

UNIQUE PRODUCT WARRANTY

AEOLUS TYRE – The MISSION

AEOLUS Tyre is committed to provide quality product and **value for money** to our consumers. The **AEOLUS** management is aware of the cumbersome processes and procedures prevalent among global tyre manufacturers, and thus, have now introduced this **Unique Product Warranty** which is consumer oriented, fair, and speedy. It acknowledges the trust and faith our consumers put in our brand.

AEOLUS is confident and proud of its design and product quality.

This is why we extend a NO QUESTIONS ASKED Product Warranty that includes even road hazards and damages.

PROCEDURE TO AVAIL THE AEOLUS WARRANTY

AEOLUS extends the Unique Product Warranty with the following goals and principles:

1. Ease of reporting the warranty complaint:

All that the consumer is required to do is email the following to our customer care.

a. The area of the defect.

b. UID Number of the tyre under complaint.

c. Five photographs of the defective/damaged tyre as per the examples shown

2. Within 48 hours, **AEOLUS** Tyres will convey their disposition of the findings and award the replacement where applicable.

3. As a consideration for our consumers, we have done away with the conventional and cumbersome practice of the consumer having to send the tyre to the location of the manufacturing company and wait for their staff to examine the defective tyre.

The management offers simple and trouble free solution. There is no need to send the tyre to any location for physical examination/inspection unless in the rare case that a tyre is required for analysis and detailed cut examination.

AEOLUS Tyre has done away with the conventional system of forwarding the damaged tyre to the manufacturer for inspection and disposition.

ENTITLEMENTS

- In case the tyre is rendered unserviceable due to any manufacturing defects or road hazards/damages within 3 months of its purchase, the tyre will be replaced with a new tyre **FREE OF COST**.
- If the above happens between 3 to 6 months of the tyre purchase, a nominal cost of 20% of the original price is to be paid for a new tyre.
- Between 6 to 12 months such under-warranty replacement of the tyre with a new tyre shall be at 40% of the original price paid.
- It is however to be understood that AEOLUS products would continue to be covered under the normal and usual warranty against any manufacturing defects only from the 13th to the 36th month of the purchase
- In our opinion educated by years of experience, any manufacturing defect shall manifest in the early stages of usage, i.e. up to 12 months. However, the extended warranty is to provide reassurance to our valuable customers.



EXCLUSIONS

- The management covers tyres under the **Unique Product Warranty** for a period of 12 months only.
- Normal road punctures are excluded.
- AEOLUS' liability however, does not include claims due to damage caused by improper storage or mounting or in case of a rethreaded or repaired tyre.
- AEOLUS' liability is limited to the cost of tyres only and no consequential or incidental losses are covered by the warranty.
- Stolen and fire damaged tyres are excluded from the scope of warranty.
- Mounting / demounting, fitment and balancing weights, issues with replaced tyres are beyond this warranty.
- Any willful damage done to the tyre will not be covered.
- Uneven wear / one side wear caused due to mechanical deficiency in vehicle is not covered.
- If the tyre is worn / smooth (up to the **TWI**) the tyre shall not be considered for any compensation, irrespective of the time of purchase.

DISCLAIMERS / ARBITRATION

- The unique warranty being extended covers only the defective tyre and not the other tyres performing normally.
- AEOLUS Tyres reserve the right to modify, change, withdraw or cancel the warranty.
- In case any dispute arising between the customer and AEOLUS Tyres with regard to claim/adjustment, all arbitrations will fall in the jurisdiction of District court of Rewari, Haryana.

ASSISTANCE

Email: help@aeolustyre.in

Phone: 1800-103-9483