LOVE THEM OR BRING THEM BACK

Yokohama’s Performance Promise means you’ll be happy with your new tires. If, within 30 days, you’re not satisfied with their performance, just return the tires along with your original sales receipt, to the place of purchase. Yokohama will refund your purchase price in full.

ELIGIBLE TIRES

Yokohama’s Performance Promise 30-Day Trial applies to the original purchaser of a set of four eligible tires bearing the D.O.T. serial identification number, purchased as replacement tires in the United States and operated in normal highway use (commercial use excluded) in the United States.

Eligible tires must be used on the vehicle on which they were originally installed, in conformance to the vehicle manufacturer’s recommendation.

This trial offer applies to tires on vehicles registered and operated in the United States only.

Visit Yokohamatire.com/tires to check for tire eligibility.

THE 30-DAY TRIAL OFFER

If for any reason, other than those outlined in this policy, you are not satisfied with your new set of Yokohama tires, within 30 days from date of purchase, you may return them for a full refund. Refund will include the mounting and balancing fees and applicable taxes.

RETURNING TIRES DURING THE TRIAL PERIOD

You have 30 days from the date of purchase to return tires to the Yokohama tire dealer from which they were purchased and must present the original sales invoice. Original sales invoice and completed “30-Day Performance Promise Return Survey” must be attached to Yokohama Claim for full refund.

(“30-Day Performance Promise Return Survey” forms can be obtained from your Yokohama dealer).
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: a 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).

• The tires have more than a 1/32” (0.8mm) treadwear.

GENERAL EXCLUSIONS

The trial offer applies only to the originally 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.

No Yokohama dealer or employee has the authority to make promises, agreements or representations on behalf of Yokohama, other than as stated in this 30-day trial policy.

Please refer to the Yokohama Standard Limited Warranty brochure for complete warranty coverage.