



# 2021 NDX 5-YEAR WARRANTY

## 1.0 SCOPE

OTR Wheel Engineering, Inc. (OTR) provides warranty coverage for NDX™ tire & wheel assemblies purchased by dealers and end users. OTR (seller) shall warrant NDX units purchased by dealers or end users (buyer) to be free from defects in materials and workmanship. Coverage is contingent on terms, limits and OTR's process for returns. **Note this warranty ONLY applies to the buyer, NOT the buyer's customer.** However, OTR's expectation is that the Buyer shall extend OTR's warranty to their customer and represent OTR accordingly.

## 2.0 TERM & COVERAGE

The NDX's warranty term extends to five (5) years from date of purchase. Coverage excludes normal wear and special applications—as will be identified in advance—with other exceptions noted in **Section 3.0**. Coverage is terminated once tread depth reaches 3 mm (or 4/32"), as will be indicated by tread wear indicator (TWI) tabs located between the treads and on the sidewalls.

## 3.0 DISCLAIMER & EXCLUSIONS

OTR has limited or no control over buyer's use or installation of our products. As such, we cannot be responsible for additional costs resulting from machine repairs, downtime, loss of revenue or collateral damage. Further, due to the wide range of applications in scope, as well as variations in load capacities and speeds, buyer must validate that OTR's NDX is suitable for the intended use. Exclusions include, but are not limited to the following conditions:

- Failures due to overloading or use at speeds in excess of maximum recommended speed.
- Tires that are overinflated resulting in premature wear or failure, as well as wear resulting from mechanical irregularities or issues linked to the vehicle or machine.
- Use of product(s) outside intended application, subjected to extreme environments.
- Damage resulting from field and road hazards such as stubble, flying projectiles and debris that cuts or punctures tires; exposure to environmental conditions, chemicals and acids that are not addressed in the product's design specification; acts of God; accidents; naturally-occurring wheel corrosion; and factors flagged as "abuse".
- Products repaired, modified or used in any type of racing.

## 4.0 RETURNS (HOW TO FILE A CLAIM)

Email request to [warranty@otrwheel.com](mailto:warranty@otrwheel.com) or call your CSR at 800-833-6309.

**Fill out the claim form and provide documentation.** Once submitted, reviewed and approved, seller shall issue a Returned Materials Authorization (RMA) number. Following is information required to process the claim:

- Problem description, with picture showing issue(s) suspected with product(s), referencing RMA number.
- Date of installation on vehicle/machine by dealer, or hours on machine from maintenance records, or proof of purchase by OEM, whichever is applicable. For hours in use, provide a picture of the hourmeter reading on the vehicle/machine.
- Application machine is being used on, with picture(s), with picture of serial number on product (e.g. tire or wheel).
- Buyer is responsible for shipping suspect product(s) to the OTR facility where unit was purchased. In the event a shipment is damaged or lost in transit, buyer must address and resolve the issue with their carrier. If the product(s) are deemed defective, OTR will ship the replacement(s) at its expense, using the carrier of choice.
- OTR will disposition suspect(s) products within 15 days from receipt. Turnaround time is based on availability and transit time. If a claim is approved but products are not shipped to OTR within 60 days we will archive claim, with no further action.
- Returned products that are deemed to be defective due to workmanship and/or materials can either be replaced or a credit memo will be issued at the same value as the original invoice. These credits shall be posted to the customer's account.
- Returned products deemed to be OK, with no defects or issues, can either be returned to the buyer who will have to pay for return shipping or will scrap it.
- Products that are damaged or abused shall not be eligible for coverage. OTR will return the product—at buyer's expense—or scrap if preferred. OTR may recondition a product—with buyer's approval—with the cost to deducted from the credit.