

# **OUR BEST TECHNOLOGY INCLUDES OUR BEST PROTECTION**

**A FULL ONE YEAR,  
SATISFACTION GUARANTEE**



## **MICHELIN ULTRAFLEX™ TECHNOLOGY**

**Less Pressure. More Load Capacity. Less Soil Compaction.**

Your customers can try Michelin Ultraflex™ Technology risk-free for a full year. If they're not satisfied, we'll refund their money.\* It's that simple. All seasons. All types of equipment. With Michelin, they're covered.

\*See reverse side for details.





## **MICHELIN ULTRAFLEX ONE YEAR SATISFACTION GUARANTEE**

**Q:** What tires are covered under the Michelin Ultraflex Promise Plan?

**A:** All tires with Michelin Ultraflex™ Technologies under the following tread designs are covered: Yieldbib™, Cerexbib™, Spraybib™, CargoXBib® High Flotation, Axiobib®, and Xeobib®.

**Q:** What is the coverage period for the Michelin Ultraflex Promise Plan?

**A:** The coverage for the program begins when you invoice the tires to the end user and is active for the invoice date plus 1 year. For example, tires that are purchased on July 1, 2020 will be covered under the program until July 1, 2021.

**Q:** Does the Michelin Ultraflex Promise Plan apply to the MICHELIN® tires that came on my new piece of equipment?

**A:** No. The program only applies to tires purchased in the replacement market. However, new MICHELIN Ultraflex tires purchased through the OE Changeover Program\* are included.

**Q:** What does an end user have to do to qualify for the program?

**A:** The end user must register for the program, they can do this one of two ways:

- Fill out and mail in the registration form included on the FAQ sheet.
- Complete and scan the registration form to the email address indicated on the form.

If your end user is dissatisfied with a qualifying MICHELIN Ultraflex tire for any reason, the Michelin Ultraflex Promise Plan would apply like the 90-Day Satisfaction Guarantee.\*\*

**Q:** What do I do if one of my customers is not satisfied with his new Michelin Ultraflex tires?

**A:** If your end user is dissatisfied with a qualifying MICHELIN Ultraflex tire for any reason you (the dealer) can take the tires back and your local Michelin AG rep will provide a credit to you for 20% of the invoiced retail price of the tires. This credit is intended to help with the re-sale of the take-offs. The tires are yours to keep and resell as used. All that is needed to file a claim with your Michelin AG rep are the tires and the original invoice showing that the end user purchased these tires in the replacement market within the last year (365 days).

Program applies only to tires purchased July 1, 2015 or later.

**Q:** What is the difference between the 90-Day Guarantee, the Limited Warranty, and the Michelin Ultraflex Promise Plan?

**A:** The Limited Warranty covers quality issues with the tire such as a Workmanship & Materials issue. The 90-Day Satisfaction Guarantee\*\* covers all MICHELIN AG tires, while the Michelin Ultraflex Promise Plan covers only MICHELIN Ultraflex tires outlined above.

**Q:** Can a tire returned under the Michelin Ultraflex Promise Plan be sent in for warranty?

**A:** No. A tire that has been covered under the Michelin Ultraflex Promise Plan cannot be sent in for warranty after it has been returned. As outlined in the Michelin Agriculture Limited Warranty Claims Guide, a MICHELIN Agriculture tire only carries a warranty while it is with the original user of the tire.

\*Michelin offers an OE Changeover program that provides financial assistance to the dealer in changing out a set of competitor tires for MICHELIN tires, purchased on a new piece of farm equipment.

\*\* 90-Day Satisfaction Guarantee: If for any reason, the original purchaser of a Covered Tire is not completely satisfied, the Covered Tire may be returned to the selling dealer within 90 days of purchase for a refund of the full purchase price of the Covered Tire. Covered Tires that become unserviceable during the 90-day period are covered by the limited warranty and are ineligible for replacement under this satisfaction promise. Mounting and demounting charges, other dealer services and applicable taxes are the responsibility of the original purchaser. The original purchase invoice must accompany any claim.