

Warranty and claims/complaints regulations for tyres, inner tubes and accessories Rubena Náchod, s.r.o.

Valid for tyres and inner tubes for bicycles, mopeds, prams, carts, prams & strollers etc., including accessories like rim tapes, sealants for tubeless tyres etc.

1. GENERAL PROVISIONS

1.1 This warranty and claims regulations is agreed between Rubena Náchod, s.r.o. (hereinafter as "Seller") and direct buying entity (hereinafter as Buyer).

1.2 Related technical standards:

PN 0205	Register of defects on products - Tyres
PN 0206	Register of defects on products - Inner tubes
PP-19.007.001	Tyres and inner tubes - Installation and inflation
ISO 2230	Rubber products - Guidelines for storage
ISO 5775-2	Bicycle tyres and rims – Part 2 : Rims
ETRTO	Standards manual (The European Tyre and Rim Technical Organisation)
	Catalogue of Bicycle Tyres and tubes (dimensions, load, maximum inflation, marking, recommended use etc.)

2. INSTALLATION

Prior to the installation, it is necessary to check the tyres for mechanical, chemical or other damage caused during handling or storage. The defective tyres and inner tubes must be rejected from installation.

The wheel rims should be checked before the installation for any impurities, defects, rusting, proper centering and projection of spokes above the wheel rim nuts. If the rim tape is used, it must have the appropriate size for the used rim.

Only the specified wheel rims may be used for installation – please see ETRTO. Installation proceeds according to **PP-19.007.001**.

For correct assembly of the tyre, the manufacturer guarantees the maximum axial run-out as given in the following table:

Nominal tyre width (mm)	Unilateral run-out limits (mm)
20 - 28	1,0
32 - 37	1,2
40 - 44	1,4
47 - 54	1,5
57 – 65	1,8

A tube (tyre) may be inflated by air only; pressurizing by any other medium is possible only with the consent Seller.

3. STORAGE

Uninstalled tyres and tubes may be stored only under conditions as specified in ISO 2230. (The storage must be protected from weather influences, mechanical and chemical impurities and sun rays. The stored products cannot be exposed to radiant heat, it must be stored at least 1 meter from a heater in recommended temperature from +5 to +25 °C. The solvents, fuel, lubricants, disinfectants, acids, lyes or other chemicals cannot be placed in the same storage.)

The recommended storage periods are 5 years for tyres and 7 years for inner tubes from manufacturing date.

The date of manufacture is marked on the outside tyre surface in the form of engraving:



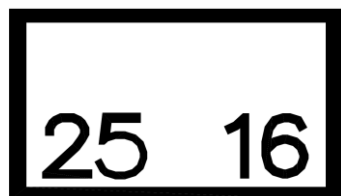
The 3rd quarter of the year 2017

or



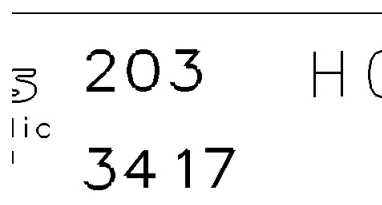
the 45th week of the year 2017

The manufacturing date for inner tubes is marked on their surface as a stamp print or engraved in the wall of the product.



The 25th week of the year 2016

or



the 34th week of the 2017

While a wheel has the tyre installed for a longer period at standstill (e.g. during winter), it is recommended to hang up the bicycle and lower the pressure in the tyre. If the bicycle stands on non-inflated tyres, the loaded spot on the tyre becomes distorted, which leads to a lateral breaking through during cycling.

The permanent effect of sunshine especially unfavourable leading to ozone ageing and build-up of surface cracks.

The tyres must be protected from contact with solvents, oils or other chemical compounds.

4. GUARANTEE REGULATION FOR TYRES AND INNER TUBES

The manufacturer guarantees the quality of used materials, design and the utility characteristics of tyres and inner tubes for 24 months from the date of purchase from Rubena Náchod, s.r.o.

The guarantee does not apply to defects due to the following:

- a) improper installation of the product – see **PP-19.007.001**,
- b) improper user interaction,

- c) improper storage of the product,
- d) improper application of the product,
- e) wear due to normal operation,
- g) non-observance of the instructions given in this document by the manufacturer,
- f) improper use or handling such as, for example:

Under-inflation

It is proved by a permanent distortion of the tyre wall. Subsequently, lateral cracking appears on the tyre, or even breaking through and crushing of the cord ply. The prescribed minimum value for the tyre pressure is set to 60% of the maximum inflation pressure given on the side of the tyre.

Over-inflation

It is proved by a permanent distortion of the tyre wall. Subsequently, lateral cracking may appear on the tyre. The prescribed maximum value for the tyre pressure is given on the side of the tyre.

Excessive load

It has a similar effect as under-inflation. Additionally, the base part is subject to stress and the tyre is susceptible to puncture on collision with any obstacle.

Puncture

On collision with a blunt object (stone, edge stone, etc.) the inner tube is pierced or the cord layer of the tyre is distorted, even with no rupture of the rubber tread. During further use of the tyre, the impaired spot propagates and the tread and subsequently the inner tube may be damaged.

On collision with a sharp object (nail, glass etc.) the tyre and inner tube are punctured at the same time, and the air leaks immediately.

Abrasion

Improper adjustment of the dynamo roller may cause lateral abrasion of the tyre.

An unsymmetrical abrasion may appear due to – under-inflation, incorrect geometry, etc.

The guarantee does not apply to tyres and inner tubes where any of their parts was repaired by the customer or end consumer, excluding repairs agreed with the manufacturer.

The guarantee does not apply to 0.1% defectives from the value of the goods delivered with regard to supplies to business companies (wholesalers).

5 PROCEEDING OF CLAIMS/COMPLAINTS ABOUT TYRES AND INNER TUBES

- 5.1** The buyer shall make a claim regarding the poor quality of a tyre or inner tube in writing to the manufacturer immediately after its detection, but not later than the last day of the 24-month period, which starts from the date of purchase. The claim is accepted if it was handed over in writing to the manufacturer, either directly or by post, by the last day of the guarantee period, at the latest.
- 5.2** To assist in faster proceeding of claims, remarks and suggestions on how to improve the product quality, the manufacturer requires that claims be in written form, involving a brief description of the damage, the possible cause of the defect, see the Claim Protocol Appendix No. 1, and a visible marking of the damaged spot on the product. The claimed tyres and inner tubes, inner tubes with a complete inflation valve, and everything sorted by type, e.g. tied-up, in one package, etc. should be returned to us properly cleaned, together with the claiming letter.
- 5.3** Claims of production damage are processed by the Claim Commission of the manufacturer. Also a representative of the buyer may take part in the claim process.
- 5.4** If that the tyres or inner tubes were recognised by the Claim Commission as having an irremovable manufacturing defect and as not being suitable for use, the manufacturer has to replace the products with new items or provide financial compensation. If the claimed defect is

removable, the manufacturer should perform a repair free of charge and send the tyre/inner tube back to the buyer on his own costs. In this case the guarantee is extended by the time from setting up the claim to sending the goods back.

- 5.5** If the manufacturer does not accept the claim, he sends the products back to the buyer. All costs that can be documented in conjunction with the rejected claim are borne by the buyer in this case.
- 5.6** The manufacturer processes the claims as soon as possible, with consideration for an adequate time necessary for the professional assessment of defects, however, not longer than 30 days from receipt of the claimed items.