

**GENERAL WARRANTY TERMS FOR TIRE BRANDS: ARISUN, FEDERAL, GREENTRAC,  
LAKESEA, NANKANG, WESTLAKE**

- 1) VIDIS SA, based in Bielany Wrocławskie, 4 Logistyczna Street, 55-040 Bielany Wrocławskie, hereinafter referred to as the "Guarantor", provides a warranty for tires purchased and used in the territory of the European Union, hereinafter referred to as the "Product", provided that they are used in accordance with their intended use and specifications.
- 2) The Authorized Warranty Service for the Products referred to in these warranty terms and conditions is VIDIS SA, 4 Logistyczna Street, 55-040 Bielany Wrocławskie, to which the Product covered by this warranty should be reported and delivered.
- 3) The person entitled under the warranty is the entity that purchased the Product for personal use, hereinafter referred to as the "Buyer". An entity that purchased the Product for commercial use, including, in particular, for resale, is not entitled under the warranty.
- 4) The Buyer shall immediately notify the Guarantor of the occurrence of the defect, but no later than within 2 days from the date of its discovery. In case of failure to comply with the above obligation, the Buyer shall lose his rights under the warranty.
- 5) The warranty for the Product is 2 years. The realization of warranty rights is carried out on the basis of the submitted proof of purchase of the Product and acceptance by the Buyer in the complaint form of the conditions contained in this warranty.
- 6) The products referred to in this warranty are covered by a door-to-door warranty.
- 7) The warranty covers only latent physical defects, arising from causes inherent in the Product (manufacturing defects, material defects).
- 8) The warranty does not cover defects caused by reasons for which the Guarantor is not responsible, in particular:
  - a) mechanical damage not resulting from the production process, including in particular, arising during transportation, handling and storage of the Product in conditions that cause damage and degradation of rubber,
  - b) damage caused by improper assembly and disassembly, such as without the use of mounting paste or with the use of oil-based pastes, mounting the tire on the wrong or damaged rim,
  - c) damage caused by improper driving technique, in particular, driving with locked wheels, emergency braking, leading to situations that burn up the tread,
  - d) damage caused by poor vehicle condition, including: incorrect suspension geometry, incorrect wheel alignment, defective, damaged or worn shock absorbers, brakes, springs and/or other suspension components,
  - e) damage caused by overloading the Product, operation with the wrong pressure (both too high and too low), use of the wrong size inner tube,
  - f) mechanical damage such as cuts, punctures, damage from hitting an obstacle, intentional damage, traffic accident,
  - g) damage caused by contact of the Product with chemicals and the natural aging process of rubber.
- 9) The warranty does not cover a product bearing traces of repair, regardless of the method and extent of the repair.
- 10) The warranty does not cover tires used in auto racing, other automobile sporting events, and events with features of sports competition.

- 11) The warranty does not cover Products with tread wear below the depth required by applicable regulations (below the TWI indicator on the tire).
- 12) The Buyer is obliged to report a defect in the Product using the complaint form available at <https://vitire.pl/en/serwis/index.php>
- 13) After initial verification of the request, the Guarantor will, if necessary, provide the Buyer with instructions for preparing the Product for shipment to an Authorized Warranty Service and arrange for the shipment to be picked up at a shipping company,
- 14) In order to streamline the process of delivery of the defective Product to the Authorized Service, the Buyer is obliged to mark the shipment with the RMA number, assigned to the Buyer by the Authorized Service after the complaint is reported.
- 15) The Buyer shall be responsible for the proper disassembly and protection of the Product for transportation to the Authorized Warranty Service. The Guarantor is not obliged to cover the costs of disassembly of the Product and, later, the costs of assembly and balancing of the Product.
- 16) The Guarantor is not obliged to provide the Buyer with a replacement product for the duration of the complaint procedure.
- 17) A claim will be processed within 14 days from the date of delivery of the Product to the Authorized Warranty Service, except in cases where the Product needs to be examined in detail at an external diagnostic center. In such a case, the Seller will inform the Buyer of the transfer of the Product for examination, which will result in an extension of the period for processing the complaint, but this time will not be longer than 30 days, calculated from the date of delivery to the Authorized Warranty Service.
- 18) If the complaint is accepted, the Guarantor will replace the defective item with a new one or refund the price paid if replacement is impossible or significantly difficult. The Buyer also has the opportunity to choose another replacement product (in the case of more expensive goods, the Buyer is obliged to pay the difference in the price of the product).
- 19) The defective Product, which by the decision of the Authorized Warranty Service has been replaced with a new or different copy, becomes the property of the Guarantor.
- 20) In the case of a rejected complaint, if the Buyer does not request the return of the Product within 30 days counted from the date of the complaint decision, such Product will be sent for disposal and the Buyer will be notified of this fact in writing.
- 21) This Warranty does not exclude, limit or suspend the rights of the Buyer in case of non-conformity of the sold thing with the contract. The Buyer shall be entitled by law to legal remedies on the part and at the expense of the Seller. The Buyer may exercise his rights under the non-conformity of the sold thing with the contract independently of his rights under the guarantee.