

Centara 3 Year Replacement Guarantee Policy

Overview

Total Tyres (TT) warrants and certifies that all Centara tyres that TT supplies to customers are guaranteed against a failure to complete their satisfactory tyre life (tread worn-out stage) as a result of any inherent deficiency relating to material or workmanship (where this deficiency leads to the tyre becoming unusable).

Duration

This guarantee applies until the earlier of:

- The third anniversary of the date that you purchase the tyres from TT; or
- The tyre being worn to its tread wear indicator (TWI) in any place.

Conditions

To make any eligible claim the customer must provide proof of purchase from TT, or provide sufficient information for TT to ascertain evidence of purchase. TT reserves the right to refuse to provide replacement or compensation under this guarantee where a purchase cannot be evidenced.

Guarantee process

1. If an issue arises, please contact us and let us know on 1300 660 233 or your local Sales Manager.
2. TT will arrange for a representative to inspect your tyre(s).
3. TT will then advise whether the issue is covered by the Centara 3 Year Replacement Guarantee.
4. If the guarantee does not apply, but none of the exclusions below apply either, TT will provide you with a credit on a replacement Centara tyre on a "pro-rata" basis. The pro-rata calculation will be performed as follows: TT will measure the remaining usable tread depth on the tyre as a percentage of its original usable tread and multiply that percentage by the original purchase price of the tyre.

Exclusions

The Centara 3 Year Replacement Guarantee does not apply, and TT will not be otherwise liable to you, where a Centara tyre becomes damaged due to abuse or misuse, including but not limited to the following circumstances:

- Rim irregularities or rim damage
- Snow Chain
- Vehicle mechanical problems, including brake problems, and vehicle wheel alignment
- Extreme temperature exposure

- Negligent and abusive driving such as tyre spinning or racing
- Improper tyre storage
- Automotive accident
- Chemical corrosion or fire
- Use contrary to the vehicles manufactures tyre recommendations
- Improper stud size and or installation
- Improper Mounting or Demounting Failure to observe safety and maintenance precautions

Application of the Australian Consumer Law

For the avoidance of doubt, the Australian Consumer Law (ACL) provides consumers with certain consumer guarantees and rights in relation to certain transactions concerning goods and/or services (see [www. consumerlaw.gov.au](http://www.consumerlaw.gov.au)). Any rights you may have under the ACL shall apply notwithstanding any inconsistent provisions under these guarantees which will be read down to the extent necessary to comply with the ACL and which shall otherwise apply to the fullest extent legally permissible.

TT's liability to you under these guarantees is limited in all cases to the repair or replacement of the relevant tyre, or the costs of repairing or replacing the tyre, and will not exceed TT's recommended retail price for the tyre. TT will not be liable for any additional duty, taxes or other expenses incurred by you including loss of time, loss of profit, loss or revenue, loss of goodwill, vehicle downtime or any incidental expenses: fuel, travel, loading & transportation, telephone costs, mounting, demounting, balancing, rotation, and vehicle alignment.