

The sizes covered by the Mileage Warranty:

hankooktire.com/au

HANKOOK
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Inch	M CODE	Description
15	1014152	215/70R15H
	1014134	265/70R15H
16	1014141	215/70R16H
	1014139	225/70R16H
	1014142	235/60R16H
	1014586	245/70R16H XL
	1014138	255/65R16H
	1014998	265/70R16H
17	1014151	225/60R17H
	1014145	225/65R17H
	1014585	245/65R17H XL
	1014140	265/65R17H
	1014143	275/65R17H
	1014153	285/65R17H
18	1018526	225/55R18V
	1025930	225/60R18H
	1014129	235/60R18V XL
	1015263	235/65R18H
	1014133	245/60R18H
	1015264	255/55R18V XL
	1015303	255/60R18V XL
	1015266	265/60R18V
19	1022030	225/55R19V
	1021561	235/45R19V
	1015271	245/55R19H
	1015396	255/55R19V XL
20	1015274	235/55R20H
	1015275	245/50R20V
	1015276	255/50R20V XL
	1015277	265/50R20V
	1015279	285/50R20V

Mileage Warranty Program for Hankook Dealers



**Dynapro
HP2**



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HANKOOK TYRE AUSTRALIA
Building A, Level 3, 11 Talavera Rd, Macquarie Park NSW 2113
Australia Tel: 1300 13 30 30 / 02 9870 1200 | Fax: 02 9870 1201

Global
Partner



Real Madrid



THE OFFICIAL TYRE

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 Dynapro HP2 or other Hankook tyres indicated by Hankook Tyres Australia Pty Ltd should Dynapro HP2 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, 80,000 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.

$$\text{Credit} = \frac{80,000 - \text{kilometres travelled}}{80,000} \times \text{Price}$$

e.g If Customer's Dynapro HP2 delivers 72,000km, Dealer will provide discount for the remaining 8,000km (8,000/80,000=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 Dynapro HP2,

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 Dynapro HP2 or an equivalent Hankook tyre of our choice should Dynapro HP2 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 Dynapro HP2 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.