TYRES COVERED BY 30-DAY TRIAL WARRANTY

Eligible Tires
Yokohama’s Performance Promise 30-Day Trial applies to the original purchaser of a set of four eligible tires bearing the D.O.T. serial identification number, purchased as replacement tires 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 yokohamatre.com/tires to check for tire eligibility.

The 30-Day Trial Offer
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 Yokohama tire dealer from which they were purchased and must present the original sales invoice. Original sales invoice and completed ‘30-Day Performance Promise Return Survey’ must be attached to Yokohama Claim for full refund. The 30-Day Performance Promise Return 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:

- 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.
- The tires have more than a 1/32” (0.8mm) 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 Performance Promise Return Survey, as shown below, can be accessed through your Dealer Services Website portal under the Program Information tab.

**YOKOHAMA 30-DAY PERFORMANCE PROMISE 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 Performance Promise 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 ____________________________