

TIRE DISCOUNTERS SERVICE WARRANTY

Tire Discounters warrants that the performed repairs will be free from defects in material (parts) or workmanship (labor) for a period of 6 months or 6,000 miles, whichever is to the customer's advantage, or the extended warranty periods for selected services as specifically outlined below.

| 12 Months / 12,000 Miles | 36 Months / 36,000 Miles |
|---|---|
| Suspension: Premium Parts Brakes: Premium Pads/Shoes Brake Calipers (friction ready) Shocks/Struts | Brake Calipers (loaded)* *Calipers supplied with friction (brake pads) |

Some parts do carry a limited lifetime parts warranty, such as Monroe or Moog, see separate limited lifetime parts warranty. The parts number and brand name must be entered on the customer invoice before any lifetime warranties may be applied. Labor is not included in the lifetime warranty, but would fall under the 12 months, 12,000 miles warranty. **COMMERCIAL OR FLEET VEHICLES DO NOT QUALIFY FOR LIMITED LIFETIME WARRANTIES. THIS WARRANTY DOES NOT INCLUDE INCIDENTAL DAMAGES, CONSEQUENTIAL DAMAGES, OR ADDITIONAL EXPENSES YOU MAY INCUR AS A RESULT OF FAULTY SERVICE OR REPAIR, EXCEPT AS OTHERWISE REQUIRED BY LAW. IMPLIED WARRANTIES SHALL BE LIMITED TO THE DURATION OF THIS WARRANTY.**

The vehicle must be returned to the original Tire Discounters location that performed the repairs for inspection. If for reasons out of the customer's control this is not possible, your vehicle is to be taken to the nearest Tire Discounters location for inspection. In the event that the customer is out of our coverage area and has no Tire Discounters location within a 50-mile radius, then the customer may take the vehicle to a repair facility employing ASE certified technicians. Contact our Nationwide Warranty Center at 1-855-429-2788 prior to the start of any repairs for authorization. Failure to obtain authorization from Tire Discounters or our Nationwide Warranty Center prior to the start of repairs transfers payment liability from Tire Discounters to the customer.

For emergency ***ROAD SIDE ASSISTANCE, contact our Nationwide Warranty Center at 1-855-429-2788.

If you need additional assistance, you may contact our CUSTOMER SERVICE DEPARTMENT at 1-888-YES-TIRE (888-937-8473), Option 1 or email: warranty@tirediscounters.com.

LIMITED TIRE WARRANTIES

Manufacturer's Warranty: Depending on the brand of the tire that you purchased, it may or may not be covered by the manufacturer's warranty. Please refer to the manufacturer of your tire for details.

Exclusions: These limited warranties do not apply to tire damage or wear caused by:

- **Road Hazard:** Cut, snag, bruise, impact damage, or puncture.
- **Ride Vibration:** Any ride/vibration/radial pull complaint after the first 2/32" of tread-wear or 12 months of service, whichever comes first.
- **Improper Operation or Maintenance:** Incorrect mounting of tire, tire/wheel imbalance or improper repair, misapplication, racing, under inflation, over inflation, improper tire rotation, wear due to improper vehicle alignment, or other abuse.
- **Damage Due To:** Rim irregularities or rim damage, snow chains, vehicle mechanical problems including brake problems, extreme temperature exposure, negligent and abusive driving such as tire spinning, improper tire storage, automotive accident, chemical corrosion or fire, use of contrary to the vehicles manufacture's tire recommendations, improper stud size/ or installation, and the addition of liquid, solid, or gaseous materials other than air, nitrogen, or carbon dioxide.
- **Alteration:** Such as, but not limited to, adding a white inlay on black wall, tread-regrooving, tire truing or siping, or adding sealant materials to the tire.
- **Weather checking/cracking:** Not covered after 24 months from the date of purchase.

Full Replacement Period: If any brand tire that you purchased becomes unserviceable due to material defect or workmanship during the first 2/32" of tread depth or 12 months from the date of purchase (whichever occurs first), we will replace with a new, same-brand tire or, at our option, comparable tire at no charge. A "comparable" tire may be either the same line of tire or in the event that the tire is not available, a tire of the same basic construction and quality with a different sidewall or tread configuration. If a higher-priced tire is accepted as replacement, the difference in price will be at an additional charge to you. FET and state taxes are added to the replacement cost. Additional charges for installation apply.

Proration Period: Depending on the brand and model tire purchased, there may be a limited mileage warranty. Please refer to the manufacturer for specific details. If the mileage warranty is from Tire Discounters, please contact any Tire Discounters store for details.

Limitations: These limited warranties apply only to the original purchaser and only if the tires have been used only on the vehicle on which they were originally installed. These limited warranties are subject to the "General Terms" that appear at the bottom of this page.

When making a claim under the terms of your specific brand tire(s) warranty you must present your tire(s) and original sales invoice to a Tire Discounters location. The vehicle on which the tires were used must be available for inspection. For mileage warranty* claims you must also present copies of all rotation records. **YOU PAY ANY SERVICE CHARGES FOR NORMAL VEHICLE AND TIRE MAINTENANCE.**

***If your new tires wear evenly across the tread down to 3/32nds of an inch before delivering the warrantied miles, Tire Discounters will provide a comparable new tire for a pro-rated cost based on mileage. Additional charges for installation apply.**

If you need additional assistance, you may contact our CUSTOMER SERVICE DEPARTMENT at 1-888-YES-TIRE (888-937-8473), Option 1 or email: warranty@tirediscounters.com

Tire Discounters Worry Free Guarantee: This limited tire warranty is issued and serviced by Tire Discounters and is separate from the warranty provided by the manufacturer of your tire. In order to receive warranty service on your tire, you must provide the following:

- The original invoice for the purchase of the covered tire;
- A copy of the certificate received at the time of purchase; and
- A record that the tire received proper care and maintenance, as prescribed by the tire and vehicle manufacturer.

In the event that you are unable to provide the information listed above, the warranty shall be void.

In the event that the customer is out of our coverage area and has no Tire Discounters location within a 50-mile radius, then the customer must contact our Nationwide Warranty Center at 1-855-429-2788 prior to the start of any repairs for authorization. Failure to obtain authorization from Tire Discounters or our Nationwide Warranty Center prior to the start of repairs transfers payment liability from Tire Discounters to the customer.

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In the event that any tire covered under Tire Discounters Worry Free Guarantee becomes unserviceable due to workmanship and materials or a non-repairable road hazard for the service of the original tread down to 3/32nd of an inch, Tire Discounters, at Tire Discounters option, will either repair it or replace it with a new same brand tire or comparable tire if it fails within 36 months of the purchase of Road Hazard. A "comparable" tire may be either the same line of tire or in the event that the tire is not available, a tire of the same basic construction and quality with a different sidewall or tread configuration. If a higher-priced tire is accepted as replacement, the difference in price will be at an additional charge to you. You will be responsible for the cost of a new certificate in order to continue coverage under the warranty, installation, disposal fees and any applicable taxes. There may be additional labor charges, which are the customer's responsibility, for vehicles with a tire pressure monitoring system (TPMS). Nationwide Replacement Plan is not available on all tires, including without limitation: tires with a wheel diameter of over 22", tires with a side wall ratio of less than 40, Mud Tires, tires designed primarily for track use. Not covered are: tires sold "As Is", tires used in commercial applications, tire failure or loss due to improper inflation, overloading, chain damage, mechanical condition of vehicle including misalignment, worn parts, collision or wreck, intentional vandalism, fire, highway conditions, tire neglect or mistreatment, or other conditions beyond the manufacturers or dealers control. The use on any vehicle of tires of sizes or types not recommended or specified by the vehicle manufacturer is at the user's sole risk and voids this warranty and any implied warranties (including merchantability and fitness for a purpose).

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If you need additional assistance, you may contact our CUSTOMER SERVICE DEPARTMENT at 1-888-YES-TIRE (888-937-8473), Option 1 or email: warranty@tirediscounters.com

ROAD SIDE ASSISTANCE BENEFIT

Your Roadside Assistance Benefit is provided to you for free by the tire dealer from whom you purchased services and is identified on your invoice. Your Roadside Assistance Benefit begins on the date identified on your original invoice from the participating facility and continues for a period of 12 months. This benefit is available only to you, the original purchaser as identified on the original invoice and is not transferable. Coverage is strictly limited to the specific customer and vehicle identified on the original invoice. You must purchase a minimum of \$25 of service to be eligible for roadside assistance – the purchased service and dollar amounts must be listed on your invoice. Roadside service is available in the United States and Canada.

If you are in need of roadside assistance you must call 855-429-2788 to be connected with the nationwide service provider. You must pay for the requested service (credit card or cash accepted). You will be reimbursed for covered services up to a maximum of \$75.00 per occurrence.

The eligible services provided through the Roadside Assistance program are described below:

1. Towing – Your vehicle will be towed to the nearest qualified repair facility or to the repair facility of your choice.
2. Lock Out Service - Assistance will be provided in unlocking your vehicle in the event the keys are lost or locked inside.
3. Flat Tire Changing Assistance – Assistance will be provided for the installation of your spare tire.
4. Fuel, Oil, Fluid and Water Delivery Service - An emergency supply of gasoline (where permitted), oil, fluid and water will be delivered to your vehicle. You must pay for the costs of the actual fluids delivered.
5. Jump Start – The service provider will jump start your vehicle in the event your battery becomes discharged.

The driver of the vehicle must be with the vehicle when the service provider arrives, as roadside assistance cannot be provided to an unattended vehicle. If the driver is not with the vehicle, you may incur additional fees which are not covered under the terms of this program.

You must call 855-429-2788 to arrange for Roadside Assistance service. Service secured through any other source will not be reimbursed.

To file a reimbursement claim, you must submit the following information within sixty (60) days of the date of service:

1. A photocopy of the original invoice identifying the participating tire dealer and tires purchased. The invoice must identify the year, make and model of your vehicle.
2. Your complete name, address, and telephone number.
3. A photocopy of the paid invoice for roadside assistance from a valid auto service provider. This paid invoice must detail the name address, and telephone number of the service provider. It must also identify the specific vehicle receiving the service.

Submit the above documentation to: Tire Discounters Roadside Assistance
P.O. Box 33535
Denver, CO 80233

Services Not Covered:

Cost of parts, replacement keys, lubricants, or fluids. The cost of installation for any product or materials. Tire repair, replacement, mounting or removing of any tires, snow tires, or chains. Service on a vehicle that is in unsafe condition. Service on any vehicle involved in an accident. Towing or services performed by an unauthorized service provider. Any additional labor due to specialized equipment or processes required to transport or service your vehicle due to non-factory modifications or enhancements made to the vehicle. Towing from or repair work performed at a service station, garage or repair shop. A second tow or service for the same disablement. Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc. Any services performed off road. Towing performed at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law. Any roadside assistance services provided to your vehicle by a private citizen's assistance is not covered and is not reimbursable. Non-emergency towing or other non-emergency service.

The Roadside Assistance is provided to you through a network of independent service providers. As independent contractors, they have exclusive control over their own equipment and personnel. Neither the program administrator, nor the participating automotive service facility are responsible for acts or omissions of the independent contractors.

Exclusions:

This benefit applies only to motorized passenger vehicles (automobiles and light trucks) and specifically excludes trailers, vehicles with a manufacturer's load rating capacity greater than one ton, motorcycles, recreational vehicles and commercial vehicles. Any vehicle used for farm, ranch, agriculture, or off-road use.

General Terms

TIRE DISCOUNTERS MAKES NO WARRANTIES ON ANY OF THE PRODUCTS DESCRIBED ON THIS PAGE. WE EXPRESSLY DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THESE LIMITED WARRANTIES DO NOT PROVIDE COMPENSATION FOR LOSS OF TIME, LOSS OF USE OF VEHICLE, INCONVENIENCE OR CONSEQUENTIAL DAMAGES, EXCEPT AS OTHERWISE REQUIRED BY LAW. THE WARRANTIES ON THIS PAGE GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.