

TERMS & CONDITIONS FOR THE TYREPLUS ROAD HAZARD PROTECTION (RHP) PROMOTION (the "Promotion")

IMPORTANT: PLEASE READ THESE TERMS AND CONDITIONS ("TERMS AND CONDITIONS") BEFORE ENTERING THIS PROMOTION. THIS IS A LEGALLY BINDING AGREEMENT BETWEEN YOU AND MICHELIN MALAYSIA SDN BHD ("MICHELIN") ESTABLISHING THE TERMS AND CONDITIONS UNDER WHICH YOU ARE ENTITLED TO PARTICIPATE IN THIS PROMOTION. BY ENTERING THIS PROMOTION, YOU CONFIRM THAT YOU HAVE READ AND UNDERSTOOD, AND AGREE TO ABIDE BY, THESE TERMS AND CONDITIONS.

1. **Organiser.** The Promotion is organised by Michelin Malaysia Sdn Bhd ("MICHELIN").
2. **Promotion Period, Warranty Period and Submission Deadline:**
 - Promotion Period ("Promotion Period"): 1st August 2026 to 31st December 2026.
 - Warranty Period ("Warranty Period"):
 - a) RHP: 6 months or 10,000km / 30,000km
 - b) RHP + : 12 months or 20,000km / 40,000kmmileage from purchase date as indicated in the proof of purchase, whichever comes first.
 - Submission Deadline: 7 days from tyre purchase invoice date.
3. **Eligibility.**
 - 3.1. **General Eligibility Requirements**
 - All residents of Malaysia aged 18 years and above as of 1st August 2026 are eligible to participate in the Promotion.
 - Only individuals are eligible to participate in the Promotion.
 - The coverage applies strictly to vehicles registered in Malaysia only.
 - Participants must provide a valid Malaysian mobile phone number (+60) to complete registration and receive warranty notifications.
 - 3.2. **Not eligible**
 - The following are not eligible to participate in the Promotion:
 - o Employees of MICHELIN and its related corporations and their immediate family members.
 - o Employees of any party, including but not limited to agents of MICHELIN, dealers and/or retailers, which is directly involved in organising, promoting or conducting the Promotion.
 - o Individuals engaging or are, in MICHELIN's opinion, likely to engage in sub-wholesale, resale or sale of the Eligible MICHELIN Products to downstream distributors or retailers.
 - o Corporate entities, commercial fleets, and purchases made under a business name.
 - 3.3. **Eligible Products**

For the purpose of this Promotion, any of the MICHELIN tyre models in the following categories are individually referred to as "**Eligible MICHELIN Product**":

 - Passenger car,
 - SUV,
 - Four-wheel drive,
 - MICHELIN Agilis 3 under commercial light truck,

- BFGoodrich Advantage Touring, BFGoodrich G-Force Phenom T/A, BFGoodrich All-Terrain T/A KO2, BFGoodrich All-Terrain T/A KO3, or BFGoodrich Mud-Terrain T/A KM3.
- 3.4. All Eligible MICHELIN Products must have a Department of Transportation (DOT) manufacture year of not more than six (6) years from the date of purchase.
 - 3.5. All Eligible MICHELIN Products must be purchased from an authorized participating dealer (“**Dealers**”) including participating TYREPLUS, Michelin Expert Center (MEC), Michelin Associate Dealer (AD), and National Accounts. The list of participating dealers is available on the official RHP website.
 - 3.6. The Eligible MICHELIN Product must be purchased within the Promotion Period as indicated in the proof of purchase.

4. How to Participate.

- 4.1. To qualify for the Promotion, participants must:
 - a) purchase a minimum of two (2) and a maximum of four (4) units of the Eligible MICHELIN Product(s) in a single invoice. Spare tyres are strictly excluded from eligibility; AND
 - b) ensure the purchased tyres satisfy the following fitment and specification requirements:
 - All tyres must be of the same size and tread pattern; OR
 - For vehicles with staggered fitment requiring different front and rear sizes, tyres must be purchased in matching pairs (i.e., identical size and pattern for the front axle, and identical size and pattern for the rear axle); AND
 - c) meet the invoicing requirement based on the selected coverage tier in a single invoice:
 - RHP: No premium fee required. The invoice must explicitly reflect the RHP line item; OR
 - RHP + : Requires payment of the applicable premium fee, which must be clearly itemized on the invoice; AND
 - d) have all purchased tyres fitted onto the vehicle which must be a vehicle registered in Malaysia, at the participating Dealer's premises at the time of purchase.
- 4.2. Participants must submit their registration with their particulars in the manner set out in clause 4.4.
- 4.3. All costs incurred in submitting the Promotion entry shall be borne by the participant.

4.4. REGISTRATION DETAILS

- 4.4.1. Participants who wish to enter the Promotion must complete their registration in the following manner:
 - Step 1** After you have made your tyre purchase, Dealer logs into their point of sales system for you to view and agree to the Promotion's terms and conditions and privacy policy.
 - Step 2** Complete your submission by providing your mobile phone number and signature on the system
 - Step 3** Upon successful submission at the outlet, you will receive an automated WhatsApp notification acknowledging that your RHP/RHP + registration status is “Pending Processing.” Registration verification and processing take up to three (3) business days from the date of submission.
 - Step 4** You will receive another WhatsApp notification confirming whether your RHP/RHP + registration has been Approved or Rejected:
 - a) Approved: Registration is complete, and the RHP/RHP + coverage comes into effect.
 - b) Reject: If an RHP + registration is rejected, the issuing Dealer will contact the participant to process a refund of the applicable premium fee paid.

- 4.4.2. Full contact details of the TYREPLUS ROAD HAZARD PROTECTION (RHP) Programme Centre ("**Programme Centre**") is as follow:
c/o WEBMAX TECHNOLOGIES SDN BHD

D-21-02, Dataran Emerald, Jalan PS 11,

Prima Selayang, 68100 Batu Caves, Selangor.

Office hours: Monday – Friday, 9AM – 6PM.

Contact person: En. Ashraf

Tel: +03-6128 1022 / 016-760 1173

Email address: tyreplus.warranty@webmaxtec.com

- 4.4.3. All submissions received after the Submission Deadline shall not be accepted.
4.4.4. Participants must retain the original paid invoice and/or receipt as proof of purchase. Participants will be required to present their original proof of purchase when claiming for the warranty.

5. **Premium Fee.**

- 5.1. Road Hazard Protection (RHP): Free of charge.

- 5.2. Road Hazard Protection + (RHP +): The premium fees are determined as follows:

Tyre Rim Size	Premium Fee - 2 Tyres	Premium Fee - 4 Tyres
16" and below	RM 25	RM 50
17" and above	RM 50	RM 100

- 5.3. If participants purchase 3 pieces of tyres, they will be required to pay a premium fee for 4 tyres.

- 5.4. For the avoidance of doubt, all premium fees payable under RHP+ are a one-off, single payment per registration. The premium fee is not a monthly subscription, recurring charge, or periodic fee, and must be settled in full at the point of purchase as an itemized line item on the invoice.

6. **Warranty.**

- 6.1. **Road Hazard Protection (RHP)**

- 6.1.1. Each unit of tyre purchased shall be eligible for 6 months or:

c) 10,000km mileage (for passenger car, SUV, or four-wheel drive)

d) 30,000km mileage (for commercial light truck)

road hazard damage warranty from the purchase date, whichever comes first.

- 6.1.2. A road hazard damage means a tyre which is damaged by road hazards which causes the tyre to be cut, impacted, punctured, or bulged during the course of normal driving condition on a maintained road.

- 6.1.3. The damaged tyre shall be inspected, repaired, or replaced by a technician at any participating TYREPLUS, Michelin Expert Center (MEC), Michelin Associate Dealer (AD), or National Account.

- 6.1.4. If the tyre is beyond repair, it will be replaced with a new tyre of the same pattern and size.

- 6.1.5. In the event that the replacement tyre is not available, MICHELIN reserves the right to provide a replacement tyre of different pattern in the same size.

- 6.1.6. Each tyre can only be claimed once during the entire Warranty Period.
- 6.1.7. The warranty does not cover:
- Any tyres purchased from stores or dealers that are not authorized, participating RHP program dealers at the time of purchase.
 - Tyre with worn out shoulder, which is the area where the tyre tread and sidewall meet.
 - Tyre with remaining tread depth of 1.6mm or less.
 - Any charges for the removal/ fitting/ balancing/ alignment on the tyre arising from the repair or replacement of any tyre under this warranty.
 - Tyre with cosmetic issue or manufacturing defect.
 - Damages caused by events such as war, strike, riot, terrorism, malicious damage, floods, fire, or tornadoes.

6.2. Road Hazard Protection + (RHP +)

- 6.2.1. Each unit of tyre purchased shall be eligible for 12 months or:
- 20,000km mileage (for passenger car, SUV, or four-wheel drive)
 - 40,000km mileage (for commercial light truck)
- road hazard damage warranty from the purchase date, whichever comes first.
- 6.2.2. A road hazard damage means a tyre which is damaged by road hazards which causes the tyre to be cut, impacted, punctured, or bulged during the course of normal driving condition on a maintained road.
- 6.2.3. The damaged tyre shall be inspected, repaired, or replaced by a technician at any participating TYREPLUS, Michelin Expert Center (MEC), Michelin Associate Dealer (AD), or National Account.
- 6.2.4. If the tyre is beyond repair, it will be replaced with a new tyre of the same pattern and size.
- 6.2.5. In the event that the replacement tyre is not available, MICHELIN reserves the right to provide a replacement tyre of different pattern in the same size.
- 6.2.6. Each tyre can be claimed up to 2 times during the entire Warranty Period. For the avoidance of doubt, if a tyre is replaced in the first claim, the Customer will not be eligible for a second claim to repair or replace the tyre. Below shows a combination of how a tyre can be claimed:

Combination	1st Time Claim	2nd Time Claim
1	Repair	Repair
2	Repair	Replace
3	Replace	Not eligible

- 6.2.7. The warranty does not cover:
- Any tyres purchased from stores or dealers that are not authorized, participating RHP program dealers at the time of purchase.
 - Tyre with worn out shoulder, which is the area where the tyre tread and sidewall meet.
 - Tyre with remaining tread depth of 1.6mm or less.
 - Any charges for the removal/ fitting/ balancing/ alignment on the tyre arising from the repair or replacement of any tyre under this warranty.
 - Tyre with cosmetic issue or manufacturing defect.
 - Damages caused by events such as war, strike, riot, terrorism, malicious damage, floods, fire, or tornadoes.

7. How participant will be notified.

The Programme Centre will notify the Participants regarding their RHP Warranty registration status by email or WhatsApp.

8. Claiming the Warranty.

- 8.1. Participant may go to any of the participating Dealers and inform them that you want to claim for the Road Hazard Protection. It is recommended to arrange for an appointment with the Dealer and check for availability of the tyre.
 - 8.2. Participants must present the original copy of the invoice/receipt to the Dealer.
 - 8.3. The Dealer will check in the system to confirm:
 - 8.3.1. Participant is eligible for the Promotion,
 - 8.3.2. Participant's RHP or RHP + warranty is still active,
 - 8.3.3. The mileage is within the RHP or RHP + warranty mileage limit from the purchase date.
 - 8.4. Dealer will then proceed with the inspection of the damaged tyre to verify the cause of damage, tyre shoulder condition, and remaining tread depth.
 - 8.5. Once confirmed that participant is eligible to claim for the warranty, the Dealer shall determine whether the damaged tyre can be safely repaired or requires replacement.
 - 8.6. For the avoidance of doubt, the warranty does not include the costs of any removal/ fitting/ balancing/ alignment performed during the replacement of the tyre and the Participant shall bear any costs and charges for the same.
- 9.** MICHELIN shall not be responsible for any printing or typographical errors in any materials or for registrations, participation submissions that are illegible, incomplete, lost or misdirected, fail to enter into the processing system, or are processed, reported, or transmitted late or incorrectly or are lost for any reason including electronic, computer, telephone, paper transfer, mail system, human or other error; including inability to access any website associated with the Promotion. Proof of submission shall not constitute proof of receipt by MICHELIN. If any information provided on a participation submissions is found to be false, misleading or inaccurate, that entry shall be deemed invalid.
- 10.** MICHELIN, its related and associated companies, and its agencies and companies associated with this Promotion disclaim any and all liability arising from this Promotion and will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense, damage, personal injury or death which is suffered or sustained (whether or not arising from any person's negligence) resulting from their participation in this Promotion, submission, except for any liability which cannot be excluded by law (in which case that liability is limited to the minimum allowable by law). The participant undertakes that they shall not bring any claims or actions against MICHELIN or its related and associated companies arising out of the operation of the Promotion, whether in contract, tort or otherwise.
- 11.** The participant hereby grants the MICHELIN the right to use, keep, share and / or publish any personal information you have provided for purpose of this Promotion, including all personal data submitted by the participant, in accordance with MICHELIN's Privacy Policy. For information on MICHELIN's Privacy Policy, please see www.michelin.com.my. If the participant would like to unsubscribe from the MICHELIN's mailing list and do wish not to be contacted in any way for future promotions and other marketing activities, please contact us at www.michelin.com.my with your name, the mailing or email address and contact number which we use to contact you.
- 12.** MICHELIN's decision is final and binding. In the event of any dispute arising from the Promotion, or relating to the interpretation of these Terms and Conditions, the decision of MICHELIN on all

matters pertaining to the Promotion shall be final and binding on all parties. No correspondence will be entertained.

- 13.** No dishonesty tolerated. You acknowledge and agree that no form of dishonesty will be tolerated. If you are found to be dishonest, as determined in MICHELIN's sole and absolute discretion, you will immediately be disqualified from the Promotion. Dishonesty includes, but is not limited to, counterfeiting invoices or receipts, using multiple identification numbers, tampering with, hacking of the Promotion sites (if any), participating in the Promotion without meeting the eligibility requirements, using any automated software or device to gain an advantage during the Promotion, use of the Promotion beyond the defined rules of the Promotion, attempting to disable or overwhelm any of MICHELIN's websites or the Promotion sites (if any), attempting to disrupt any portion of the Promotion, including but not limited to, allowing somebody else to use your Personal Information, or tampering with the submission process.

ANY ATTEMPT BY A PERSON TO DELIBERATELY DAMAGE ANY OF MICHELIN'S WEBSITES OR UNDERMINE THE LEGITIMATE OPERATION OF THE PROMOTION MAY BE A VIOLATION OF CRIMINAL AND CIVIL LAWS; AND SHOULD SUCH AN ATTEMPT BE MADE, MICHELIN RESERVES THE RIGHT TO SEEK DAMAGES FROM ANY SUCH PERSON TO THE FULLEST EXTENT PERMITTED BY LAW.

- 14.** No waiver. MICHELIN's failure to enforce any provision of these Terms and Conditions shall not constitute a waiver of that or of any other provision.
- 15.** Modification of these Terms and Conditions, etc. MICHELIN may modify these Terms and Conditions and/or withdraw or terminate the Promotion at any stage without any liability towards anyone.
- 16.** All information is correct at the time of publishing. In the event of any inaccuracy or any discrepancy between the print and online versions of these Terms and Conditions, the online version shall prevail over the print version.
- 17.** Severability. Each of the provisions of these terms and conditions apply to the maximum extent permitted by applicable law. If a court holds any provision of these Terms and Conditions to be illegal, invalid or unenforceable, the rest of these Terms and Conditions will remain in effect and these Terms and Conditions will be amended to give effect to the eliminated provision to the maximum extent possible.
- 18.** Laws. The Promotion shall be governed by and interpreted in accordance with the laws of Malaysia. The Promotion is void where prohibited or restricted by law, and is subject to all applicable laws.

PRIVACY NOTICE

The personal data you provide to MICHELIN pursuant to this Promotion, including without limitation your name, IC number and address, will be processed and are required to administer your participation in the Promotion. Entries submitted without the personal data required will be discarded. MICHELIN may also use your personal data to communicate with you about its products and services, update you on new services and benefits, provide personalised promotional offers and allow you to participate in contests and surveys. In this regard, your personal data may be disclosed and transferred to our service providers, suppliers and/or affiliates which may or may not be located outside Malaysia. If you have any complaints, comments or questions on this Privacy Notice, or wish to access or correct your personal data, or limit our processing of the same, please contact MICHELIN at www.michelin.com.my.

NOTIS PRIVASI

Data peribadi yang anda beri kepada MICHELIN menurut Promosi ini, termasuk tetapi tidak terhad kepada nama, nombor IC dan alamat anda, akan diproses dan adalah diperlukan untuk mengurus penyertaan anda dalam Promosi ini. Sertaan yang diserahkan tanpa data peribadi yang diperlukan akan dibuang. MICHELIN mungkin juga akan mengguna data peribadi anda untuk berkomunikasi dengan anda tentang produk-produk dan perkhidmatannya, memaklumkan anda tentang perkhidmatan dan manfaat baru, menyediakan tawaran-tawaran promosi yang diperibadikan dan membolehkan anda untuk menyertai pertandingan-pertandingan dan tinjauan. Dalam hal ini, data peribadi anda mungkin akan didedahkan dan dipindahkan kepada pembekal-pembekal perkhidmatan, pembekal-pembekal dan/atau ahli-ahli sekutu kami yang mungkin akan atau tidak terletak di luar Malaysia. Sekiranya anda mempunyai sebarang aduan, ulasan atau soalan berkenaan Notis Privasi ini, atau ingin akses atau membetulkan data peribadi anda, atau mengehadkan pemprosesan kami, sila berhubung dengan MICHELIN di www.michelin.com.my.

REFUND POLICY

1. Eligibility for Refunds

Refunds for premium fees may be granted under the following specific circumstances:

- Selection or Order Errors: If a customer mistakenly selects and pays for the incorrect premium fee category, provided that:
 - o The error is reported within 7 calendar days of payment; and
 - o No claims or program benefits have been filed or processed under the incorrect registration.
 - o In such cases, the incorrect fee will either be refunded in full upon payment of the correct fee, or the price difference will be refunded.
- Duplicate or Over-payment: If a payment was processed more than once due to a system error or administrative oversight.
- System or Administrative Error: If a charge occurs as a direct result of a technical glitch on the platform or website.
- Registration Rejected by Michelin Malaysia Sdn Bhd

The RHP registration is rejected because the tyre purchase does not meet the following eligibility requirements:

- o Eligible tyre brand/model: Only MICHELIN (all ranges) and selected BFGoodrich models (KO2, KM3, KO3, Advantage Touring, g-Force Phenom) qualify. BFGoodrich Trail-Terrain is explicitly excluded.
- o Minimum purchase quantity: A minimum of 2 tyres must be purchased on a single receipt (maximum 4 tyres; 5th/spare tyre excluded).
- o DOT Year: Only tyres manufactured within the last 6 years at the time of purchase are eligible for registration.
- o Tyre matching: All tyres must be the same size and pattern.

- o Staggered fitment: Tyres must be purchased in matching pairs (front/rear).
- o Vehicle registration: Only vehicles registered in Malaysia are entitled.
- o Customer eligibility: Individual customers only — no corporate accounts or fleet vehicles.
- o Contact number: Only Malaysian contact numbers (+60) are accepted.
- o Registration deadline: Registration must be submitted within 7 days from invoice date. Late submissions will not be accepted.

2. Non-Refundable Circumstances:

- Fees where a claim has already been submitted, validated, or payout initiated under the Road Hazard Protection Program.
- Any portion of third-party processing or administrative service charges where explicit program terms deem them non-refundable, except in cases of Company error.
- The customer voluntarily cancels or does not wish to continue with RHP after a successful registration.
- The warranty period has commenced and is active (status: "Active").
- One or more claims have already been made against the RHP subscription.
- The tyre damage claimed does not qualify under RHP coverage (e.g., worn shoulders, tread depth $\leq 1.6\text{mm}$, cosmetic defects, manufacturing defects, or damage from non-road-hazard causes such as floods, fire, war, terrorism, malicious damage, or installation errors).

IMPORTANT: RHP cover only the tyre and its repair/replacement. Secondary costs — including removal, fitting, balancing, wheel alignment, valves, and shipping — are strictly excluded and are borne entirely by the customer at all times, regardless of claim outcome. These are not subject to refund.

3. Refund Processing & Payment Method

- Refunds will be credited back to the original payment method used during the initial transaction (e.g., credit/debit card, direct bank transfer, or cash, as determined by the issuing Dealer's POS system).
- Processing Timeframe: Approved refunds will be processed by the Dealer within seven (7) business days. The exact posting time of the refunded amount to the participant's account may vary depending on the issuing bank or financial institution's processing cycles.