

Avon Motorcycle

Warranty Policy

(tires exported outside of EMEA)

Short Version

Warranty Conditions for Avon Motorcycle tires

General conditions

Avon Motorcycle tires are, unless clearly stated otherwise, warranted against workmanship, material or design related conditions (down to the local legal remaining nonskid) for the following period of time:

5 years after DATE OF SALES with PROOF OF PURCHASE by END-USER or 5 years after DATE OF PRODUCTION without PROOF OF PURCHASE.

This warranty is made for the exclusive benefit of the original owner. The tire is not assignable. This warranty does not in any way extend to any consequential damages or losses. There is no other warranty, or liability, expressed or implied, applicable to these products. No representative has the authority to make any representation, promise, or agreement except as stated herein. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state/ province to province

Tires replaced on an adjustment basis become property of Goodyear Operations S.A. or local Goodyear Company. Replaced tires must be made unusable to avoid further usage so that they cannot go back into service.

Adjustment rules

Unless clearly stated otherwise, the reimbursement amount will be based on the remaining legally useable tire tread depth; mounting, balancing costs are not included. Tires with less than 5% wear will be considered as new tires.

Warranty procedures

All Avon motorcycles tires being returned for warranty must be returned through the point of purchase. Dealers looking to have tires returned should do so through their distributor.

Consumer should go through the dealer or mail order where the tire was purchased originally.

AVON TYRES CUSTOMER

STEP 1

Locate your original purchase receipt and any documentation related to your tire installation.

STEP 2

Contact the dealer where you originally purchased the tire. If you purchased the tire on-line, please take the tire to a local Avon Tyres dealer. They will need to examine the tire to determine if is a warrantable claim.

AVON TYRES DEALER

STEP 3

The dealer will examine the customer's tire to determine if there is a condition that is included in our General conditions section of our standard Warranty Policy.

STEP 4

If the dealer thinks this could be a warrantable claim, they will request the Avon Tyres Motorcycle Dealer Claim Form from their distributor. They will fill it out, then send it back to the distributor with a copy of the original purchase receipt, installation documentation, and sufficient supporting photos of the tire concern.

AVON TYRES DISTRIBUTOR

STEP 5

The distributor will submit the warranty claim information to Avon Tyres (Goodyear) Warranty Department on behalf of the customer and dealer.

AVON TYRES (GOODYEAR) WARRANTY DEPARTMENT

STEP 6

The Avon Tyres (Goodyear) Warranty Department will review the claim to determine if it is covered under our Standard Warranty Policy.

STEP 7

The Avon Tyres (Goodyear) Warranty Department will notify the distributor of the determination. Then the distributor will contact the dealer.

AVON TYRES DEALER

STEP 8

The dealer will contact the customer to notify them of the outcome. If it is covered by Avon's Standard Warranty Policy, they will provide the customer with the pro-rated coverage to apply towards the purchase of a new tire. Tires with less than 5% wear will be considered as new tires. Note: Mounting, balancing, installation costs are not covered under warranty, this will be at the expense of the customer.

Not Covered by Warranty Policy

1. Tires modified by third party, with any kind of material added without the expressed written consent of Goodyear Operations S.A. Credit will not be given in any adjustment transaction for tires modified with these materials (balancing substances, white inlay on a black tire, or post-cure technology applied by third party, etc ...), if the condition can be related to this material.
2. Tires with conditions being the direct result of tire structure modification such as repairs processed by third party, siping or used with defective components such as tube, flap or rim.
3. Usage of tubes in tubeless tires if not otherwise specified by Goodyear Operations S.A.
4. Tires on which the serial number and/or tire identification system have been intentionally altered by a third party without the expressed written consent of Goodyear Operations S.A. This exclusion includes RFID tag, QR Codes, Tire Identification Number and/or bead barcodes which have been cut, buffed or deliberately removed or made unreadable.
5. Tires not compliant with the local regulation from where they are claimed, are not to be adjusted.
6. Tires for which service conditions are not in accordance with tire marking (load, speed, inflation, etc...) and/or application (e.g.: on or off the road).
7. Tires damaged by external events (mounting, dismounting, mechanical condition of the vehicle, chain damage, etc...) with the condition linked to these external events.
8. Tire showing clear signs of abuse (balancing weight imprints, bead-toe lift, stress marks, blueish compound, etc ...)

9. Loss of time, inconvenience, loss of income, car rental, legal fees, towing fees due to tire claim.
10. Tire lost in transportation done by third party
11. All wear related complaints such as fast wear, uneven wear or heel & toe wear. All wear related claims must be entered in Goodyear claim database.
12. Flaking, chipping and chunking for all tires. All flaking, chipping and chunking related claims must be entered in Goodyear claim database.
13. Ride disturbance after the first 10% of legally usable tread has worn; or due to damaged wheels or any vehicle conditions. Exception can be made if the tire condition exists, and the customer can demonstrate with documentation that the problem was claimed earlier than 10% worn.
14. Sidewall undulations (restriction, valley) after the 10% of legally usable tread has worn or after one year of production or one year after sales (proof of purchase).