

WARRANTY QUICK REFERENCE SHEET

THIS IS A BRIEF SUMMARY OF THE
CONTINENTAL AND GENERAL TIRE
PASSENGER AND LIGHT TRUCK TIRE LIMITED WARRANTY AND ADJUSTMENT POLICY.

REFER TO WARRANTY DOCUMENTS FOR THE COMPLETE WARRANTY COVERAGE FOR CONTINENTAL AND GENERAL TIRE BRANDS.

LIMITED WARRANTY & ADJUSTMENT POLICY

The Limited Warranty & Adjustment Policy is the same for Original Equipment and Replacement tires for workmanship and material conditions with the following exceptions:

Original Equipment tires do not carry:

Customer Satisfaction Trial period
Tread Wear Out Coverage
Road Hazard Coverage

Basic warranty coverage period is:

72 months from date of purchase by the consumer
48 months for weather (ozone) checking/cracking

Free Replacement Period:

The free replacement period for any tire, passenger or light truck, is 12 months or first 2/32^{nds} of tread wear, whichever comes first

CUSTOMER SATISFACTION TRIAL

30-Day Customer Satisfaction Trial:

All Continental and General Tire brand tires purchased as replacement market tires are covered (excluding tire conditions under Section 5 in the warranty brochure).

45-Day Customer Satisfaction Trial:

General AltiMAX™ HP, RT and RT⁴³
G-MAX™ AS-03
Grabber™ HTS (sold in replacement market only)

60-Day Customer Satisfaction Trial:

Continental CrossContact™ LX20 (sold in replacement market only)
ExtremeContact™ DW
ExtremeContact™ DWS
ProContact™ with EcoPlus Technology
ContiProContact™
ProContact™ GX/TX (sold in replacement market only)
PureContact™

Requirements for all 30/45/60-Day Customer Satisfaction Returns:

- Include a copy of the sales receipt as proof of purchase of four Continental or General brand tires and the receipt of the Continental or General product purchased to replace them.
- 30/45/60-Day Customer Satisfaction Returns MUST include consumer contact information as Continental will likely contact the consumer for further information about the reason for return.
- Continental reserves the right to reject the claim if the form does not include the consumer contact information and customer receipts showing the purchase of the returned tires and the customer receipt of the Continental or General product purchased to replace them.

ROAD HAZARD COVERAGE

Continental brand tires purchased as replacement market tires are covered.

Coverage period is 12 months or first 2/32^{nds} of tread wear.

(Whichever comes first)

Include a copy of the sales receipt as proof of purchase.

(If no proof of purchase is provided the date of manufacture will be used)

VIBRATION RETURN HANDLING

Continental and General Tire brand tires are eligible for vibration return

(Consideration based upon manufacturer's inspection)

Coverage period is 12 months or first 2/32^{nds} of tread wear.

(Whichever comes first)

Include a copy of the sales receipt as proof of purchase.

(If no proof of purchase is provided the date of manufacture will be used)

WHAT IS NOT COVERED?

CTA DOES NOT WARRANT ANY REPAIRED TIRE.

ROAD HAZARD ON ANY CONTINENTAL BRAND TIRE IN SERVICE 13 MONTHS OR LONGER.

This includes, but is not limited to:

Cuts, snags, punctures, bruises and impact breaks.

RIDE VIBRATION:

- Any ride/vibration complaint after the first 2/32^{nds} of treadwear or 12 months of service.
- Complaints caused by vehicle and/or rim problems or irregular wear conditions.

TIRE CONDITIONS CAUSED OR SUPPORTED BY:

Improper operation or maintenance:

This includes, but is not limited to:

- Effects caused by improper tire inflation and/or improper load.
- Improper or insufficient tire rotation.

Mis-Alignment wear:

- One-sided shoulder wear (uniform around the whole circumference of the tire).
- Pronounced shoulder wear caused by under inflation.
- Diagonal flat spotting.