



LIMITED WARRANTY MANUAL

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CLAIM PROCESS:

1. For any claim to be initiated, the Retailer, in addition to checking the eligibility of the claim, must obtain the below from the end-user:
 - a. Proof of purchase (original invoice)
 - b. **Tire Installation Form(Form IN01-(RA/NA))** (filled up by the retailer at the time of purchase)
 - c. **Tire Mounting and Rotation Service Record(Form RR01-(RA/NA))** (proof that tires have been rotated every 5,000-6,000 miles/8,000-10,000 Km (not applicable for the 30-Day Guarantee)
 - d. Completed **Claim Form(Form CL01-(RA/NA))** accompanied with all the required proof per the below mentioned **Warranty Checklist** shared in this manual.
2. Once the Retailer has obtained and verified the above, they can send these documents along with the tires to the Wholesaler.
3. The Wholesaler after receiving all the above documents from the Retailer will check and verify them and send to the operations department at Omni (claims@omni-united.com).
4. Omni operations to:
 - a. Ensure that both the retailer and wholesaler making the claim are registered for the 30-Day Satisfaction Guarantee. **Registration is mandatory to be eligible for the benefits of the 30-Day Satisfaction Guarantee**
 - b. Check and validate all documents for completeness per the **Warranty Checklist** given in this Manual.
 - c. Inaccurate documents to be rejected and the Wholesaler will be informed.
 - d. Incomplete/illegible documents to be returned to the wholesaler for completion.
5. The Claims that satisfy the above, to be sent to Technical Department for final review
6. Once Technical approves, Customer Service to issue a credit note to the wholesaler.

NOTE:

- All Tires received under the 30-Day Satisfaction Guarantee are required to be kept by the wholesaler/retailer until further instructions from Omni.
- For any claims related to the 30-Day Satisfaction Guarantee, the Retailer must i) be registered from this warranty/program and ii) additionally provide his proof of purchase from the wholesaler for the tires being claimed.

RETAILER'S RESPONSIBILITIES:

1. **Register yourself** – To enjoy the full coverage under this limited warranty/Radar Protect Program, make sure you have successfully registered yourself with your wholesaler and Omni by filling out the **30-Day Satisfaction Guarantee Registration Form(Form REG01 (RA/NA))**. **Registration is mandatory to be eligible for the benefits of the 30-Day Satisfaction Guarantee**. This form can be downloaded from www.omni-united.com/radar-us/limited-warranty.

2. **Provide/Fill the "Tire Installation Form (Form IN01-(RA/NA))"** - At the time of sale the retailer must provide the consumer with this form and fill it out recording his business name, address and the tire identification numbers (DOT) in the space given. This form can be downloaded from www.omni-united.com/radar-us/limited-warranty.
3. **Making a Claim/Obtaining Replacement Tires** - For any warranty related claim or obtaining replacement tires, the consumer must reach out to, or return the tires to the original retailer from where they were purchased. Retailer's, please ensure you are the original retailer from where the tires were purchased.
4. **Initiating the Claim Process** – Prior to starting the claims process, the Retailer must:
 - a. Inspect the tires and validate the claim based on what is covered/not covered as listed in the **Warranty Service Booklet**.
 - b. Must ensure that the tires are: (i) owned by the original purchaser, (ii) have remained mounted on the vehicle identified on the receipt of installation and; (iii) are the correct size and load range for the vehicle according to the vehicle manufacturer's recommendations or according to the vehicle information placard.
 - c. Obtain and validate the below documents from the consumer and send to the wholesaler (refer to the **Warranty Checklist** given in this manual):
 - Proof of tire purchase (Original Invoice)
 - **Tire Installation Form(Form IN01-(RA/NA))** (filled at the time of purchase)
 - **Tire Mounting & Rotation Service Record(Form RR01-(RA/NA))**
 - Fully completed **Claim Form(Form CL01-(RA/NA))** as provided by Omni along with all necessary photos as per the **Warranty Checklist** (can be downloaded from www.omni-united.com/radar-us/limited-warranty)
 - d. The retailer handling the claim is responsible for filling out the Claim form.
 - e. The retailer must ensure the completeness and legibility of all the documents/forms/photos. Any forms that are not complete/illegible will be sent back for completing and will cause a delay in the claim process.
 - f. The retailer has to send the tires being claimed to the wholesaler.
 - g. On a case-to-case basis, the retailer may be required to provide additional information.

NOTE:

- All Tires received under the 30-Day Satisfaction Guarantee are required to be kept by the wholesaler/retailer until further instructions from Omni.
- For any claims related to the 30-Day Satisfaction Guarantee, the Retailer must i) be registered from this program and ii) additionally provide his proof of purchase for the tires being claimed.

WHOLESALE'S RESPONSIBILITIES:

1. **Register yourself and your retailers** - The wholesaler must first register himself with Omni United for the warranty program and then register his individual retailers to enjoy the full

coverage under this limited warranty program using the **30-Day Satisfaction Guarantee Registration form(Form REG01-(RA/NA))**. Registration is mandatory to be eligible for the benefits of the 30-Day Satisfaction Guarantee. This form can be downloaded from www.omni-united.com/radar-us/limited-warranty.

- a. Each wholesaler must to register his retailers by sending the filled out **30-Day Satisfaction Guarantee Registration form(Form REG01-(RA/NA))** to Omni.
2. **Warranty Claims** – Before sending any warranty claims to Omni, the Wholesaler must inspect, validate and ensure the completeness of all the required documents/photos as per the **Warranty Checklist section** given in this manual. The wholesaler also has to physically inspect the tires being claimed.
3. **Sending the claim to Omni** - After the Wholesaler has inspected and verified all details, he can email the mandatory documents/photos to Omni at claims@omni-united.com.
4. **Claim Approval** – After verifying all the documents/proofs Omni will get back to you with the claims that have been approved, not approved or where more information is needed.
5. **Receiving Credit** – For the approved claims a credit note will be issued to the wholesaler.

NOTE:

- All Tires received under the 30-Day Satisfaction Guarantee are required to be kept by the wholesaler/retailer until further instructions from Omni.
- For any claims related to the 30-Day Satisfaction Guarantee, the Retailer must i) be registered from this program and ii) additionally provide his proof of purchase from the wholesaler for the tires being claimed.

WARRANTY ELIGIBILITY

Any new Radar passenger and light truck tire bearing the Radar brand name and DOT number that: i) is owned by the original purchaser ii) has remained mounted on the vehicle identified on the receipt of installation and; iii) is the correct size and load range for the vehicle according to the vehicle manufacturer's recommendations or according to the vehicle information placard, is eligible for warranty coverage, subject to the conditions and limitations given in the Warranty Booklet.

PRODUCTS PURCHASED FROM UNAUTHORIZED RETAILERS

Products purchased from unauthorized retailers will not be covered under this warranty. If a tire purchased from an unauthorized retailer fails or is defective, all claims relating to that tire should be directed to the dealer or wholesaler from whom the tires were purchased and not to Omni.

For Authorized Retailers, registration with Omni is mandatory to be eligible for the benefits of the 30-Day Satisfaction Guarantee.

ONLINE PURCHASES

When purchasing tires online it is fully the end-users responsibility as a customer to ensure that the seller is authorized by Radar Tires.

- Products purchased through online auctions are not eligible for this limited warranty.
- The 30-Day Satisfaction Guarantee does not apply to products sold online.

This warranty applies to tires purchased after October 1, 2020. Tires purchased before October 1, 2020 are subject to the previous published warranty.

WARRANTY PERIOD

The period of warranty coverage for eligible tires extends until: i) the original usable and remaining tread reaches a depth of 2/32nds of an inch (1.6 mm) or less, as evidenced by the built-in wear indicators in the tread grooves or a tire tread depth tool; or ii) five (5) years from the date of retail purchase (proof of tire purchase required); or iii) six (6) years from the date of manufacture, whichever occurs first.

WARRANTY CHECKLIST

1. WORKMANSHIP AND MATERIAL LIMITED WARRANTY CHECKLIST:

For all eligible **Workmanship and Material** claims, all of the below information is mandatory. Incomplete claims will be rejected by Omni.

1. Proof of purchase (original invoice)
2. **Tire Installation Form(Form IN01-(RA/NA))** (filled up by the retailer at the time of purchase)
3. **Tire Mounting and Rotation Service Record(Form RR01-(RA/NA))** (proof that tires have been rotated every 5,000-6,000 miles/8,000-10,000 Km)
4. Completed **Radar Claim Form(Form CL01-(RA/NA))** accompanied with the below photos of the tires whose claim is being made:
 - I. Photos of the DOT number
 - II. Photos of the Bar code on the tire's lower side wall
 - III. Photos of the tread
 - IV. Photos of the full side wall showing the brand name, pattern name and size
 - V. Photos showing the defect
 - VI. Photos showing the remaining usable tread depth with a tread depth gauge
 - VII. Photos of the DOT number cut-out from the tire. This is required from a safety perspective to ensure that the damaged/defective/worn-out tire has been put out of service.

For claims related to **vibration/balancing/out-of-round**, in addition to the above the retailer must also provide:

- I. Photo showing the tire balancing reading
- II. Proof that the tire is within 12 months from date of purchase
- III. Proof that the tire is within 2/32nds of an inch (1.6mm) tread usage.

NOTE: On a case-to-case basis Omni may request for additional photos to validate the claim on technical grounds.

ELIGIBILITY:

1. There should be no "Exceptions to the warranty" (Refer to the **warranty booklet** log on to www.omni-united/radar-us/limited-warranty)

RECEIVING CREDIT:

1. No Charge Replacement: Eligible tires must be both (i) within the first 2/32nds of an inch (1.6mm) of tread usage and (ii) within 12 months from date of purchase, to receive a free of charge replacement.
 2. NOT eligible for No Charge Replacement: Tires must be within five (5) years from date of purchase or six (6) years from date of manufacture, pro-rata refunds will be made based on:
Percentage of remaining usable tread x Omni's selling price to the wholesaler
- In all cases, tire owner is responsible for mounting and balancing costs, and applicable taxes.

All forms can be downloaded from www.omni-united/radar-us/limited-warranty

2. TREADWEAR LIMITED WARRANTY CHECKLIST:

For all eligible **Treadwear** claims, all of the below information is mandatory. Incomplete claims will be rejected by Omni.

1. Proof of purchase (original invoice)
2. **Tire Installation Form(Form IN01-(RA/NA))** (filled up by the retailer at the time of purchase)
3. **Tire Mounting and Rotation Service Record(Form RR01-(RA/NA))** (proof that tires have been rotated every 5,000-6,000 miles/8,000-10,000 Km)
4. Completed **Radar Claim Form(Form CL01-(RA/NA))** accompanied with the below for the tires whose claim is being made:
 - I. Photos of the DOT number
 - II. Photos of the Bar code on the tire's lower side wall
 - III. Photos of the tread
 - IV. Photos of the full sidewall showing the brand name, pattern name and size
 - V. Photos showing that the tread has been used-up till the built-in Tread Wear Indicators
 - VI. Photos of the DOT number cut-out from the tire. This is required from a safety perspective to ensure that the damaged/defective/worn-out tire has been put out of service.

NOTE: On a case-to-case basis Omni may request for additional photos to validate the claim on technical grounds.

ELIGIBILITY:

1. Tires being claimed must be covered under the Treadwear Limited Warranty (refer to the Quick Reference Guide or log on to www.omni-united/radar-us/limited-warranty)
2. There should be no "Exceptions to the warranty" (Refer to the warranty booklet log on to www.omni-united/radar-us/limited-warranty)
3. Tires have to be evenly worn down to a tread depth of 2/32nds of an inch (1.6 mm) at a mileage level less than warranted.
4. Vehicle with split fitments (different sizes) on the front and rear axles will be eligible for this warranty however, because tire rotation is not possible, the mileage warranty on the rear axle tires will be half of the miles/kilometers of the standard mileage warranty for that particular tire range.

RECEIVING CREDITS:

For eligible claims the credit will be calculated based on:

$$\frac{(\text{Warranted Mileage} - \text{Tire Mileage at the time of claim})}{\text{Warranted Mileage}} \times \text{Omni's selling price to the wholesaler}$$

In all cases, the tire owner is responsible for mounting and balancing costs, and applicable taxes.

All forms can be downloaded from www.omni-united/radar-us/limited-warranty

3. ROAD HAZARD WARRANTY CHECKLIST:

For all eligible **Road Hazard** claims, all of the below information is mandatory. Incomplete claims will be rejected by Omni.

1. Proof of purchase (original invoice) showing that a set of 4 tires of the same brand and pattern were purchased and installed on the vehicle at the same time. (If the vehicle has a mix of different brands and patterns, the claim will be rejected)
2. **Tire Installation Form(Form IN01-(RA/NA))** (filled up by the retailer at the time of purchase)
3. **Tire Mounting and Rotation Service Record(Form RR01-(RA/NA))** (proof that tires have been rotated at least every 5,000-6,000 miles/8,000-10,000 Km)
4. Completed **Radar Claim Form(Form CL01-(RA/NA))** accompanied with the below for the tires whose claim is being made:
 - I. Photos of the DOT number
 - II. Photos of the Bar code on the tire's lower side wall
 - III. Photos of the tread
 - IV. Photos of the full sidewall showing the brand name, pattern name and size
 - V. Photos showing the damage
 - VI. Photos showing the remaining usable tread depth with a tread depth gauge
 - VII. Photos of the DOT number cut-out from the tire. This is required from a safety perspective to ensure that the damaged/defective/worn-out tire has been put out of service.

NOTE: On a case-to-case basis Omni may request for additional photos to validate the claim on technical grounds.

ELIGIBILITY:

1. Tires being claimed must be covered under the Road Hazard Warranty (refer to the Quick Reference Guide or log on to www.omni-united/radar-us/limited-warranty)
2. The road hazard condition must occur during the first 2/32nds of an inch (1.6 mm) of treadwear or first 12 months from date of purchase, whichever comes first.
3. There should be no "Exceptions to the warranty" (Refer to the warranty booklet or log on to www.omni-united/radar-us/limited-warranty)

RECEIVING CREDITS:

For eligible claims an equivalent new Radar brand tire shall be provided free of charge: i) the same range of tire; or ii) a tire of the same general construction and quality. The Limited Warranty covers tires of equal or lesser value. If owner accepts a higher priced tire, owner is responsible for covering any difference in price.

Tire owner is responsible for payment of all applicable taxes, demounting, shipping, mounting and balancing charges, local tire disposal fees and any parts or service includes payment for tire rotation, alignment, towing, road service and valve stems.

All forms can be downloaded from www.omni-united/radar-us/limited-warranty

4. 30-DAY SATISFACTION GUARANTEE CHECKLIST:

For all eligible **30-Day Satisfaction** claims, all of the below information is mandatory. Incomplete claims will be rejected by Omni.

1. Proof of purchase (original invoice) Proof of purchase (original invoice) showing that a set of 4 tires of the same brand and pattern were purchased and installed on the vehicle at the same time. (If the vehicle has a mix of different brands and patterns, this warranty will not be applicable)
2. Retailer's proof of purchase from his wholesaler
3. **Tire Installation Form(Form IN01-(RA/NA))** (filled up by the retailer at the time of purchase)
4. Completed **Radar Claim Form(Form CL01-(RA/NA))** accompanied with the below for the tires whose claim is being made:
 - I. Photos of the DOT number
 - II. Photos of the Bar code on the tire's lower side wall
 - III. Photos of the tread
 - IV. Photos of the full sidewall showing the brand name, pattern name and size
 - V. Photos showing the remaining usable tread depth with a tread depth gauge
5. Reason for exchanging the tires (to be mentioned on the Claim form)
6. Once the claim is approved, the tires must be sent to the Wholesaler who will keep the tires with him until further instructions from Omni. **The DOT does NOT need to be cut out for the 30-Day Satisfaction Guarantee.**

NOTE: On a case-to-case basis Omni may request for additional photos to validate the claim on technical grounds.

ELIGIBILITY:

1. Tires being claimed must be covered under the **30-Day Satisfaction Guarantee** (refer to the Quick Reference Guide or log on to www.omni-united/radar-us/limited-warranty)
2. Tires can only be exchanged within 30 days from date of purchase or the first 2/32nds of an inch (1.6 mm) of treadwear, whichever comes first.
3. The retailer making the claim must be registered with Omni for the 30-Day Satisfaction Guarantee.
4. There should be no "Exceptions to the warranty" (Refer to the warranty booklet log on to www.omni-united/radar-us/limited-warranty)

EXCHANGE:

For eligible claims:

1. Tires can be exchanged for another set of Radar brand tires that are either (i) the same pattern, or (ii) different pattern, in which case the owner has to pay the difference.
2. The consumer can replace either one or an entire set of new of 4 tires.

Tire owner pays all applicable taxes, including cost of mounting and balancing and shipping as applicable.

All forms can be downloaded from www.omni-united/radar-us/limited-warranty