



## Balkrishna Industries Limited

### Warranty Policy

This Warranty policy is applicable to BKT brand Tires, Tubes & Flaps as mentioned in Product Group in below table ("Product"). This policy covers manufacturing defects only.

Thank you for purchasing BKT Product for your vehicle. All efforts are made by Balkrishna Industries Limited ("BKT") to manufacture tires, tubes and flaps with highest quality of raw materials and excellent workmanship. BKT and your installing dealer ("Seller") are proud to provide the consumer ("Buyer") who purchase the Product with limited warranty coverage as mentioned below.

Sr. No.	Product Group	Period of warranty	Settlement Condition	Early Failure	Permissible Compensation Limit
1	2- Wheeler Tires	5 Year from date of sale registration or month/week of Manufacturing, whichever is earlier	Pro- rata	F.O.C replacement up to initial 10% wear stage	Up to 85%
2	3- wheeler Tires				
3	Tubes / Flaps	0-12 months from month of manufacturing	Free of Charge (F.O.C.)		
		13 - 24 months from month of manufacturing	50%		
		> 24 months from month of manufacturing	No - warranty		
		In case of failed with manufacturing condition in tire vice-versa	Pro- rata		Up to 85%

**Balkrishna Industries Ltd.**

**CIN No.: L99999MH1961PLC012185**

Corporate Office : BKT House, C/ 15 Trade World, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai – 400 013, India.

Tel: + 91 22 6666 3800 Fax: +91 22 6666 3898/99 [www.bkt-tires.com](http://www.bkt-tires.com)

Registered Office : B-66, Waluj Industrial Area, Waluj, Sambhaji Nagar – 431 136, Maharashtra, India.



#### Terms and Conditions:

1. This warranty is valid only on registration via authorised BKT Seller.
2. BKT branded Product are warranted against failure arising out of deficient material or faulty workmanship which is solely decided by BKT Authorised Technical Customer Services Personnel on the outcome of technical analysis report of the Product and same shall be binding on the Buyer.
3. Any Product under complaint will be inspected through photo/video/physically by BKT Authorised Technical Customer Services Personnel and decision on acceptance or rejection shall be final and binding.
4. Applicable taxes levies (inclusive Disposal charges) on failed/replacement tires, tubes, and flaps, services charges incurred, as well as mounting and demounting, balancing services charges will be solely born by Buyer.
5. In case of acceptance, price applicable will be the date on which complaint is logged on to BKT system either by Buyer or Seller.
6. Warranty is available to first retail owner or purchaser of Product and the same is not transferable.
7. There is no mileage warranty on BKT manufactured tires/tubes/flaps.
8. Pro-rata Compensation will be calculated as per the formula --> [ Compensation % = (Original Tread Depth - Remaining Tread Depth)/ Original Tread Depth] measured at Tread Wear Indicator (TWI) at location of Tread central Groove or nearest Tread Central Groove. Amount calculated is excluding taxes and other service charges.
9. Any tire/s failed under condition "Run Flat" should always be submitted with designated matching BKT tube/s, flap/s (if applicable) fitted at the time of failure.

#### Exclusion:

This warranty is extended to the Buyer and is not transferable. Warranty compensations are limited to the amount of Buyer's purchase invoice.

BKT does not cover and hereby disclaims all liability for any loss, damage, expense or cost, resulting from any one or more of the following:

1. If damages or wear & tear caused by improper use of vehicles such as testing, racing competition or unintended application, using beyond rated load & speed, mentioned on side wall of tires warranty will not be considered.
2. The warranty ceases in case tires are repaired or re-treaded.

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3. Product damage caused by incorrect mounting or de-mounting, improper valves, rim/wheels. It is advised to follow recommendations of ITTAC (Indian Tyre Technical Advisory Committee).
4. Tire damaged due to over inflation, underinflation. Mechanical wear or fast wear arising due to misalignment or faulty part/s of vehicle.
5. Product damaged intentionally.
6. Product Serial No/DOT Code is damaged or tempered.
7. Product condition due to improper storage like de-shape, cracks, vehicles left stationary for longer duration leading to flat spot or prolong exposure to sunlight causing ozone cracks.
8. Tire warranty ceases in case plies are exposed due to severe irregular wear or wearing beyond TWI.
9. Product purchased from unauthorised Dealer; or purchase is not registered at BKT portal/App.
10. Contamination or degradation by chemicals, fire or water.
11. Earthquakes, tornadoes, explosions, fires, riots, war or similar disturbances.

**Limitations:**

1. With the exception to prohibition by applicable law, any implied warranties, including the implied warranty of merchantability or fitness for particular purpose of Product is expressly limited in duration/period of warranty.
2. Product presented to Authorised BKT Dealer under complaint if accepted will become property of BKT and if rejected the Buyer may collect his/her complained Product within 7 days, after 7 days, BKT reserves its right to dispose of such Product and keep the proceeds. BKT or BKT Dealer will not be liable for any loss to Buyer due to such disposal.
3. Any dispute arising between Buyer and BKT shall be referred to exclusive jurisdiction of courts at Mumbai.
4. All inspection results will be communicated to Buyer through SMS /email at the mobile number or email id provided by Buyer at the time of lodging the complaint by Buyer to Dealer/ on BKT Application.
5. BKT will only give replacement Product on warranty acceptance. If identical product is not available, BKT will replace it with next available product of same size. Only under exceptional situation BKT will refund money.
6. Compensation under this policy is subject to verification of original proof of purchase.
7. This warranty is exclusive and in lieu of all other warranties, agreements and similar obligations of Sellers and/or BKT with respect to repair and/or replacement of the Product. The replacement of the Product is the exclusive remedy of Seller and/or BKT. In no event shall Seller and/or BKT be responsible either in contract or tort for any damage or loss whether indirect, consequential, incidental, special, or direct arising from use or inability to use the Product including but not limited to loss, injury, or damage to life, property arising out of, or in connection with tire damage or any tire related services. Seller and/or BKT's

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liability is limited to the warranty provided herein and no other warranties or representations are provided.

**Warranty Procedure:**

1. In the rare event Buyer experiences a covered product defect, Seller will remove and replace the defective Product upon warranty service Authorisation from BKT.
2. If Seller is not available, Buyer can initiate a warranty services process by contacting the regional BKT distributor or e-mailing on customer care e-mail id at [infomoto@bkt-tires.com](mailto:infomoto@bkt-tires.com) to obtain prompt warranty service assistance.
3. Warranty service credit payment for percentage wear and tear replacement will be prorated based on percentage of failed tire warranted. BKT reserves the right to authorise appropriate dealer who will perform warranty services.

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