



# TUFF HAUL WARRANTY PROGRAM



**THE BUILT  
TO LAST  
WARRANTY**

TUFF HAUL

TRUCK & BUS RADIAL TYRES

# TUFF HAUL WARRANTY PROGRAM

## WHO IS ELIGIBLE FOR WARRANTY COVERAGE?

You are covered by the terms of this Limited Warranty if you meet the following conditions:

1. You are the original owner, or the original owner's authorized agent, of new Armstrong truck tyres bearing a prescribed DOT (Department of Transportation) tyre identification number.
2. The size, load index, and speed rating is equivalent or greater than that specified by the vehicle manufacturer.
3. The tyre was used only on the vehicle on which it was originally installed.
4. The tyre was purchased on or after October 1, 2020 (proof of purchase required).

This warranty applies only to consumers actually purchasing and using the tyres in Europe.

## WHAT IS COVERED UNDER THE TUFF HAUL WARRANTY AND FOR HOW LONG?

### A. FREE TYRE REPLACEMENT:

Under Armstrong's Limited Warranty conditions, any eligible tyre that becomes unserviceable due to a covered warranty condition during the **first 1mm of treadwear, or within twelve (12) months** from date of purchase (proof of purchase required), whichever comes first, will be replaced with a comparable Armstrong tyre free of charge. The defective Armstrong tyre must be replaced by an authorized Armstrong dealer only.

### B. PRO-RATED TYRE REPLACEMENT:

After the free replacement term expires, Armstrong's Limited Warranty covers any eligible tyre that becomes unserviceable due to any reason within the manufacturer's control within **six (6) years** from the date of manufacture, supplied directly from Armstrong and its authorized channels. Conditions of each claim are as follows:

1. Only damages that are due to defects in material and workmanship will be accepted.
2. Upon inspection, the final decision will be made by our representatives or persons authorized by us.

3. The amount to be compensated will be calculated on a prorated basis. You are responsible for mounting, balancing, or any other service charges, as well as any taxes and government-mandated charges.

## HOW WILL REPLACEMENT VALUE BE CALCULATED?

1. 0% to 15% wear: 100% compensation.
2. 15.1% to 85% wear: Pro-rated compensated (RTD/OTD).
3. 85.1% & above wear (when plies are not exposed).

$$\text{Adjustment percentage} = \frac{(\text{Remaining tread depth})}{(\text{Original tread depth})} \times 100$$

## C. ROAD HAZARD REPLACEMENT:

Armstrong Limited Warranty covers road hazard replacement for Long Haul and Regional Steer patterns ASH11, ASH12 & ASR12:

1. 10,000 kms; or
2. First 3 months; or
3. 15% wear.

Whichever comes first.

STEER		
LONGHAUL & REGIONAL		REGIONAL
ASH11	ASH12	ASR12
295/80 R22.5		245/70 R19.5
315/70 R22.5	385/65 R22.5	265/70 R19.5
315/80 R22.5		

## WHAT IS NOT COVERED UNDER THE TUFF WARRANTY?

1. Tyre damage due to:
  - a. Road hazards, including, but not limited to: cuts, punctures, snags, and bruises, or impact damages caused by potholes, curbs, spins, stone drills or other objects on the road.
  - b. Improper use or operation, including, but not limited to: over inflation, overloading, contamination or degradation by petroleum products or other chemicals, tyre chain damage, use for racing or competitions, excessive off-road use, or willful damage or abuse.
  - c. Improper or insufficient maintenance, including, but not limited to: misalignment, wheel imbalance, defective brakes or shock absorbers, improper mounting or demounting, or other vehicle conditions.

## 2. Tyres that are:

- a. Used beyond the original tread life, i.e. the wear indicators are exposed.
- b. Sold as "Defective Appearance" ("DA") Tyres.
- c. Branded "Blemished", or "Non-Adjustable."
- d. Installed on any other vehicle other than the vehicle of original installation.
- e. Acquired as used tyres.

## 3. Ride disturbances that occur after the first 1mm of treadwear.

## 4. Ozone or weather cracking on tyres purchased over four (4) years from date of purchase. Proof of purchase is required. Without proof of purchase, date of manufacture will be used to determine eligibility.

## 5. Tyre alteration of any manner, including, but not limited to: siping, buffing, stud pin holes, re-grooving, or additives.

## 6. Any other damage caused by user's actions or omissions not in conformity with vehicle manufacturer's specifications or instructions.

**DISCLAIMER:** ARMSTRONG DISCLAIMS ANY LIABILITY TO THE BUYER FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, LOST PROFIT, LOSS OF TIME, LOSS OF BUSINESS, LOSS OF GOODWILL OR REPUTATION, PUNITIVE OR OTHER DAMAGE, COST (INCLUDING FOR REPLACEMENT TRANSPORTATION), EXPENSE OR LOSS OF ANY KIND.

## HOW TO FILE A CLAIM

To claim an adjustment, you must first complete a 'Claim Adjustment Form' with the required details, which can be requested via email at [hello@armstrongtyres.com](mailto:hello@armstrongtyres.com) with the subject 'Claim Adjustment Form Request'. Each claim must be supported by three (3) medium resolution pictures per tyre of the following:

1. Serial and DOT number, labeled as 1-1.
2. Damaged portion, labeled as 1-2.
3. Complete tyre with the tread portion clearly visible, named 1-3; and so forth.

The completed 'Claim Adjustment Form', together with the pictures, must be emailed to [hello@armstrongtyres.com](mailto:hello@armstrongtyres.com). The DOT and serial number cut-outs of adjusted claims must be mailed to us at the following address:

### Armstrong Tyres Europe BV

Ravenseweg 13m  
3223 LM Hellevoetsluis  
The Netherlands

All claims will be settled within thirty (30) working days upon receipt of full details using the instructions stated above.

## LEGAL RIGHTS

This warranty gives you specific legal rights and you may also have other rights that vary from country to country.

**DISCLAIMER:** THIS WARRANTY IS IN LIEU OF, AND ARMSTRONG TYRES HEREBY DISCLAIMS, ANY AND ALL OTHER WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, AND NO OTHER WARRANTY OR REPRESENTATION OF ANY KIND IS MADE BY ARMSTRONG TYRES OR SHALL BE IMPLIED BY LAW.

## SAFETY WARNING

At Armstrong, we make your safety our top priority. It is essential for you to ensure proper use and maintenance of your tyres to avoid any serious injury. Here are some safety tips we recommend to mitigate your risk of tyre failure:

1. Tyres should be regularly inspected by a qualified tyre professional for any signs of damage.
2. Proper recapping procedures should be followed. The correct pull point for recapping is essential for prolonged tyre life without jeopardizing casing damage and retreadability. Tread Wear Indicator should be the pull point for proper recapping.
3. Tyres should be mounted only by trained professionals. Follow all instructions in the vehicle owner's manual or tyre placard in vehicle to avoid under-inflation, overloading and misapplication
4. Use approved rims and wheels only.
5. If your vehicle manufacturer has specific recommendations for tyre replacement, you should follow the specific recommendations for that vehicle.
6. Always avoid purchasing used tyres. Previous usage may have damaged internal components that may lead to tyre failure.
7. We recommend routine air pressure checks as per your vehicle manufacturer's specifications. Any tyre, no matter how well constructed, may fail in use as a result of damage or misuse. If you experience any vibrations or ride disturbances, or notice a bulge, bump, or any kind of irregularities, we recommend having your tyres evaluated by a qualified tyre servicer immediately.



[ARMSTRONGTYRES.COM](http://ARMSTRONGTYRES.COM)

