

Dynapro HP2 Mileage Warranty Program

At Hankook Tyres, we are very confident in Dynapro HP2's ability to provide you with a safe drive over a long distance. This is why we have decided to provide you with a mileage warranty of 80,000 km for your Dynapro HP2. This means in the rare event that Dynapro HP2 does not last 80,000 km, we will provide you with a credit on your replacement tyres on a pro-rata basis to compensate you for your disappointment.

This is how it works.

$$\text{Credit} = \frac{80,000 - \text{kilometres travelled}}{80,000} \times \text{Price}$$

If your Dynapro HP2 delivers 72,000 km, we will provide a credit for the remaining 8,000 km (8,000/80,000 = **10%**) towards the cost of new replacement tyres. This means if a set of four replacement tyres costs \$1,000, you will receive a discount of \$100.

Terms and Conditions

To be eligible for the Mileage Warranty for Dynapro HP2,

1. Tyres in a set of 4 or more plus a wheel alignment must be purchased in a single transaction at a Hankook authorised dealer.
2. The size of the tyre must be included in the list of sizes covered by the Mileage Warranty program.
3. Dealers and customers must agree to the Terms and Conditions and sign on the signature space of the Service Booklet.
4. At the time of purchase, wheel balancing and alignment must be conducted.
5. The service must be conducted every 10,000 km or 6 months, whichever comes first, at a Hankook authorised dealer. Tyres must be rotated at every service, and the service must include visual inspection, checking for appropriate tyre pressure, wheel balancing and alignment, and receiving appropriate services when needed.
6. The original purchase invoice, wheel alignment invoices and Service Booklet should be retained for the whole period of mileage warranty program.
7. Replacement tyre refers to Dynapro HP2 or an equivalent Hankook tyre of our choice should Dynapro HP2 become unavailable.

Warranty is not transferable for a change of vehicle ownership, and expires after the warranted kilometres or 5 years from the date of purchase, whichever comes first.

The sizes covered by the Mileage Warranty is as follows,

M CODE	Description	Inch
1014152	215/70R15H	15
1014134	265/70R15H	
1014141	215/70R16H	16

1014139	225/70R16H	
1014142	235/60R16H	
1014586	245/70R16H XL	
1014138	255/65R16H	
1014998	265/70R16H	
1014151	225/60R17H	17
1014145	225/65R17H	
1014585	245/65R17H XL	
1014140	265/65R17H	
1014143	275/65R17H	
1014153	285/65R17H	
1018526	225/55R18V	18
1015262	235/55R18V	
1014129	235/60R18V XL	
1015263	235/65R18H	
1014133	245/60R18H	
1015264	255/55R18V XL	
1015303	255/60R18V XL	
1015266	265/60R18V	
1015268	285/60R18V	
1022030	225/55R19V	19
1015271	245/55R19H	
1015396	255/55R19V XL	
1015275	245/50R20V	20
1015276	255/50R20V XL	
1015277	265/50R20V	

Exclusions

This Warranty excludes the following:

- Tyres which are unevenly worn down to the tread wear indicators.
- Tyre sizes which are not qualified under the list of Mileage Warranty program.
- Damages including but not limited to punctures, gutter damage, breaks/cuts from foreign object, vandalism, wilful damage or chemical degradation.
- Wear caused by improper use, including but not limited to improper inflation, overloading, wheel imbalance, defective vehicle mechanical components, misalignment and off-road use.
- Tyres used in commercial services, motorsport, competitive use and towing.
- Tyres supplied as original equipment.
- Any tyre that has not been repaired in accordance with the industry standards.

All four Dynapro HP2 tyres must be fitted to the same vehicle to be eligible.

Liability and losses of a consequential nature are limited to the extent permitted by law.

Customer's Obligation

To be eligible for Mileage Warranty Program:

1. Purchase a set of four Dynapro HP2 tyres and a wheel alignment at a Hankook authorised dealer. The tyre size must be included in the list of tyre sizes covered by the Warranty. Read and understand the terms and conditions, and sign on the Service Booklet if you agree to them at the time of purchase.
2. Maintain your tyre's air pressure as indicated by vehicle manufacture's specifications by checking for air pressure monthly.
3. Return your vehicle to any Hankook authorised dealer for your tyre service every 10,000 km or 6 months, whichever comes first.
4. Maintain your Service Booklet along with the invoices for tyre purchases and services.
5. If the tyres have worn down to their tread wear indicators before delivering 80,000 km within 5 years of purchase, take it to any Hankook authorised dealer to claim your credit towards a new set of tyres.

Dealer's Obligation

To be eligible for Mileage Warranty Program:

<At the Time of Sale>

- Dealer must provide an adequate explanation of the Mileage Warranty Program to customers regarding the program and customer's responsibilities, and sign on the Service Booklet.
- Wheel alignment and balancing must be performed at the time of sale.

<During Services>

- At every service, tyres should be checked for visual inspection, inflation, rotation and balancing, and appropriate services must be conducted when it is deemed necessary by the dealer.
- Tyre's air pressure must be set to the vehicle's manufacturer's specifications.
- Tyres must be rotated every service.
- If there is an evidence of incorrect wheel alignment, such as irregular wear, the dealer must provide an explanation about the issue and conduct wheel alignment.
- After service, Dealer must tick the services that were provided to customers and provide a stamp along with an invoice if applicable.

<Claim>

- If the tyre had worn evenly down to tread wear indicator before reaching the guaranteed mileage, 80,000 km, within 5 years of purchase and the customers had met the terms and conditions, the customer is eligible for a pro-rata claim on the replacement tyres.

- Dealers must check whether the Service Booklet is properly maintained and the relevant documentations, tyre and wheel alignment invoices, are provided by the customer (Dealer must ensure that the customer had complied with all the terms and conditions.).

- If the customer complied with all the terms and conditions, Dealer must provide a pro-rata credit using the calculation method below as a form of discount on the price of the replacement tyres.

$$\text{Credit} = \frac{80,000 - \text{kilometres travelled}}{80,000} \times \text{Price}$$

e.g If Customer's Dynapro HP2 delivers 72,000km, Dealer will provide discount for the remaining 8,000km ($8,000/80,000=10\%$). This means if a set of 4 replacement tyres costs \$1,000, Dealer will offer to customer a discount of \$100 ($\$1,000 \times 10\%$). Total discounted amount will be credited by Hankook.

- Replacement tyres refer to Dynapro HP2 or other Hankook tyres indicated by Hankook Tyres Australia Pty Ltd should Dynapro HP2 become unavailable.

- Using Email or Mail, Dealer must submit

1. All documentations received from the customers to Hankook Tyre Australia Pty Ltd

(Original Tyre Invoice, Wheel alignment Invoices & Service Booklet)

2. Sales Invoice (billed to Customer) and purchase invoice (from Hankook) of the replacement tyre.

3. A clear photo that shows the tread and DOT of four tyres claimed by the customer.

- Once the claim is submitted, Hankook Tyre Australia will assess the claim and provide you with the credit calculated based on the sales invoice if successful.

- Emails or Mails must be sent to the address below.

Mail: Po Box 523 North Ryde BC 1670

Email: warranty@hankooktyre.com.au

FAQ

What do I have to do to be eligible for the claim?

1. Purchase a set of four Dynapro HP2 tyres plus a wheel alignment at a Hankook authorised dealer. You can find your nearest Hankook authorised dealer at our website.

2. Return your vehicle to any Hankook authorised dealer for your tyre service every 10,000 km or 6 months, whichever comes first.

3. You must maintain your Service Booklet along with the invoices for tyre purchases and services.

4. If the tyres have worn down to their tread wear indicators before delivering 80,000 km within 5 years of purchase, take your vehicle to any Hankook authorised dealer to claim your credit towards a new set of tyres.

Do I need to take my vehicle back to the retailer I bought tyres from?

No, Mileage Warranty Program is an Australian wide program. You can visit any Hankook authorised dealers for your tyre service and credit claim.

How much will servicing cost?

The servicing cost would vary on retailers due to different operating conditions, geographical locations etc.

Does the Mileage Warranty program cover manufacturing defects, tyre punctures and damages?

Manufacturing defects are covered by our Standard Warranty program.

Tyre punctures and damages are not covered by the Mileage Warranty program as we consider them as general road hazards.

For more information, please refer to the Terms and Conditions, and Dealers & Customer's Obligation.