

# YOKOHAMA 60-DAY GUARANTEE

Valid from January 1 to December 31, 2023

A retail customer who purchases a set of 4 applicable Yokohama tires from an authorized Yokohama dealer in Canada is entitled to evaluate the tires for 60 days from the purchase date. During the 60 day period, the retail consumer may return the tires to the dealer who sold them if not satisfied. The original receipt must be surrendered with the return.

## APPLICABLE LINES:

- AVID ASCEND GT
- ICEGUARD IG53
- BLUEARTH WINTER V905
- GEOLANDAR CV G058
- ICEGUARD G075
- BLUEARTH WINTER V906

## GENERAL EXCLUSIONS

The trial offer applies only to the original purchased set of four tires. Tires are not eligible for a refund if:

- Tires have been used in motorsports activities or competitive events.
- Tires have been transferred from the vehicle on which they were originally installed.

## REFUND EXCLUSIONS

Tires are not eligible for a refund if:

- There is a road hazard or injury such as: damage caused by obstacles or debris, cuts, punctures (whether repairable or not), snags, bruises, tears, abrasions or impact breaks.
- There is damage or failure resulting from improper operation or maintenance such as: operating while flat or severely under-inflated, improper application of tire size and/or specification, improper mounting / dismounting procedures or tire / wheel assembly balance; load, speed and inflation practices causing excessive operational temperatures that exceed tires' capabilities, damage caused by tire repair.
- There is damage or failure resulting from: damaged rim or chain damage; wheel alignment or brake problems, mechanical irregularities in the vehicle or wheel, negligence, misuse and abusive driving, including but not limited to spinning, racing or accident damage.
- If a manufacturer's mail in rebate has already been submitted.
- The tires have more than a 1/32" (0.8mm) treadwear.



## ACCEPTING YOKOHAMA 60-DAY GUARANTEE CLAIMS AT THE DEALER

1. The retail consumer may return 60 day guarantee tires, without damage, to the dealer within 60 days of the purchase date (as per the original retail invoice which must be surrendered along with the tires).
2. On the original invoice, the consumer must state the reason for the return and then sign it
3. Dealer provides a full refund for the returned tires.
4. The dealer removes the tires. Any installation/balancing charges are not covered by the program.
5. The dealer completes a Yokohama 60 day guarantee claim form filling in all necessary information. Form can be found at [www.yokohama.ca/portal/](http://www.yokohama.ca/portal/) or contact Customer Service at 1-800-810-9656 or email [customerservice@yokohama.ca](mailto:customerservice@yokohama.ca) or your local Yokohama Tire Sales Representative.
6. The dealer is to notify Yokohama Customer Service at 1-800-810-9656 or email [customerservice@yokohama.ca](mailto:customerservice@yokohama.ca) stating that there are 60 day guarantee returns and ask for their preferred method of shipment. The dealer must provide the following to Yokohama Customer Service:
  - Yokohama dealer name and account number
  - End – user first and last name
  - Original invoice #
  - Original date of purchase
  - Item #
  - Quantity of items
  - Reason for consumer return
7. The dealer will ship back returned product to a Yokohama Tire (Canada) Inc. warehouse "collect" along with the following in an envelope taped to one tire.
  - Associated retail sales invoices (one tire must include original invoice in an envelope).
  - 60 day guarantee claim form.
  - Each tire should have written the original customer invoice number with chalk or a copy of the original invoice attached to each tire.

## CLAIM PROCESSING WILL BE REJECTED OR DELAYED IF:

- Yokohama Customer Service has not been notified before returning product.
- Retail invoices are missing.
- It has been over 90 days since the retail sale.
- 60 Day Guarantee claim form is not submitted and fully entered.
- There is any obvious damage to the tire(s).

# YOKOHAMA 60-DAY GUARANTEE DEALER CLAIM FORM



## ELIGIBLE TIRES

AVID ASCEND GT

ICEGUARD IG53

BLUEARTH WINTER V905

GEOLANDAR CV G058

ICEGUARD G075

BLUEARTH WINTER V906

YOKOHAMA DEALER NAME

ACCOUNT NUMBER

END USER FIRST & LAST NAME

ORIGINAL INVOICE #

ORIGINAL DATE OF PURCHASE

ITEM #

QUANTITY OF ITEMS

REASON FOR CUSTOMER RETURN

## CHECK LIST

Notify Yokohama Customer Service at 1.888.965.6835 or email [customerservice@yokohama.ca](mailto:customerservice@yokohama.ca)

Fill in Yokohama 60 Day Guarantee Claim Form

Include original invoice (Customer must state reason for the return and then sign it)

Write original invoice number on each tire with chalk or a copy of the original receipt to each tire

Ship back to a Yokohama Tire (Canada) Inc. warehouse "collect"