AG* 10 YEARS COVERAGE	
	WEAR LIMIT	MAX CREDIT	WEAR LIMIT	MAX CREDIT
0-24 Months	<25%	100%	<25%	100%
Year 3	<50%	50%	<50%	50%
Year 4	<60%	40%	<60%	40%
Year 5	<80%	20%	<70%	30%
Year 6	<90%	10%	<80%	20%
Year 7	<95%	5%	<85%	15%
Year 8	—	—	<90%	10%
Year 9	—	—	<90%	10%
Year 10	—	—	<95%	5%

* The Premium Ag Coverage shall be applied to Steel belted products for Tractor, Agricultural-Transport, Fronts, Implements, Harvester, Row Crop & Sprayer.

* The Premium Ag policy does not cover steel belted Agro-Forestry, Agro-Loader & Agro-Industrial products.

AGRICULTURAL TIRES TERM AND PRO RATA (CONT'D)

Service From Date of Purchase or Date of Manufacture	FIELD HAZARD & STUBBLE DAMAGE
	Amount of Credit Toward Cost of Replacement Tire as Percentage of Original Purchase Price of Tire
0-6 Months	100%
6-12 Months	50%
Year 2	30%
Year 3	10%
Year 4-10	—

FORESTRY AND AGROFORESTRY TIRES TERM AND PRO RATA

The YOHTA limited warranty on forestry and agroforestry tires is valid for 5 years.

Tires that are worn less than 10%, and deemed in “Adjustable Condition” will be replaced without charge excluding mounting and service charges.

Tires that are worn more than 10% and deemed in “Adjustable Condition” will be pro-rated based on the percentage of remaining tread depth.

PNEUMATIC INDUSTRIAL, CONSTRUCTION, AND EARTHMOVER TIRES TERM AND PRO RATA

Tires that are worn less than 10%, and deemed in “Adjustable Condition” within the first 12 months of service will be replaced without charge excluding mounting and service charges.

Tires that are worn more than 10% and deemed in “Adjustable Condition” will be pro-rated based on the percentage of remaining tread depth OR the percentages in the chart below, whichever is less.

Service From Date of Purchase or Date of Manufacture	WORKMANSHIP & MATERIALS
	Amount of Credit Toward Cost of Replacement Tire as Percentage of Original Purchase Price of Tire
Year 1	100%
Year 2	75%
Year 3	50%
Year 4	30%
Year 5	10%

RESILIENT SOLID TIRES, PRESS-ON BAND SOLID TIRES & NON-MARKING SOLID TIRES TERM AND PRO RATA

Wear %	VALID ONLY FOR 5* YEARS FROM DATE OF PURCHASE
	Pro RATA Calculation
0% - 20%	100 - 80
21% - 40%	79 - 60
41% - 60%	59 - 40
61% - 80%	39 - 20
81% - 100%	19 - 0

*Tires purchased prior to January 1, 2020 will receive 2 years of coverage from date of purchase

GENERAL TERMS

- YOHTA warranty determinations and decisions on claims are final.
- There are no other warranties, expressed or implied, (including but not limited to warranties of fitness for a particular purpose or merchantability) on Alliance, Galaxy and Primex tires, and no representative or dealer has the authority to make any representation, promise or agreement, implying otherwise, except as stated herein.
- Compensation according to this warranty is limited, shall be paid only in accordance with YOHTA Limited Warranty Procedure and shall not under any circumstances, exceed the tire purchase price.
- This Warranty does not cover, nor does it extend to, special, consequential, incidental, punitive or exemplary damages of any sort; or to inconvenience or loss of time or vehicle use; or bodily harm or death; or towing, mounting or service costs; even if advised of the possibility of such loss damages.*

* Some states do not allow the exclusion or limitation of incidental or consequential damages. In those states, the above limitations may not apply.

ADJUSTMENT CLAIM PROCEDURE

For easier processing of your warranty claims download and use the “Yokohama-OHT Warranty Wizard” app from the Google “Play” or the iTunes stores, or go to www.yokohama-ohtwarrantywizard.com.

Use the Yokohama-OHT Limited Warranty Claim Form for offline warranty tire claims. Please contact the Warranty Department (see below) to obtain claim forms. This form supersedes all prior claim forms. The claim procedure is:

Complete the claim form entirely. Use additional tab for each claim tire.

- Take the following required photos (JPEG format, 15mb or smaller – using a phone or digital camera that will save the photos in this format) for each tire claimed:
 - Picture of the whole tire,
 - Picture of the tread,
 - Picture of the serial number (and DOT if applicable),
 - Pictures of the areas of the condition including one of the inner liner at the damage area. (Please note that a minimum of two (2) photos of the defect are required).
- Submit the completed claim form, photos, and invoice (as proof of purchase date) via email for processing. If email is not possible, please fax completed claim form, photos, and invoice.
- Claims received in good order with the photos and documentation required in procedure #2 (above) will be processed within 1-2 business days.
- Processing of claims not received in good order will be delayed, and we will notify you of the deficiency in documentation.
- YOHTA reserves the right to audit any tire that is submitted via the Warranty Wizard or any other digital process to conduct a physical tire inspection to verify the out of service condition and to determine final technical disposition of the tire. Customers seeking consideration for tires that may have workmanship and materials should hold on to the physical tires for four weeks time (From the date of claim login) to allow YOHTA to exercise that option. If the tires requested for audit are no longer available within the given time period, the customer may lose the opportunity for due process on warrantable conditions i.e claim CN may be reversed as the final disposition cannot be determined.

For questions regarding claims or claims processing, contact:

WARRANTY CUSTOMER SERVICE MANAGER

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