

**TERMS AND CONDITIONS FOR THE FREE TYRE INSURANCE CAMPAIGN CONDUCTED BY SUMITOMO RUBBER SOUTH AFRICA (PTY) LTD (SUMITOMO/"THE PROMOTER")**

BETWEEN 27 NOVEMBER 2019 AND 31 MAY 2020, DUNLOP ZONE, DUNLOP EXPRESS, DUNLOP CONTAINER, DUNLOP COMMERCIAL, TYREMART & MALAS DEALERS WILL PARTICIPATE IN A CAMPAIGN OFFERING CUSTOMERS FREE TYRE INSURANCE.

**Duration of the Campaign:**

The campaign will commence on 27 November 2019 at 08h00 and will end on 31 May 2020 at 20h00, including weekends and public holidays.

**Tyre insurance:**

Subject to the replacement preconditions and exclusions listed below, Sumitomo offers customers full replacement of Dunlop tyres purchased at the following dealers wherever they operate in the Republic of South Africa, Botswana, Lesotho Namibia and Swaziland, but limited to the vehicle classes listed below:

*Dunlop Zone*

*Dunlop Express*

*Dunlop Container*

*Dunlop Commercial*

*Tyremart-Only the 195R15C LT 11 & Vantrek V1 WSW*

*Malas-Only the 195R15C LT 11 & Vantrek V1 WSW*

We launch this promotion on 27 November 2019 for the 195R15C and 3 December for all other products and it will continue:

- (i) for tyres fitted to taxis with a gross vehicle mass of less than 3 500 (three thousand five hundred) kilogram, until 31 May 2020; and
- (ii) for tyres fitted to any other vehicle with a gross vehicle mass of less than 3 500 (three

thousand five hundred) kilogram, including and limited to passenger vehicles, recreational 4x4 vehicles, sport utility vehicles and light commercial vehicles (bakkies) - but excluding motor vehicles designed not to be used principally on a public road, until 15 January 2020.

This replacement undertaking will remain enforceable by customers:

- I. in the case of tyres fitted to taxis with a gross vehicle mass of less than 3 500 (three thousand five hundred) kilogram, for a period of 6 (six) months after the purchase invoice is issued to the customer; and
- II. in the case of tyres fitted to any other vehicle with a gross vehicle mass of less than 3 500 (three thousand five hundred) kilogram, including and limited to passenger vehicles, recreational 4x4 vehicles, sport utility vehicles and light commercial vehicles (bakkies) - but excluding motor vehicles designed not to be used primarily on a public road, for a period of 12 (twelve) months after the purchase invoice is issued to the customer.
- III. In the case of a replacement the exact same tyre (Size, Pattern and Brand) will be replaced, in the unlikely event that the dealer does not have stock of the same tyre, then a tyre will need to be ordered in.
- IV. In the event that the specific pattern has been discontinued the replacement pattern will be issued in its place.

**Customers may claim the benefit/s under the replacement undertaking if the following preconditions have been complied with:**

- Customers who wish to avail of the benefits of the replacement undertaking and who want to participate in the promotion must either register for the promotion on the *My Tyres* App of Sumitomo within 7 (seven) days of purchasing a tyre at a dealer, or register as a beneficiary on the following website link [www.dunloptyres.co.za/tyreinsurance](http://www.dunloptyres.co.za/tyreinsurance)
- Customers who have registered for the promotion must keep a hard copy of their invoice or produce an image which has been uploaded to the MyTyres App or website

of their purchase invoices, as the purchase invoice must be submitted in the event of a claim;

- Customers must not disclose incorrect or incomplete information when registering for the promotion - as it will lead to repudiation of your claim under the replacement undertaking;
- Customers must not sign any incomplete or blank documents when registering for this promotion. **Complete the registration document before you sign.**
- Customers must make sure that the DOT (Serial Number of the tyre) number appears on the invoice that the participating dealership offers.
- Customers may claim when the tyre suffers irreparable damage during the replacement period while the vehicle is in use on a South African road and in the following countries, Botswana, Lesotho, Namibia and Swaziland, and which damage must be a result of impact break, cut, or bruise due to uneven road surfaces and potholes.
- Customers who purchase qualifying tyres from either Dunlop Zone, Dunlop Express, Dunlop Commercial or Dunlop Container will be entitled to claim from any of the above mentioned dealerships.
- Customers who purchase from Malas, will only be entitled to claim from Malas.
- Customers who purchase from Tyremart dealerships, will only be entitled to claim from Tyremart dealerships.

**The following damage and damage causing events are excluded from this replacement undertaking:**

- Cosmetic damages, atmospheric or chemical damages, damages caused by motor vehicle accidents (claimable from comprehensive insurance) and malicious damage that has been inflicted by the customer or a third party.
- Loss or damage caused by road traffic accidents, fire, theft, driver abuse and or negligence.
- Damage suffered before and after the replacement period.

- Damage to tyres fitted to vehicles that are used as fleet vehicles, caravans, trailers, commercial and car hire vehicles, vehicles that are used for off-road sport, vehicles that are used outside the manufacturer's design intention, for racing, speed testing, or any use of a competitive nature, agricultural vehicles, courier and dispatch services, tow trucks, driving tuition, or on reliability trials.
- Standard, SAIA (South African Insurance Association) riot, strike, and nuclear exclusions apply.
- Tyres where the tread limit is below the legal limit of 1.6mm when the replacement claim is lodged.
- Any damage to the tyre that is recoverable under an existing insurance policy.
- The cost of repair of any tyre if such a tyre is capable of being repaired. Any loss or damage outside of South Africa, Namibia, Botswana, Lesotho, Swaziland.
- Wear and Tear: Replacement of tyres that have reached the legal wear limit.
- Fitment, balancing and wheel alignment cost on the replacement tyre.
- Damages to a vehicle resulting from a damaged tyre or any object that damaged the tyre and the vehicle.

**Dealer Operating Claim Guidelines:**

- The damaged tyre must be inspected to ensure that the tyre is irreparable.
- The damaged tyre must be inspected to ensure that the damage has not been maliciously damaged.
- Should the damaged tyre suffer repairable damages, the tyre may be repaired and the offering will still be valid when the tyre is irreparable.
- The damage tyre must be within the 1.6mm tread depth remaining.
- Pictures must be taken of the damaged part of the tyre and the serial number (DOT Number).
- The damaged tyre must be kept for a period of 4 weeks from date of claim. A representative from SRSA will visit within a 4 week period to scrap the claim tyre.
- When the claim is processed for the customer the tyres serial number is to be recorded for auditing purposes.

- In the event that a tyre seems to have a manufacturing defect the usual Technical Evaluation Centre claim procedure should be followed and not claimed for on the insurance policy.
- The participating dealership will replace a consumer's tyre and Sumitomo Rubber South Africa will replenish the dealership with the next order run.