

TIRE WARRANTY PROCEDURES

WHAT TO DO WHEN A CUSTOMER COMES TO YOU FROM ANOTHER FACILITY FOR WARRANTY TIRE REPAIR OR REPLACEMENT.

- Obtain a copy of the customer's original invoice and warranty document.
- Verify less than the specified warranted time or miles have elapsed since the date and mileage documented on the original invoice.
- Confirm the original facility is further than 25 miles from your facility.
- Inspect the tire(s) to determine if it can be repaired per manufacturer's guidelines. If the tire can not be safely repaired, measure the tread in three places and assemble an estimate for an exact or comparable replacement tire.
- Call the Warranty Administrator at **800-351-8565** prior to performing any **warranty repair or replacement** and advise the Administrator of your findings.
- If the claim is deemed valid, obtain a record number from the Administrator for the repairs.
- Upon completion of the repairs, fax a copy of the customer's original repair invoice, warranty document and the new repair invoice to the Warranty Administrator.
- Upon receipt of the invoices, the Administrator will call you back and provide you a credit card number with which to apply the charges. You may also request that a check be mailed to you. The Warranty Administrator will issue a check, if not paid by credit card, for the authorized service within 5 days of receiving the proper documentation.

All claims must be submitted for reimbursement within 60 days of the date the warranty repairs were completed. Failure to submit the required invoices within 60 days will void the claim.

Warranty Center Fax Number: 866-658-1246

**Warranty Center Mailing Address: Program Administrator
P.O. Box 33535
Denver, CO. 80233**

Warranty Center hours:

8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time)

Saturdays 9:00 a.m. to 6:00 p.m. (Eastern Time). Closed on Sundays and holidays.