

The sizes covered by the Mileage Warranty:

iON evo AS

Inch	M.Code	Description	SS	LI
18	1033208	235/45R18	W	98
19	1033204	235/40R19	W	96
	1033203	245/45R19	W	102
20	1033206	235/35R20	Y	92
21	1033205	245/35R21	Y	96
	1033207	265/35R21	Y	101

iON evo AS SUV

Inch	M.Code	Description	SS	LI
19	1033214	235/55R19	V	105
	1033215	255/45R19	W	104
20	1033185	245/45R20	Y	103
	1033165	255/40R20	W	101
	1033168	255/45R20	Y	105
	1033171	265/45R20	V	108
	1033172	275/45R20	V	110
21	1033167	235/45R21	Y	101
	1033169	255/35R21	W	98
	1033202	255/40R21	Y	102
	1034217	255/50R21	Y	109
	1033213	275/35R21	Y	103
	1033166	285/40R21	H	109
22	1033210	265/35R22	W	102
	1033211	285/35R22	W	106



EV
exclusive
tyre

HANKOOK
driving emotion



70K
kilometres
LIMITED
TREADWEAR
WARRANTY

Mileage Warranty Program
for Hankook Dealers

iON evo AS

iON evo AS **SUV**

Hankook Tyre Australia

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FORMULAe

How does it work for Dealers?

- 1** Explain the Mileage Warranty program to customers.
- 2** Perform wheel balancing and alignment during initial tyre installation.
- 3** Provide appropriate maintenance service every 10,000km or 6 months, whichever comes first.
- 4** For customer's claim that satisfies the terms and conditions, provide the credit based on the pro-rata calculation.
- 5** Request credit from Hankook Tyre Australia through Mail or E-mail.

- Replacement tyres refer to iON or other Hankook tyres indicated by Hankook Tyres Australia Pty Ltd should iON become unavailable.
- Using Email or Mail, Dealer must submit:
 1. All documentations received from the customers to Hankook Tyre Australia Pty Ltd (Original Tyre Invoice, Wheel alignment Invoices & Service Booklet)
 2. Sales Invoice (billed to Customer) and purchase invoice (from Hankook) of the replacement tyre.
 3. A clear photo that shows the tread and DOT of four tyres claimed by the customer.
- Once the claim is submitted, Hankook Tyre Australia will assess the claim and provide you with the credit calculated based on the sales invoice if successful.
- Emails or Mails must be sent to the address below.

Mail: Po Box 523 North Ryde BC 1670
Email: warranty@hankooktyre.com.au

Dealer's Responsibility

To make a eligible claim under Mileage Warranty Program:

<At the Time of Sale>

- Dealer must provide an adequate explanation of the Mileage Warranty Program to customers regarding the program and customer's responsibilities, and sign on the Service Booklet.
- Wheel alignment and balancing must be performed at the time of sale.

<During Services>

- At every service, tyres should be checked for visual inspection, inflation, rotation and balancing, and appropriate services must be conducted when it is deemed necessary by the dealer.
- Tyre's air pressure must be set to the vehicle's manufacturer's specifications.
- Tyres must be rotated every service.
- If there is an evidence of incorrect wheel alignment, such as irregular wear, the dealer must provide an explanation about the issue and conduct wheel alignment.
- After service, Dealer must tick the services that were provided to customers and provide a stamp along with an invoice if applicable.

<Claim>

- If the tyre had worn evenly down to tread wear indicator before reaching the guaranteed mileage, 70,000 km, within 5 years of purchase and the customers had met the terms and conditions, the customer is eligible for a pro-rata claim on the replacement tyres.
- Dealers must check whether the Service Booklet is properly maintained and the relevant documentations, tyre and wheel alignment invoices, are provided by the customer (Dealer must ensure that the customer had complied with all the terms and conditions).
- If the customer complied with all the terms and conditions, Dealer must provide a pro-rata credit using the calculation method below as a form of discount on the price of the replacement tyres.

$$\text{Credit} = \frac{70,000 - \text{kilometres travelled}}{70,000} \times \text{Price}$$

e.g If Customer's iON delivers 63,000km, Dealer will provide discount for the remaining 7,000km (7,000/70,000=10%). This means if a set of 4 replacement tyres costs \$1,000, Dealer will offer to customer a discount of \$100 (\$1,000 x 10%). Total discounted amount will be credited by Hankook.

Terms and Conditions

To be eligible for the Mileage Warranty of iON,

1. Tyres in a set of 4 or more plus a wheel alignment must be purchased in a single transaction at a Hankook authorised dealer.
2. The size of the tyre must be included in the list of sizes covered by the Mileage Warranty program.
3. Dealers and customers must agree to the Terms and Conditions and sign on the signature space of the Service Booklet.
4. At the time of purchase, wheel balancing and alignment must be conducted.
5. The service must be conducted every 10,000 km or 6 months, whichever comes first, at a Hankook authorised dealer. Tyres must be rotated at every service, and the service must include visual inspection, checking for appropriate tyre pressure, wheel balancing and alignment, and receiving appropriate services when needed.
6. The original purchase invoice, wheel alignment invoices and Service Booklet should be retained for the whole period of mileage warranty program.
7. Replacement tyre refers to iON or an equivalent Hankook tyre of our choice should iON become unavailable.

Warranty is not transferable for a change of vehicle ownership, and expires after the warranted kilometres or 5 years from the date of purchase, whichever comes first.

Exclusions

This Warranty excludes the following:

1. Tyres which are unevenly worn down to the tread wear indicators.
2. Tyre sizes which are not qualified under the list of Mileage Warranty program.
3. Damages including but not limited to punctures, gutter damage, breaks/cuts from foreign object, vandalism, wilful damage or chemical degradation.
4. Wear caused by improper use, including but not limited to improper inflation, overloading, wheel imbalance, defective vehicle mechanical components, misalignment and off-road use.
5. Tyres used in commercial services, motorsport, competitive use and towing.
6. Tyres supplied as original equipment.
7. Any tyre that has not been repaired in accordance with the industry standards.

All four iON tyres must be fitted to the same vehicle to be eligible. Liability and losses of a consequential nature are limited to the extent permitted by law.