

Avon Motorcycle

Warranty Policy

(Motorcycle 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.

Rider:

If you believe you have a warranty, please contact or on-line retailer where you purchased the tire.

They will examine the tire and contact their distributor if they believe the tire is still warrantable.

Authorized motorcycle dealer:

1. Examine the tire to determine if it qualifies for adjustment based on Avon's motorcycle warranty.
2. If tire is warrantable return tire to distributor for adjustment with following information: tie size, model, claim reason, area in question clearly marked, tire condition, dot information
3. Brief note describing the claim reason and tire condition is helpful
4. Handle customer in accordance to Avon's warranty. The reimbursement amount is based on the remaining legally useable tire tread depth
5. Bear in mind that the distributor may determine the tire is not warrantable so if in doubt please call your distributor.

Not Covered by Warranty Policy

General conditions

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).