

EUROPEAN/ROW LIMITED WARRANTY

AGRICULTURE · CONSTRUCTION · MATERIAL HANDLING

GRI

WE'LL GET YOU THERE



GRI is a leading producer of Specialty Tires from Sri Lanka with offices in six countries and sales in over 50 countries around the world. GRI produces high-performance Agriculture, Construction and Material Handling Tires. GRI's state-of-the-art factory is the largest in Sri Lanka to produce specialty tires and the first to produce radial agriculture tires. Technological innovation, engineering strength and operational excellence have powered GRI through rapid growth to become a leader in specialty tires. GRI is certified in ISO 9001:2015 - Quality Management, ISO 50001: 2011 – Energy Management and ISO 14001:2004 Environmental Management.

CLAIM FORM

Importer / Distributor :

Address :

End User / Dealer :

Address :

Phone :

Email :

Claim Ref No. : No. of defective Tires.....

Submission Date : Tire Serial Number.....

Tire size, ply rating, load index etc. :

Remaining Tread depth (mm) :/ mm.....

Description of failure :

Application details :

Terrain / Machine Brand :

Year & Model :

Wheel position :

Date of installation : Date of removal.....

Hours used : Air Pressure.....

Requirements for submitting warranty claims. Submit the following to any GRI distributor/dealer:

1. Electronic photos in JPG format for each tire claimed.
 - a. Picture of the sidewall showing size, brand, load index/PR and any other distinguishing information on the tire.
 - b. Picture of the tread
 - c. Picture of the week code or serial number
 - d. Picture of tread depth gauge showing remaining tread depth
 - e. Picture of the failed(defect) area from exterior as well as interior view if possible
 - f. Picture of the terrain.
 - g. Invoice copy
 - h. Soap bubble photos of air leakage or pin hole.
2. Completed GRI claim form

TIRE COVERED

This limited warranty covers GRI-branded Agricultural, Construction and Material Handling Tires, Manufactured on or after April 1, 2018 and meet the following criteria:

- Tires bear the name "GRI" and the complete date code or serial number molded on the sidewall.
- Tires are not more than 7 years old from the date of invoice (Dealer's invoice to the end user) or from the month of production in case of non-availability of invoice.
- Tires have a minimum centerline tread depth of 3.97mm remaining.
- Tires were used in accordance with the recommendation of the applicable vehicle manufacturer and GRI standard usage, maintenance and safety recommendations, in normal service.

LIMITED WARRANTY POLICY FOR GRI AGRICULTURAL RADIAL TIRES

SCOPE OF WARRANTY

GRI will provide a credit for eligible agricultural radial tires experiencing following failures:

1. Workmanship and Materials Defects

If the tire becomes unserviceable, unrepairable or unsafe due to a defect in materials or workmanship of the tire, the credit will be equal to the applicable percentage of the price of the warranted tire to the distributor, as set forth in the following table:

		If Wear % Less Than										
Months from Production or Sale		20%	25%	30%	40%	50%	60%	70%	80%	90%	100%	
0-24 Months	Maximum Credit %	100%	80%	70%	60%	50%	40%	30%	20%	10%	0%	Maximum Credit %
25-36 Months		100%	80%	70%	60%	50%	40%	30%	20%	10%	0%	
37-48 Months		60%	50%	50%	50%	50%	40%	30%	20%	10%	0%	
49-60 Months		50%	50%	50%	50%	40%	40%	30%	20%	10%	0%	
61-72 Months		40%	40%	40%	40%	40%	30%	20%	10%	10%	0%	
73-84 Months		30%	30%	30%	30%	30%	20%	10%	10%	10%	0%	

Tire will be replaced by giving 100% credit in case of a failure within 3 years & not more than 20% wear provided both the conditions are satisfied. When remaining tread life is less than 10% of original tread depth, all warranties, express or implied, expire.

LIMITED WARRANTY POLICY FOR GRI AGRICULTURAL BIAS TIRES

SCOPE OF WARRANTY

GRI will provide a credit for eligible tires experiencing following Workmanship and Materials failures:

1. Workmanship and Materials Defects

If the tire becomes unserviceable, unrepairable or unsafe due to a defect in materials or workmanship of the tire, the credit will be equal to the applicable percentage of the price of the warranted tire to the distributor, as set forth in the following table:

		If Wear % Less Than										
Months from Production or Sale		10%	20%	30%	40%	50%	60%	70%	80%	90%	100%	
0-24 Months	Maximum Credit %	100%	80%	70%	60%	50%	40%	30%	20%	10%	0%	Maximum Credit %
25-36 Months		60%	60%	50%	50%	25%	25%	15%	15%	10%	0%	
37-48 Months		40%	40%	30%	30%	20%	20%	15%	15%	10%	0%	
49-60 Months		25%	25%	20%	20%	20%	20%	15%	15%	10%	0%	
61-72 Months		15%	15%	10%	10%	10%	10%	10%	0%	0%	0%	

Tire will be replaced by giving 100% credit in case of a failure within 2 years & not more than 10% wear when remaining tread life is less than 10% of the original tread depth, all warranties or implied, expire.

LIMITED WARRANTY POLICY FOR GRI BIAS / RADIAL EARTHMOVER, INDUSTRIAL CONSTRUCTION, PORT AND MINING TIRES

SCOPE OF WARRANTY

GRI will provide a credit for eligible tires experiencing the following Workmanship & Materials failures:

1. Workmanship and Materials Defects

If the tire becomes unserviceable, unrepairable or unsafe due to a defect in materials or workmanship of the tire, the credit will be equal to the applicable percentage of the price of the warranted tire to the distributor, as set forth in the following table:

		If Wear % Less Than											
Months from Production or Sale		10%	20%	30%	40%	50%	60%	70%	80%	90%	100%		
0-12 Months	Maximum Credit %	90%	80%	70%	60%	50%	40%	30%	20%	15%	0%	Maximum Credit %	
13-24 Months		60%	60%	50%	50%	40%	40%	30%	20%	15%	0%		
25-36 Months		50%	50%	40%	40%	30%	30%	20%	20%	15%	0%		
37-48 Months		30%	30%	25%	25%	20%	20%	15%	15%	10%	0%		
49-60 Months		20%	20%	15%	15%	10%	10%	10%	0%	0%	0%		

- When remaining tread life is less than 10% of original tread depth, all warranties, express or implied, expire.
- Tubes & Flaps – are replaced free of charge within the period of 24 months from the date of manufacture.

The above remedies are available only to the original end-use purchaser, and the purchaser is responsible for all applicable taxes, and for charges for mounting, demounting, field service & any other incidental costs, including applicable freight, with respect to the replacement tire and the warranted tire. All failed tires will be disabled, and the date code or serial number removed. The purchaser is responsible for the disposal of all failed tires.

LIMITATION OF LIABILITY

Any applicable credit as provided above is GRI's only liability, and the purchaser's only remedy, for any tire failure. GRI has no responsibility for loss of use, revenue or anticipated profits, or for any other incidental or consequential damages, whether for breach of warranty or other contract, negligence, strict liability or under other tort theories.

OTHER WARRANTIES

GRI makes no warranty on its specialty tires sold, other than the warranty set forth above. This warranty is in lieu of all other warranties, expressed and implied. There is no warranty of merchantability or fitness for any particular purpose on this product. No agent or employee of GRI is authorized to extend any other warranty or assume for GRI any warranty except this warranty. This warranty is given only to the original end-use purchaser.

FAILURES NOT COVERED

This warranty does not cover:

1. Any tire that fails or is damaged due to mechanical irregularity of the vehicle, improper installation, fire, accident or improper wheel and rim assembly.
2. Tires that fail due to excess speed, overload, driving contests, pulling contests, competitive driving, logging or any other unauthorized applications.
3. Tires that are put in service and that are not in full accordance with the intended use of the vehicle and the recommendations of the vehicle manufacturer.
4. Broken or damaged beads due to improper mounting or demounting.
5. Rapid tread wear, irregular wear or failure resulting from the use of mismatched / damaged / repaired rim, misalignment, improper wheel assembly, spinning of the tire
6. Damage caused by neglect, abuse or by mismatching of adjacent tires, misalignment, run-flat, improper inflation, improper operation of vehicle, excess speed, overloading, improper repair, insertion of sealant, or petroleum damage, etc.
7. Damage due to improper storage, chain damage, failure in extreme weather conditions, damage due to alteration of appearance or structure of tire, and the like
8. Tires that are retreaded / hot repaired / full service rendered / uneven wear / rapid tread wear
9. Tires that have been modified (added buttress shoulders / retreading / regrooving)
10. Tires that have improper materials added to the air chamber such as balancing agents, puncture sealants or foam fillers and the like are excluded.
11. GRI recommends not using liquid ballast in radial agriculture tires as it prevents the tire from performing as designed.

OTHER INFORMATION

While every care is taken to manufacture the tire to high standards, the tires may still fail in service or become unserviceable on account of factors or conditions beyond the control of the manufacturer.

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ISO 50001: 2011 - Energy Management

ISO 14001:2004 Environmental Management.

DISCLAIMER

TO THE EXTENT PERMITTED BY LAW, GRI DISCLAIMS LIABILITY FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL AND PUNITIVE DAMAGES, LOSS OF TIME OR PROFITS, LOSS OF VEHICLE USE, OR INCONVENIENCE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES.

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