

## Total Confidence Plan – Terms & Conditions Australia 2023

THE TOTAL CONFIDENCE PLAN IS NOT A WARRANTY THAT THE TYRE WILL NOT FAIL OR BECOME UNSERVICABLE IF NEGLECTED OR MISTREATED.

The purchase of Continental brand tyres provides an extra measure of confidence with the support of the Total Confidence Plan. The Total Confidence Plan is a comprehensive package of all available warranties and services including: 30 Day Satisfaction and Road Hazard Warranties.

### 1. ELIGIBILITY

The Total Confidence Plan applies to the original owner of new Continental brand passenger, SUV and 4x4 tyres that are: (a) new replacement market tyres bearing the Continental brand name and D.O.T. Tyre Identification Number, (b) operated in normal service, (c) used on the same vehicle on which they were originally installed according to the vehicle manufacturer's recommendations, (d) purchased from an participating Continental brand tyre retailer and (e) are product lines which fall within the Total Confidence Plan range.

#### Ineligible tyres:

Tyres will be excluded from the Total Confidence Plan should they show any signs of the following:

- Use in any form of competition
- Irregular wear
- Use on unsealed roads
- Use on modified vehicles
- In commercial service \*
- Vandalised tyres
- Spare tyres

\* Commercial service includes but is not limited to, taxis/ride sharing platforms, police cars, emergency vehicles, non-passenger service vehicles, are not eligible for this Total Confidence Plan. Tyre(s) on any vehicle registered and normally operated outside Australia are excluded from eligibility under this Total Confidence Plan.

A minimum of two (2) tyres must be purchased in the original purchase to be eligible.

### 2. WHAT IS THE 30-DAY SATISFACTION WARRANTY?

All Continental brand passenger, SUV and 4x4 tyres are covered by the 30-Day Customer Satisfaction warranty. If for any reason, other than an excluded condition listed above, you are not satisfied with your new tyres within 30 days from date of purchase - or 1.6mm of tread wear (whichever comes first) - you may exchange all or any one of them for the same tyres or for another set of a different type of Continental branded tyre/s.

#### Basic coverage:

Eligible tyres are covered by the 30-Day Satisfaction Warranty for a maximum of 30 days from the date of purchase.

#### Period of registration:

Tyres must be registered for the Total Confidence Plan warranty within 30 days of purchase. Any registrations with fall outside this period will not be accepted into the 30-Day Satisfaction Warranty.

#### Cover conditions and exceptions:

Tyres will only be covered within the first 30 days from the date of purchase or 1.6mm of treadwear, whichever comes first. The tyre/s will be replaced with a comparable\*\* Continental brand tyres FREE OF CHARGE.

It is at the discretion of the retailer as to whether any/all other associated costs such as fitment, alignment, scrapping etc. will be passed on to the consumer.

The warranty is limited to the first 'new' set of tyres and NOT on the replaced tyres under the warranty. All Continental tyres remain covered under our standard manufacturing warranty.

The owner is to pay any/all costs incurred if the replacement tyres are an upgrade to the originally fitted tyres. The owner is also eligible for a refund of the difference in the case that the replacement tyres are of a lesser value to those originally fitted.

The warranty does NOT require any kind of service history to be offered to the end consumer.

There are no mileage restrictions within this 30-day Satisfaction warranty.

#### Evidence of tyres:

Continental required the retailer to provide or upload evidence that they tyre/s have been taken out of service once they are removed from the vehicle. This evidence includes: (a) three (3) holes above the D.O.T serial number and (b) evidence of tyre tread face (tread wear).

### 3. ROAD HAZARD WARRANTY

This Road Hazard warranty is offered to promote goodwill and is not a warranty that your tyre will not fail or become unserviceable due to a Road Hazard. This Road Hazard warranty applies to all Continental brand tyres that are purchased as new replacement tyres and is a promise of replacement under the conditions specified below.

#### Basic coverage:

Eligible tyres are covered by the Road Hazard Warranty within 12 months from the date of purchase.

#### Period of registration:

Tyres within this warranty classification will need to be registered in the Total Confidence system within 30 days from the date of purchase. Any registrations that fall outside this period will not be accepted into the Road Hazard Warranty.

#### Cover conditions and exceptions:

Tyres will only be covered within 12 months from the date of purchase or 4mm of treadwear remaining, whichever comes first. The tyre/s will be replaced with a comparable\*\* Continental brand tyres FREE OF CHARGE.

It is at the discretion of the retailer as to whether any/all other associated costs such as fitment, alignment, scrapping etc. will be passed on to the consumer.

The Road Hazard warranty is limited to the first 'new' set of tyres and NOT on the replaced tyres under the warranty. All Continental tyres remain covered under our standard manufacturing warranty.

The owner is to pay any/all costs incurred if the replacement tyres are an upgrade to the originally fitted tyres.

The warranty does NOT require any kind of service history to be offered to the end consumer.

There are no mileage restrictions within this Road Hazard warranty.

#### Evidence of tyres:

Continental requires the retailer to provide or upload evidence that the tyre/s have been taken out of service once they are removed from the vehicle. This evidence includes: (a) up to three (3) images of the specific hazard/damage and (b) evidence of tyre tread face (tread wear).

### 4. WHAT IS NOT COVERED BY THE TOTAL CONFIDENCE PLAN:

Tyres will be excluded from the Total Confidence Plan should they show any signs of the following:

- Use in any form of competition
- Irregular wear
- Use on unsealed roads
- Use on modified vehicles
- In commercial service \*
- Vandalised tyres
- Spare tyres
  
- Continental Tyres of Australia does not warrant any repaired tyre.
- Improper operation or maintenance: This includes, but is not limited to, effects caused by:
  - Improper tyre inflation and/or improper load/speed practices. These practices can cause excessive operational temperatures and stresses that exceed the tyre's capabilities.
  - Improper or insufficient tyre rotation: Any tyre with premature or irregular wear caused by failing to follow the recommended tyre rotation pattern and/or mileage intervals as delineated by this Total Confidence Plan.
  - Wear due to Improper vehicle alignment includes but not limited to uneven, irregular, or spotty wear, cupping or feathering.
  - Damage due to:
    - Rim irregularities or rim damage
    - Signs of snow chain usage
    - Vehicle mechanical problems, including brake problems, and vehicle wheel alignment
    - Extreme temperature exposure
    - Negligent and abusive driving such as tyre spinning, or racing
    - Improper tyre storage
    - Automotive accident
    - Chemical corrosion or Fire
    - Use contrary to the vehicles manufacturer's tyre recommendations
    - Improper stud size and/or installation
- Improper Mounting or Demounting
- Alteration: such as, but not limited to, adding a white inlay on blackwall, tread regrooving, tyre truing or siping, or adding sealant materials to the tyre.
- Out of life tyres: Continental does not recommend tyres to be in service after 7 years of operation, therefore tyres will not be replaced under any warranty if they exceed this service life
- Tyres used in commercial service or competition
- Failure to observe safety and maintenance precautions set forth on Continental Tyres of Australia website – [www.continental-tyres.com.au](http://www.continental-tyres.com.au)

- Individual tyre purchases are not covered, and it is required that two (2) or more tyres are purchased in order to be eligible for the Total Confidence warranty program.

## 5. CONTINENTAL TYRES OF AUSTRALIA'S OBLIGATIONS

Replacement of eligible tyres will be made by the participating Continental tyre retailers. A list of participating retailers can be found on our website – [www.continental-tyres.com.au](http://www.continental-tyres.com.au). Continental Tyres of Australia will honour any and all warranty claims that meet the guidelines outlined in the document. All warranty claims will be assessed by the Continental Technical Customer Service team, and any and all final warranty claim decisions will be made by this team.

## 6. OWNER'S OBLIGATIONS

To make an eligible claim under this Total Confidence Plan, the owner must present a claim, as instructed herein, with the tyre to a participating Continental tyre retailer. For the nearest participating Continental tyre retailer, consult the App (Retailer Locations) or the Continental website – [www.continental-tyres.com.au/car](http://www.continental-tyres.com.au/car). Owner must present a tyre warranty registration, which can be actioned at the time the tyre purchase is made. Within this registration, the Owner must adhere to any servicing and maintenance requirements including maintaining proper tyre air pressure. The completed warranty registration must also include a sales invoice as proof of purchase. Either the Owner or the participating Continental tyre retailer must include any supporting evidence of tyre issue or damage. Damage requirements are listed under each specific tyre warranty outlined above.

## 7. TYRE REGISTRATION

Each tyre is required to be registered under the Total Confidence warranty program. This enables Continental Tyre of Australia to collect safety data from the specific tyre batch. The registration should be completed by either the participating Continental tyre retailer or the end consumer and should include the mandatory information set out as a minimum requirement. Mandatory requirements are – sales invoice, consumer personal contact information and tyre D.O.T number or bead barcode. Tyre registration is only available via the Continental Tyres Total Confidence warranty app. Below is a simple step by step guide to registering for the Total Confidence Plan.

**Step 1:** After you have made your tyre purchase, complete the online registration form. You will need the tyre's bead barcode or D.O.T number and a copy of the sales invoice. These items will be required to register, and registration cannot be completed without them. A valid email address is also required to complete your registration.

**Step 2:** Once you have completed your registration, you will be provided with a unique QR code and Registration ID number. This information enables you to make a claim or any of the warranty plans offered. You may wish to complete the other fields within the app to complete your registration. These fields are not mandatory but will assist in the event of needing to make a claim.

**Important:** All participating Service Providers are independent contractors and not agents or employees of Continental Tyres of Australia. Continental Tyres of Australia assumes no liability for any damage to your vehicle resulting from the rendering of service or for personal items left in the vehicle. Any claims for personal injury or damage to the property must be submitted to the servicing provider directly.

ATTENTION PARTICIPATING RETAILERS AND END CONSUMERS:

CONTINENTAL TYRES OF AUSTRALIA RESERVES THE RIGHT TO THE FINAL INSPECTION DECISION ON CONDITIONS FOR ALL RETURNED WITHIN THE WARRANTY PROGRAM. CONTINENTAL TYRES OF AUSTRALIA DOES NOT INTEND TO REPRESENT THROUGH THIS TOTAL CONFIDENCE PLAN THAT TYRE FAILURES CAN OR CANNOT HAPPEN.

## FOR SERVICE ASSISTANCE OR INFORMATION

For the nearest participating tyre retailer, consult the website [www.continental-tyres.com.au](http://www.continental-tyres.com.au) or call 1800 664 332

*\* Commercial service includes but is not limited to, taxis/ride sharing platforms, police cars, emergency vehicles, non-passenger service vehicles, are not eligible for this Total Confidence Plan. Tyre(s) on any vehicle registered and normally operated outside Australia are excluded from eligibility under this Total Confidence plan.*

*\*\*A "comparable" new Continental brand tyre may be of either the same tyre line or the same basic construction but with a different sidewall or tread configuration. The Total Confidence warranty covers tyres of equal or lesser value. If the end consumer accepts a higher priced tyre, the end consumer is responsible for covering any difference in price.*