

### 30-DAY TRIAL

#### Eligible Tires

30-Day Trial applies to the original purchaser of a set of four eligible tires bearing the D.O.T. Tire Identification Number (TIN), purchased as replacement tires from an authorized Yokohama dealer in the United States and operated in normal highway use (commercial use excluded) in the United States.

Eligible tires must be used on the vehicle on which they were originally installed, in conformance to the vehicle manufacturer's recommendation.

This trial offer applies to tires on vehicles registered and operated in the United States only.

Visit [yokohamatire.com/tires](http://yokohamatire.com/tires) to check for tire eligibility.

#### The 30-Day Trial

If for any reason, other than those outlined in this policy, the customer is not satisfied with their new set of Yokohama tires, within 30 days from date of purchase, eligible tires may be returned for a full refund. Refund will include the mounting and balancing fees and applicable taxes.

#### Returning Tires During the Trial Period

The customer has 30 days from the date of purchase to return tires to the authorized Yokohama tire dealer from which they were purchased and must present the original sales invoice. Original sales invoice and completed '30-Day Trial Satisfaction Feedback Survey' must be attached to Yokohama Claim for full refund. The 30-Day Trial Satisfaction Feedback Survey form can be accessed through your Dealer Services Website portal under the Program Information tab.

#### Refund Exclusions

Tires are not eligible for a refund if:

- Tires were purchased from an unauthorized Yokohama dealer.
- There is a road hazard or injury such as: damage caused by obstacles or debris, cuts, punctures (whether repairable or not), snags, bruises, tears, abrasions or impact breaks.
- There is damage or failure resulting from improper operation or maintenance such as: operating while flat or severely under-inflated, improper application of tire size and/or specification, improper mounting/dismounting procedures or tire/wheel assembly balance; load, speed and inflation practices causing excessive operational temperatures that exceed tires' capabilities, damage caused by tire repair.
- There is damage or failure resulting from: a damaged rim or chain damage, wheel alignment or brake problems, mechanical irregularities in the vehicle or wheel, negligence, misuse and abusive driving (including but not limited to spinning, racing or accident damage).
- The tires have more than a 1/32" (0.8 mm) treadwear.

#### General Exclusions

The trial offer applies only to the original purchased set of four tires.

Tires are not eligible for a refund if:

- Tires have been used in motorsports activities or competitive events.
- Tires have been transferred from the vehicle on which they were originally installed.

No Yokohama dealer or employee has the authority to make promises, agreements or representations on behalf of Yokohama, other than as stated in this 30-Day Trial policy.

Please refer to the Yokohama Standard Limited Warranty brochure for complete warranty coverage.

The 30-Day Trial Satisfaction Feedback Survey, as shown below, can be accessed through your Dealer Services Website portal under the Program Information tab



## YOKOHAMA 30-DAY TRIAL SATISFACTION FEEDBACK SURVEY

**In order to continuously improve our products, Yokohama needs your assistance by completing this short survey concerning your recently purchased set of Yokohama tires.**

**1. Required For Credit:** Vehicle Information.

Vehicle Make \_\_\_\_\_ Vehicle Model \_\_\_\_\_

Vehicle Year \_\_\_\_\_

**2. Required For Credit:** Please explain why you decided to return your tires, especially what was not satisfactory.

---

---

---

---

---

**3. Required For Credit:** Please describe what tire you selected as a replacement.

Tire Brand \_\_\_\_\_ Tire Model \_\_\_\_\_ Tire Size \_\_\_\_\_

**4. Please rate from 1 to 5 your satisfaction with the tires you returned. 5 = Totally Satisfied, 1 = Not At All Satisfied**

____ Tread Appearance	____ Sidewall Appearance	____ Ice Traction
____ Dry Traction	____ Wet Traction	____ Ride Comfort (Noise)
____ Steering Response	____ Steering Pull	____ Steering Wander (Tracking Road Grooves/Ruts)
____ Ride Comfort (Vibration)	____ Ride Comfort (Road Isolation)	
____ 30-Day Trial Guarantee	____ Snow Traction	

**Thank you for completing Yokohama's 30-Day Trial Satisfaction Feedback Survey.**

**Dealer Instructions:**

Return this form along with your Yokohama claim form and the customer's original sales invoice. Claims received without this form may be deemed ineligible for processing.

Yokohama Claim Form Number \_\_\_\_\_

