

Complaint instructions

For a smooth complaint handling, we ask you to follow the procedure below:

1. The complaint form, which we have sent you in the same email, must be filled out completely.
2. Each claimed tire must be photographed from several perspectives. For this purpose, one photo must be taken from each of the following perspectives:
 - (1) From the side, the entire tire must be visible.
 - (2) The date of manufacture (DOT)
 - (3) Serial number of the tire
 - (4) Tire size & tread designation
 - (5) Photo of the tread + tread depth
 - (6) Photo of the bead, if applicable
 - (7) Photo of the defect (if necessary from the inside & from the outside)
 - (8) If necessary photo of the tire in inflated condition

Please also note that each photo must be of sufficiently good quality and must be easily recognizable. Each photo must be at least **1600x1200** pixels and not less than **500** kB in size. For example pictures, please see the appendix.

In case of complaints about radial runout, a video proof of the rotating reamer is required in addition to the above-mentioned pictures. Video evidence of the rotating tire. The following criteria must be observed:

- Well visible
 - Not blurred
 - no change of perspective may take place
 - high-contrast background must be provided
 - The tire must be mounted on a new rim in order to exclude used rims as a source of defects.
3. Please note that the number of all photos must correspond to the amount of claimed tires.
 4. After you have sent all the required pictures, the manufacturer may ask for additional pictures, which you will have to submit later.
 5. Please send us all the necessary information within **14** days to allow us to process the complaint quickly. Otherwise, we will consider the case closed.

Appendix

(1) From the side, the entire tire must be visible.



(2) The date of manufacture (DOT)



(3) Serial number of the tire



(4) Tire size & tread designation



(5) Photo of the tread + tread depth



(6) Photo of the bead, if applicable



(7) Photo of the tire in inflated condition



(8) Photo of the defect (if necessary from the inside & from the outside)

