

WARRANTY TERMS

● WARRANTY COVERAGE

Material and workmanship defects in tires purchased from authorized dealers are covered by the warranty. This warranty is limited to tire replacement or reimbursement. The amount of reimbursement or the replacement of the tire will be determined based on the cause of the defect and the period of use of the tire.

● WARRANTY PERIOD

The tire is covered by warranty for **twenty-four (24) months from the date of purchase**.

ITEMS NOT COVERED BY THE WARRANTY

- The following are not covered by the warranty:
 - Tires purchased more than sixty (60) months after their date of manufacture.
 - Tires covered by other assurances or warranties.
- Damage resulting from misuse, improper installation, incorrect application, use of unapproved/incorrect rims, improper inflation, overloading, tire blowout, improper adjustment, tire/rim imbalance, defective brakes or shock absorbers, excessive use, intentional damage, oil, chemical treatment, fire or externally generated heat, use of nails, water or other substances remaining inside the tire, vehicle damage, or road hazards such as rock cuts, punctures, separation cuts, cut sections, impacts or broken cords.
- Continued use of the tire while flat or severely underinflated.
- Tire damage or abnormal wear resulting from road hazards, including punctures, cuts, impacts, breakage, bulging, protrusions, stone penetration or collisions.
- Mounting or balancing charges.
- Replacement or repair of other parts damaged as a result of tire failure; expenses related to sending or transporting the tire to the dealer, distributor or manufacturer to obtain warranty service; loss of time, loss of use, towing expenses, bus fares, vehicle rental expenses, and any incidental, indirect or punitive damages.
- Repaired tires.
- Cosmetic irregularities.
- Tires used for racing or racing purposes.
- Tires that have been patched, plugged or repaired, or into which liquid balancing or sealing substances have been added.
- Disposal costs of tires covered under warranty.

● WARRANTY VALIDITY

The warranty shall be void in the following cases

- Tire failure resulting from improper inflation pressure, exceeding the maximum speed limit, or loading the tire beyond the maximum load capacity stated on the sidewall.
- Tire wear exceeding 10/32 at any point on the tread contact surface.
- Modification of the tire, such as adding additional reinforcement shoulders, regrooving, readjusting traction, etc.
- Failure by the purchaser or any third party to comply with installation instructions and similar information.

● PARTIES ENTITLED TO BENEFIT FROM THE WARRANTY

The warranty applies only to the original purchaser (customer) of the tire. Therefore, proof of purchase is required.

● COMPLAINT NOTIFICATION

Any defects occurring in the purchased tire must be reported to After-Sales Technical Support.

- Notifications may be made through:
 - Website
 - E-mail
 - Fax
 - Telephone
- Customers may also contact After-Sales Technical Support through the relevant sales representative. In such cases, the sales representative forwards the matter to After-Sales Technical Support and requests that the process be followed up.

● REQUIRED DOCUMENTS

After-Sales Technical Support personnel will request the purchase invoice for the defective tire to be inspected, as well as photocopies of the registration documents of the vehicle on which the tire is installed.

The customer is responsible for providing the relevant documents and submitting them to the After-Sales Technical Support personnel.

● COMPLAINT INSPECTION

The product subject to the complaint:

- May be inspected on-site by After-Sales Technical Support.
- May be inspected based on photographs and videos requested from the customer.
- May be requested to be shipped and inspected at the factory.
- If the customer is requested to ship the product, the shipping cost will be covered by Mesalas Lastik.

IMPORTANT POINTS TO CONSIDER WHEN USING TIRES



Tire Inflation Pressure

Pressures outside the values specified in the catalogs may shorten tire life. Tire pressure, including the spare tire, should be checked every fifteen (15) days while the tires are cold, using a reliable pressure gauge.



Overloading

The load limits specified in the vehicle manual must not be exceeded.



Mechanical Condition

Wheel alignment, balancing and brake settings should be checked in accordance with the recommendations of the vehicle and tire manufacturers.



Poor Road Conditions and Improper Use

Sudden braking, speed bumps, potholes and external factors may damage the tire.



Tire Replacement

Make sure that the tires are of the same size. Do not pair a new tire with a used tire.

UNLESS EXPRESSLY STATED IN THIS WARRANTY, NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE PROVIDED. NO REPRESENTATIVE OF MESALAS LASTIK IS AUTHORIZED TO MAKE ANY REPRESENTATION OR PROMISE UNLESS EXPRESSLY STATED HEREIN.



**WARRANTY CERTIFICATE
PURCHASED TIRE INFORMATION**

Size / Pattern:
Serial No.:
Invoice Date:
Invoice No.:
Place and Date of Delivery:

SELLER COMPANY INFORMATION

Company Name:
Address:
.....
Telephone:
Fax:
E-mail:

BUYER INFORMATION

Full Name:
Address:
.....
Telephone:

Selling Dealer:
Stamp – Signature

NOTE: MESALAS reserves the right to modify the inspection conditions stated in this document whenever deemed necessary.



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FACTORY

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Warranty Certificate

