

# TYRELIFE™ WARRANTY – TERMS & CONDITIONS

Users agree to be bound by these terms and conditions (“**Terms and Conditions**”) when registering for the Tyrelife Warranty.

The Tyrelife Warranty is offered by **Pirelli Asia Pte Ltd** (herein referred to as “**Pirelli**”) at 77 Robinson Road, #23-01, Singapore 068896. It cannot be combined with other promotional initiatives launched by Pirelli Group companies during the same period and is valid—subject to product availability.

## 1. WARRANTY STATEMENT

- 1.1. The Tyrelife Warranty (“**Warranty**”) is a value-added program that provides one-time tyre replacement coverage for irreparable damage caused by road hazards, offering additional peace of mind to eligible customers in Singapore.
- 1.2. Under the Warranty, one (1) Pirelli tyre may be replaced per vehicle for every two (2) eligible tyres purchased from participating dealers in Singapore. This replacement applies to tyres deemed irreparable due to road hazard damage and is subject to Warranty activation and eligibility conditions.
- 1.3. The Warranty is initially valid for **twelve (12) months** from the date of activation. An **additional twelve (12) months’ coverage** may be granted upon the consumer returning to the original participating dealer and undergoing a **tyre inspection** before the expiry of the initial 12-month period.
- 1.4. **Failure to complete this inspection** will result in **no extension** being granted and the Warranty will expire at the end of the initial 12-month period.

## 2. CONDITION OF USE

- 2.1. The Warranty can be activated if you are a “user”, understood as the sole proprietorship, company, or individual who has purchased eligible Pirelli car tyres (all models and sizes).

## 3. POINTS OF COVERAGE

- 3.1. The participating dealer provides a one-time replacement for Pirelli car tyres (all models and sizes) that are irreparably damaged due to road hazard damages, provided the tyre has more than 5.0mm of tread depth remaining and the damage occurs during the active period of Warranty coverage.
- 3.2. These road hazard damage include:
  - a) Punctures;
  - b) Cuts;
  - c) Damage due to sudden impact.

3.3. The damage must be attained during a normal course of driving on a maintained road in the territory of Singapore. The participating dealer will compensate for the tyres which meet the conditions for Warranty claim, following assessment by Authorised Technical Associate.

3.4. Warranty shall be void if users are unable to provide original copies of their proof of purchase (sales invoice/official receipt).

#### **4. EXCLUSIONS**

4.1. Tyres from the following categories will not be considered valid for, or covered under the Warranty:

- a) Tyres used for the wrong type of vehicle (misapplication);
- b) Tyres with uneven wear due to mechanical issues of vehicle;
- c) Tyres used on vehicles for commercial purposes or public utility (e.g., taxi and car rental services);
- d) Tyres that are damaged due to road accident;
- e) Tyres that have been previously repaired by other dealers other than the participating dealers;
- f) Damaged caused by vandalism, misuse, negligence, induced damage, or damage from third-party devices applied to the tyres;
- g) Driving under the influence of alcohol;
- h) Tyres used in racing, track, or off-road applications (including AT/MT tyres);
- i) Replacement tyres that were exchanged under the Warranty will not be eligible for further coverage for this Warranty.

#### **5. WARRANTY REGISTRATION PROCESS**

Users who purchase Pirelli tyres from participating dealers will have to activate their Warranty online within seven (7) days from the date of installation by registering at [http://my.pirelli.com/en\\_SG/registration](http://my.pirelli.com/en_SG/registration) to be eligible for the Warranty;

5.1. The following information will be required at the point of registration:

- a) User Information: Name, Contact number and Postal Code;
- b) Vehicle information: Brand, Year, Model, Car Plate Number and Mileage;

- c) Dealer Information: Dealer Name;
- d) Tyre information: DOT, Tyre Serial Number, Quantity;
- e) Invoice Information: Receipt Number, Purchase Amount, Purchase Date; and
- f) Upload Proof of Purchase.

## 6. WARRANTY CLAIM PROCESS

- 6.1. Users are required to present their damaged applicable Pirelli tyre(s) and original copy of Proof of Purchase (sales invoice/official receipt) at participating dealer.
- 6.2. Tyre will only be considered as under Warranty due to irreparable road hazard damages, and if it falls within a duration of use. The damage will be assessed by Authorised Technical Associate from participating dealers. Tampering with the product will render the Warranty void (e.g., tampered serial number, ply rating, size of tyre, etc.). Additionally, the tyres must remain mounted on the same vehicle with the original license plate they were installed on.
- 6.3. All other related charges of towing, installing, balancing and alignment of the replacement tyre, whether the tyre is repairable or unrepairable, shall be the responsibility of the user.
- 6.4. In the event of stock unavailability for replacement, the participating dealer will compensate with an equivalent range of Pirelli tyres at a value equal to the original purchase price, using the invoice price as reference. Any additional costs exceeding this amount shall be borne by the user.
- 6.5. All replaced tyres shall be surrendered to the participating dealer and will be considered property of the participating dealer. Tyre damage analysis and assigned credit value determined by the participating dealer remain final.
- 6.6. **In the event the tyre is found to be neither defective nor damage due to road hazard or not covered by the Warranty for other reasons:** Tyre will be returned to the user and formal explanation by the Authorized Technical Associate will be provided.
- 6.7. Pirelli reserves the right to change, amend, modify, suspend, discontinue, or terminate all or any part of the Warranty at any time.
- 6.8. Users are advised to read the mechanics, Terms and Conditions, inclusions, and exclusions pertaining to the Warranty and monitor the site for updates pertaining to the Warranty. For inquiries, users may write to Pirelli at [contact.SEA@pirelli.com](mailto:contact.SEA@pirelli.com).

## 7. PERSONAL DATA AND PRIVACY

- 7.1. By registering for the Warranty, you agree and consent to the collection, use, disclosure, and processing of your personal data in accordance with Pirelli Asia Pte Ltd's Privacy

Policy and the Personal Data Protection Act 2012 (PDPA) of Singapore. A copy of the Privacy Policy can be accessed at [Privacy policy | Pirelli](#).

## **8. GOVERNING LAW**

8.1. This Terms and Conditions shall be governed by the laws of Singapore. In the event of any dispute arising out of or in connection with this Terms and Conditions, the Parties irrevocably agree that the courts of Singapore are to have exclusive jurisdiction to settle any disputes which may arise out of or in connection with this Terms and Conditions.

## **9. LIMITATION OF LIABILITY**

9.1. Nothing in these Terms and Conditions excludes or limits either Party's liability to the extent that any applicable law prohibits such exclusion or limitation of liability. Except in connection with each Party's indemnification obligations hereunder, neither Party shall be liable to the other for any indirect, special, incidental, or consequential damages, including but not limited to lost time, lost revenue, lost profits, or loss of goodwill, whether arising in contract, tort (including negligence), strict liability, or otherwise, and whether or not such damages are foreseeable.

## **10. INDEMNITY**

The Customer (the "Indemnifying Party") shall indemnify, defend, and hold harmless Pirelli, its affiliates, and their respective officers, directors, employees, and agents (collectively, the "Indemnified Parties") from and against any and all claims, losses, liabilities, damages, expenses, and costs (including legal fees on an indemnity basis) arising out of or in connection with:

- (a) any breach by the Customer of its representations, warranties, or obligations under the Terms and Conditions;
- (b) any negligence, willful misconduct, or fraud committed by the Customer or its agents;
- (c) any use, misuse, alteration, or improper installation of Pirelli tyres by the Customer that results in damage, personal injury, death, or property loss, or otherwise gives rise to any claim or liability against Pirelli as the manufacturer.

Pirelli shall promptly notify the Customer of any such claim and shall reasonably cooperate, at the Customer's expense, in the defence or settlement of the claim. The Customer shall not settle any claim without Pirelli's prior written consent, such consent not to be unreasonably withheld.

## **11. FORCE MAJEURE**

11.1. Neither Party shall be liable for any default or delay in the performance of its obligations under this Terms and Conditions caused by Force Majeure Event (as defined below);

11.2. If and to the extent such default or delay is caused, directly or indirectly, by acts of terrorism, fire, flood, earthquake, other elements of nature, riots, civil disorders, epidemics, pandemics or any other such similar cause beyond the reasonable control of such Party ("**Force Majeure Event**"), and provided the non-performing Party is without fault in causing such default or delay, and such default or delay could not have been prevented by reasonable precautions and could not reasonably be circumvented

by the non-performing Party through the use of alternate sources, workaround plans or other means.

- 11.3. If a delay by either Party arising directly out of a Force Majeure Event continues for more than 30 Business Days, the other Party may at its discretion terminate this Terms and Conditions by giving 10 Business Days' notice to the delaying Party.
- 11.4. For the purposes of the Terms and Conditions, a "Business Day" means a day other than Saturday, Sunday or a day which is a public holiday in Singapore.