



# ***MICHELIN X<sup>®</sup> WORKS<sup>™</sup>*** ***TYRE DAMAGE GUARANTEE\****



Available with selected **MICHELIN X<sup>®</sup> WORKS<sup>™</sup>** truck tyres.\*



To make any claims, please log on or sign up to  
**MICHELIN My Portal** at: [myportal.michelingroup.com](https://myportal.michelingroup.com)

\*Full terms and conditions apply – see reverse.





# MICHELIN X<sup>®</sup> WOKS<sup>™</sup>

## TYRE DAMAGE GUARANTEE\*

- 1 Should you have any accidentally damaged tyres, sign up or log into MICHELIN My Portal: [myportal.michelingroup.com](https://myportal.michelingroup.com)
- 2 Activate the Damage Guarantee in My Portal, and follow the process to register your claim, which may include the recording of photographic evidence.
- 3 Once your claim is validated, you will receive confirmation of the approval and the amount of your refund, plus any next steps.



### \*GENERAL TERMS AND CONDITIONS - X<sup>®</sup> WOKS<sup>™</sup> 2021 ACCIDENTAL DAMAGE GUARANTEE

#### 1. DEFINITIONS

For the purpose of this guarantee, the following definitions apply:

**Accidental Damage** means any accidental damage that occurs to a Tyre (defined below) that has been used in accordance with the manufacturer's guidelines in the correct conditions of use for the Tyre that is not repairable and makes the Tyre unusable. For the avoidance of doubt, Accidental Damage does not include damage caused by mechanical defects of the vehicle, road traffic accidents, mechanical incidents, defective tyre repairs, acts of vandalism, fire or natural disasters;

**Beneficiary** means an End User who has purchased new Tyres from a Professional Tyre Distributor or purchased a new vehicle fitted with such Tyres, between 1 January 2021 and 31 December 2021 (inclusive) in the UK.

**Credit Note** means a credit issued by Michelin in accordance with the terms and conditions of this guarantee for Accidental Damage to a Tyre and provided to a Professional Tyre Distributor for passing on to the Beneficiary;

**End user** means a company that conducts its haulage business using a fleet of HGVs that it owns and manages at its own cost; and

**Professional Tyre Distributor** is a professional tyre distributor with a direct account with Michelin in the UK.

#### 2. TYRES COVERED BY THE X<sup>®</sup> WOKS<sup>™</sup> GUARANTEE

The following MICHELIN new tyres used according to the manufacturer's guidelines as outlined in the Michelin technical data book are covered by this guarantee (each a Tyre, in rim sizes 17.5", 19.5" or 22.5")

13R22.5 X <sup>®</sup> WOKS <sup>™</sup> XZY	315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> Z
13R22.5 X <sup>®</sup> WOKS <sup>™</sup> XDY	315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> D
315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> XZY	385/65R22.5 X <sup>®</sup> WOKS <sup>™</sup> T
315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> XDY	13R22.5 X <sup>®</sup> WOKS <sup>™</sup> HD Z
315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> HD Z	13R22.5 X <sup>®</sup> WOKS <sup>™</sup> HD D
315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> HD D	13R22.5 X <sup>®</sup> WOKS <sup>™</sup> Z
315/80R22.5 MICHELIN X <sup>®</sup> FORCE <sup>™</sup> ZH	13R22.5 X <sup>®</sup> WOKS <sup>™</sup> D
295/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> Z	13R22.5 X <sup>®</sup> FORCE <sup>™</sup> XZH2R
295/80R22.5 XDY+ PIL	315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> XZY REMIX
385/65R22.5 XZY 3	315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> XDY REMIX
445/65R22.5 XZY 3	385/65R22.5 XZY 3 REMIX
325/95R24 X <sup>®</sup> WOKS <sup>™</sup> XZ	325/95R24 X <sup>®</sup> WOKS <sup>™</sup> XD

#### 3. ELIGIBILITY AND LIMITS OF THE X<sup>®</sup> WOKS<sup>™</sup> GUARANTEE

- 3.1. This guarantee only applies to Tyres that incur Accidental Damage between 1 January 2021 and 31 December 2021. Michelin's decision on what constitutes Accidental Damage is final.
- 3.2. Tyres are covered by this guarantee until half-worn, in compliance with the original depths of rubber stipulated in the calculation referred to below.
- 3.3. The DOT number appearing on the sidewall of the Tyre must be greater than or equal to 0116 at the time of claim.

#### 4. PROCEDURE AND REIMBURSEMENT

- 4.1. The Beneficiary must purchase the Tyre between 1 January 2021 and 31 December 2021.
- 4.2. If the Beneficiary believes that the Tyre is damaged in accordance with the definition of Accidental Damage, the Beneficiary must log onto MyAccount (or My Portal as the case may be) and identify the damaged Tyre in question from a list of eligible products and select the relevant Professional Tyre Distributor they wish to use to process the guarantee claim.
- 4.3. Provided that the claim meets the conditions set out in this guarantee and cannot be repaired and the Professional Tyre Distributor accepts the claim, a Credit Note will be issued by Michelin to the Professional Tyre Distributor in accordance with the calculations set out in the table below relating to the tread remaining on the damaged Tyre.
- 4.4. The Professional Tyre Distributor will then pass the Credit Note on to the Beneficiary.
- 4.5. The Beneficiary must send the damaged Tyre to the Professional Tyre Distributor within 7 days.
- 4.6. By accepting the procedure for Michelin to process the claim, the Beneficiary accepts the transfer of ownership of the damaged Tyre to Michelin.
- 4.7. Michelin will examine the damaged Tyre on receipt of the Tyre from the Professional Tyre Distributor to confirm that the damage is covered by this guarantee. Michelin will monitor the Beneficiary's use of this guarantee and if Michelin determines that the damage is not covered by this guarantee or that the remaining tread calculated by the Beneficiary is incorrect, Michelin reserves the right to exclude the Beneficiary from making claims under guarantee[ Michelin's decision on this is final.
- 4.8. The Credit Note is established on the basis of the reimbursement of a lump sum per Tyre calculated according to the following scale: The remaining tread depth, in accordance with the table opposite, is:
  - equal to or greater than 90% of the OTD – Credit Note: 100% of Reference Price;
  - less than 90% but no less than 50% of the OTD – Credit Note: 75% of Reference Price;
  - less than 50% of OTD - No Credit Note applicable.
- 4.9. The Beneficiary is kept informed of progress by processing the claim on MyAccount (or My Portal as the case may be).
- 4.10. For the avoidance of doubt, the cost of service operations in connection with Tyre replacement are met by the Beneficiary (for example, travel, call-out charges, removal and replacement costs etc.).

#### 5. GENERAL

- 5.1. The Beneficiary's statutory rights are not affected by the terms of this guarantee.
- 5.2. The issue of any Credit Note under this guarantee is not an admission of liability by Michelin.
- 5.3. Michelin shall have no responsibility for any further damage or costs which may be incurred.
- 5.4. Michelin reserves the right to modify/remove this guarantee at any point with immediate effect by updating these terms and conditions on MyAccount (or My Portal as the case may be).

TYRE	Original Tread Depth (OTD)	100% - 90% of OTD	<90% - 50% of OTD	<50% of OTD	Reference Price
315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> XZY	16mm	16mm - 14.41mm	14.4mm - 8.01mm	8mm and below	£434.64
315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> XDY	22mm	22mm - 19.81mm	19.8mm - 11.01mm	11mm and below	£434.64
315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> HD Z	16mm	16mm - 14.41mm	14.4mm - 8.01mm	8mm and below	£434.64
315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> HD D	22mm	22mm - 19.81mm	19.8mm - 11.01mm	11mm and below	£434.64
315/80R22.5 MICHELIN X <sup>®</sup> FORCE <sup>™</sup> ZH	20.5mm	20.5mm - 18.46mm	18.45mm - 10.26mm	10.25mm and below	£480.90
295/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> Z	17mm	17mm - 15.31mm	15.3mm - 8.51mm	8.5mm and below	£434.64
295/80R22.5 XDY+ PIL	20mm	20mm - 18.01mm	18mm - 10.01mm	10mm and below	£440.00
385/65R22.5 XZY 3	17.7mm	17.7mm - 15.94mm	15.93mm - 8.86mm	8.85mm and below	£429.26
445/65R22.5 XZY 3	18.5mm	18.5mm - 16.66mm	16.65mm - 9.26mm	9.25mm and below	£629.36
325/95R24 X <sup>®</sup> WOKS <sup>™</sup> XZ	19mm	19mm - 17.11mm	17.1mm - 9.51mm	9.5mm and below	£547.60
325/95R24 X <sup>®</sup> WOKS <sup>™</sup> XD	22mm	22mm - 19.81mm	19.8mm - 11.01mm	11mm and below	£547.60
315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> Z	16mm	16mm - 14.41mm	14.4mm - 8.01mm	8mm and below	£426.03
315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> D	20mm	20mm - 18.01mm	18mm - 10.01mm	10mm and below	£434.64
385/65R22.5 X <sup>®</sup> WOKS <sup>™</sup> T	17mm	17mm - 15.31mm	15.3mm - 8.51mm	8.5mm and below	£408.82
13R22.5 X <sup>®</sup> WOKS <sup>™</sup> HD Z	17mm	17mm - 15.31mm	15.3mm - 8.51mm	8.5mm and below	£434.64
13R22.5 X <sup>®</sup> WOKS <sup>™</sup> HD D	21.8mm	21.8mm - 19.63mm	19.62mm - 10.91mm	10.9mm and below	£434.64
13R22.5 X <sup>®</sup> WOKS <sup>™</sup> Z	17.8mm	17.8mm - 16.03mm	16.02mm - 8.91mm	8.9mm and below	£434.64
13R22.5 X <sup>®</sup> WOKS <sup>™</sup> D	21.5mm	21.5mm - 19.36mm	19.35mm - 10.76mm	10.75mm and below	£434.64
13R22.5 X <sup>®</sup> FORCE <sup>™</sup> XZH2R	22mm	22mm - 19.81mm	19.8mm - 11.01mm	11mm and below	£486.28
315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> XZY REMIX	16mm	16mm - 14.41mm	14.4mm - 8.01mm	8mm and below	£278.00
315/80R22.5 X <sup>®</sup> WOKS <sup>™</sup> XDY REMIX	22mm	22mm - 19.81mm	19.8mm - 11.01mm	11mm and below	£278.00
385/65R22.5 XZY 3 REMIX	17.7mm	17.7mm - 15.94mm	15.93mm - 8.86mm	8.85mm and below	£275.00