

## **Tannus Airless Tire Warranty**

### **WARRANTY INFORMATION AND WARRANTY CLAIMS PROCEDURE**

#### **Terms and Conditions**

**Warranty and General Guidelines:** Tannus warrants to the original retail purchaser ("Purchaser") of every new Tannus Tire, including but not limited to the Tannus website, and used exclusively in North America ("Tannus") that the Tires will be free from defect in material and workmanship. The period in which Tannus Airless Tires are warranted are for 2 years or 5,000 miles.

**Remedy:** Tannus will replace the defective Tire with a comparable new Tire. Any applicable taxes are not covered by the Limited Warranty.

**Tire Exclusions:** The Limited Warranty does not apply to damage or defect relating to: (1) road hazards (such as cuts, snags, punctures, or bruises), impact breaks, tire plugs and/or repair, vandalism, accidents, or abusive or unusual operating conditions, fire and/or chemical corrosion; (2) improper operation or maintenance such as, but not limited to, under or over-inflation, load, speed and inflation practices resulting in excessive operational conditions; (3) improper sizing, wheel alignment, Tire mounting or rim fit; or (4) bicycle mechanical problems (such as faulty, worn, or malfunctioning brakes); (5) Faulty rims or other aspects of the bicycle; (6) E-bikes or mechanical bikes; (7) intended for use on paved roads; (8) A "break in" period should be expected until 100 miles after which the tires should feel worn in; (9) Tannus Tires have a structural weight of 165lbs per tire or 330lbs per pair of tires. If the rider, bicycle and all accessories exceed this weight or warranty is void; (10) Tannus Tires should be checked for debris that may be stuck in the tire and cleaned regularly (11) Skidding on tires can result in flat spots, which can lead to tire imbalances and unsafe riding conditions, serious injury or even death. Do not skid on tires

**Warranty Disclaimer:** Except as stated above and unless otherwise provided by law, there is no warranty of merchantability or of fitness for a particular purpose or any other warranty, express or implied.

**Limitation of Remedy:** Replacement of the Tire is the sole and exclusive remedy in the event of breach of any warranty or of any agreement relating to the insert.

**Limitation of Liability:** In no event shall Tannus be liable for any incidental, indirect, special or consequential damages or liabilities (including but not limited to incidental or consequential damages for loss of time, inconvenience, loss of use of bicycle, or any other consequential or incidental loss) in connection with the purchase, use, or operation of the tire, whether due to a breach of warranty, breach of contract, or otherwise.

#### **WARRANTY CLAIMS PROCEDURE (North America Only)**

Limited warranty only applies to original retail Purchaser. To begin the warranty claims procedure, Purchaser must complete the Tannus Warranty Claim Form located at [www.RideTannus.com](http://www.RideTannus.com).

Once the Tannus Warranty Claim Form has been submitted, Tannus Warranty Team will confirm receipt of the claim, and begin evaluation of the Tannus Warranty Claim Form. During the evaluation period, do not dispose of the potentially defective insert. The Warranty Team may require a physical inspection and/or additional photos/information before making a final claim decision. Once the warranty claim has been fully evaluated, Tannus will notify Purchaser of final claim outcome.

If Purchaser's warranty claim is accepted, Tannus will ship replacement insert(s) to Purchaser freight prepaid by Tannus. If an exact replacement is not available, Tannus will coordinate with Purchaser to find comparable replacement. However, if warranty claim is not accepted, tire(s) sent to Warranty Team for inspection will be returned upon request freight prepaid by Purchaser. If Tannus does not receive a request for return or prepaid freight within 30 days of claim decision, Tannus will dispose of the insert(s).

If you are a dealer and you choose to submit your customer's warranty please do so directly with your sales representative or other sales team member.

If you are a dealer or distributor and a customer returns a tire to you for possible warranty and you warrant said insert, you do so willingly as a service to your customer. If you would like to submit a warranty claim to Tannus for your customer's insert please do so by contacting your sales representative or the Tannus inside sales team.