Replacement Market Tires Warranty Manual

Warranty Eligibility

This Limited Warranty applies to all qualified replacement-market passenger and light truck tires manufactured by Shandong Linglong Tyre Co., Ltd. and its subsidiaries. This Limited Warranty applies only to the original purchaser and only to tires bearing a complete brand identification and a valid DOT code or barcode. This Limited Warranty is valid only if all of the following conditions are met:

- The tires were manufactured on or after January 1, 2025, and were shipped to North America for sale and use.
- The tire fails due to the workmanship or materials.
- The tire is within the applicable warranty period, and the remaining tread depth is above the Tread Wear Indicator (TWI).

What Is Warranted and for How Long

If a tire covered by this Limited Warranty becomes unserviceable due to a defect in workmanship or materials while the remaining tread depth is above the Tread Wear Indicator (TWI), Linglong will provide warranty coverage in accordance with the terms and conditions of this Limited Warranty.

- The warranty period is six (6) years from the date of purchase or seven (7) years from the date of manufacture, whichever comes first, provided the remaining tread depth is above the Tread Wear Indicator (TWI).
- If a tire fails due to manufacturing defects and meets the warranty terms and conditions, with remaining tread depth above the TWI, a new tire of the same specification will be provided free of charge.

What Is Not Covered

1. Road hazard damage caused by obstacles or debris, including cuts, punctures (whether repairable or not), snags, bruises, tears, abrasions, or impact breaks.
2. Improper or failed repairs.
3. Damage resulting from improper inflation or improper maintenance.
4. Damage caused by improper mounting or dismounting.
5. Mechanical irregularities such as bent wheel assemblies, misalignment worn or faulty components.
6. Damage caused by overinflation, underinflation, overloading, or defective vehicle mechanical conditions.
7. Damage from over-inflation or under-inflation, overloading, defective vehicle mechanical conditions.
8. Non-racing or off-road tires that have been misused or abused in racing or off-road applications.
9. Damage caused by ozone or weather cracking, misuse, abuse, tire modifications, or operation while flat (run-flat damage).
10. Any tire from which the DOT identification number and/or brand name has been intentionally removed.
11. Tires that have been modified after leaving the factory, including the addition of fillers, sealants, balancing compounds, or external tire treatments. If any added material is determined to have caused the failure, the tire will not be eligible for warranty coverage.
12. Abnormal tread wear resulting from improper installation, wheel misalignment, tire/wheel assembly imbalance, etc.
13. Vehicles or tires operated beyond their rated load capacity.
14. Additional monetary loss, such as damage of the vehicle or time, etc.

Road Hazard Warranty

If a tire becomes unserviceable due to a non-repairable road hazard, it must meet the following eligibility requirements:

- The tire must be within one (1) year of the date of purchase. The original proof of purchase must be provided.
- For eligible tires, compensation will be equal to 50% of the total FOB tire price plus freight.

Treadwear Mileage Warranty

If an eligible tire wears evenly to the Tread Wear Indicator (TWI) before reaching the warranted mileage, under normal passenger vehicle use and within the applicable Limited Warranty period. The unused service will be subsidized on a pro-rata basis to purchase a new tire. To submit a claim, installation record, tire rotation record, tire rotation records, and tire removal record must be provided with the claimed tire.

- Tires must be rotated every 6,000 to 8,000 miles (10,000 to 13,000 km), or sooner.
- This warranty does not apply to original equipment (OE) tires.
- The Treadwear Mileage Warranty applies only to the original purchaser and owner of the tires.
- This Mileage Warranty does not apply to tires used in commercial applications, including but not limited to law enforcement vehicles, taxi services, courier services, delivery fleets, or other commercial uses.
- To qualify for this warranty, tires must show even tread wear, with no more than a 2/32" difference in tread depth across the tire tread.

Mileage Warranty Product List:

Product Line	Mileage Warranty
ULTRA SPORT +	50,000 miles（80,000 km）
HP^{010} PLUS	55,000 miles（90,000 km）
CROSSWIND HT^{2}	55,000 miles（90,000 km）
TRAILTRAXX	60,000 miles（100,000 km）
RUGGED TRAXX	50,000 miles（80,000 km）

90-DAY Customer Satisfaction Trial

LingLong offers a 90 Day Free Trial as the following :

- Applies to passenger tires only (Excludes commercial, light truck (LT), racing, and other specialty tires).
- This Satisfaction Guarantee applies only to the original purchaser who purchases at least four (4) new passenger tires in a single transaction. It does not apply to replacement tires provided under this guarantee.
- This guarantee does not apply to tires that have been intentionally damaged or damaged due to misuse, abuse, or improper use.
- How do you return your tires during the trial period?

A.Within the applicable trial period from the date of purchase, you must return your tires to the tire dealer where you purchased your tires.

B.Present the original sales receipt or other proof of purchase.

C.Provide the reason for your dissatisfaction (such as appearance, ride comfort, or handling, etc.).

To Make a Claim Under This Limited Warranty

- Present your tires and the original proof of purchase to the original place of purchase or any authorized Company dealer.
- Complete and sign the Warranty Claim Adjustment Form, keep a copy for your records, and leave the tire with the dealer for warranty claim processing;

Owner's Responsibilities

- At the time of purchase, tires must be properly installed with recommended inflation and balanced. Observe rotation and alignment regularly according to recommendations.
- To submit a warranty claim, contact the original place of purchase or any authorized Company dealer.
- The owner is responsible for all service charges and applicable taxes.
- A copy of the original proof of purchase must be submitted to support the warranty claim.

Tire Safety and Maintenance

Tire failure can result in serious property damage and/or personal injury. To help reduce these risks, we recommend the following safety practices:

1. Maintain proper tire inflation pressure. Do not underinflate or overinflate your tires. Always maintain inflation pressure according to the vehicle manufacturer's recommendations or the tire manufacturer's specifications.
2. Check wheel alignment and tire balance regularly to help ensure proper handling, performance, and even tread wear.
3. Do not overload your vehicle. Refer to the tire sidewall markings for the tire's maximum load-carrying capacity.
4. Avoid excessive tire spinning & impacts with curbs, potholes, obstacles, pavement edges.
5. Never drive on worn-out (bald) tires. By law, tires must be replaced when the tread reaches the Tread Wear Indicator (TWI).
6. Inspect your tires regularly for signs of damage, including cuts, abrasions, punctures, foreign objects, separations, or bulges. If damage is found, replace the tire with the spare tire (if available) and consult an authorized tire dealer.
7. Do not exceed posted speed limits or the maximum speed rating specified for the tire.
8. To promote even wear and maximize tread life, rotate your tires at least every 6,000 miles (10,000 km) or according to the vehicle manufacturer's recommendations.

Exclusions, Limitations, and Legal Rights

No representative, dealer, or distributor is authorized to make any representation, promise, or agreement on behalf of Linglong, except as expressly stated in this warranty document. Any tire, regardless of construction quality, may fail in service or otherwise become unserviceable due to conditions beyond the manufacturer's control. This warranty does not constitute a representation that tire failure will not occur under any circumstances.

DISCLAIMER: This warranty is provided in lieu of all other warranties and representations, express or implied. Linglong expressly disclaims all implied warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. No other warranty, guarantee, or representation of any kind shall be deemed to exist or arise by operation of law.

LIMITATION OF DAMAGES: Under no circumstances shall Linglong be liable for any indirect, special, incidental, consequential, or punitive damages, including but not limited to loss of profits, business interruption, loss of reputation or goodwill, or costs related to replacement transportation or other related expenses. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages; therefore, certain portions of this limitation may not apply in specific jurisdictions.

This warranty establishes specific legal rights and obligations. Additional rights may apply depending on the applicable state or provincial laws.