

## Nationwide Road Hazard Coverage

The Mr. Tire Road Hazard Certificate promises FREE replacement with Platinum certificate, and Pro-rated replacement with Gold certificate. Coverage is on all tires registered in the event of a failure due to a non-repairable Road Hazard, workmanship, or materials defects for the life of the original tread, down to a 3/32-inch remaining or three years from date of purchase, whichever comes first. At time of adjustment, owner will be responsible for:

1. Portion of tread worn (on Gold Road-Hazard Certificate).
2. New Road-Hazard Certificate.
3. Balancing and valve stem.
4. Tire disposal and any applicable taxes.

This certificate will be honored at any Mr. Tire dealer. The adjusted tires will be replaced with the same or comparably priced tire(s). This certificate does not affect the original manufacturer's guarantee in any way. Commercial and Farm Use are excluded. This certificate does not cover ride disturbance or vibration problems after the first 25% of tread wear, tire damage caused by collision, vandalism and mechanical defects of the vehicle or willful abuse of tire and is non-transferable.

### To receive credit on all adjusted tire(s) customers must have:

1. The tire with the Road Hazard
2. The original invoice
3. The road hazard certificate purchased
4. The invoice where the new tire was purchased or repaired
5. To find a dealer call toll-free 1-877-633-3847.

### FREE ROTATIONS – FREE REPAIRS

#### Platinum Road Hazard

- Free replacement coverage for a road hazard or workmanship and material defect. The only exception is we will not cover ride disturbances after the first 25% of wear.
- This protection is good down to 3/32 of tread remaining on the tire.
- The certificate will be honored at any Mr. Tire dealer.
- Tire will be replaced with the same or comparably priced tire.
- Certificate does not cover damaged caused by:
  - o Collision, vandalism, mechanical defects, or willful abuse.
- The certificate is non-transferable.

#### Customer is responsible for:

- New road-hazard certificate
- Balancing and valve stems
- Any applicable taxes
- Any disposal fees

#### Gold Road Hazard

Pro-rated replacement coverage for a road hazard or workmanship and material defect. The only exception is ride disturbances are not covered after the first 25% of wear.

- This protection is good down to 3/32 of tread remaining on the tire.
- The certificate will be honored at any Mr. Tire Dealer.
- Tire will be replaced with the same or comparably priced tire.
- Certificate does not cover damaged caused by:
  - o Collision, vandalism, mechanical defects, or willful abuse
- This certificate is non-transferable.

#### Customer is responsible for:

- Portion of tread worn off tire.
- New road-hazard certificate.
- Balancing and valve stems.
- Any applicable taxes.
- Any disposal fees.



**YOUR FRIEND IN THE TIRE BUSINESS**

Nationwide protection: How it works, is if a customer cannot get back to the store where the road hazard certificate was purchased they call 1-877-NEED-TIRES to find the nearest Mr. Tire dealer. If the closest dealer is more than 50 miles from them, the customer is to go to the nearest tire retailer to get their problem handled. If the tire needs repaired we will reimburse the customer for the repair not to exceed \$15. If the tire needs replaced they are to get it replaced and the store that sold the certificate will reimburse the customer the amount they paid for their tire.

**To receive credit the customer must have:**

- Their tire that had the road hazard.
- Their original invoice.
- The Road Hazard certificate they purchased.
- The invoice where they purchased the new tire or had the old one repaired.

**Road-Hazard Process at Retail Sale**

1. Remember the Mr. Tire Road Hazard Program is a self-funded program. If you choose not to write down DOT numbers you are liable when adjustments are made out of market.
2. Mr. Tire Road Hazard Warranties are non-transferrable.

**In House Adjustment Process**

1. If Road-Hazard was purchased at your location handle the adjustment according to warranty sold (i.e. Dealer charges customer for percent worn of tire if "Gold Warranty"; no charge on tire if "Platinum Warranty")
2. Program is self-funded so any losses in covering the claim are the responsibility of your location.

**In Network – Out of Mark Adjustment Process**

1. Customer calls 877-NEED-TIRES (1-877-633-3847) (Monday – Friday from 8 a.m. to 8 p.m. and Saturdays 9 a.m. to 6 p.m. EST) (Warranty Hotline number is listed on Retail Wallet.)
2. Warranty Administrator directs customer to a Mr. Tire Dealer.
3. Dealer verifies the tire is Adjustable.
4. If adjustable, dealer puts on same or comparable tire. If uncertain about what is comparable contact distributor.
5. Dealer charges customer for percent worn of tire if "Gold Program"; no charge on tire if "Platinum Program". Based on retail cost of original tire purchased. Plus mount, balance, valve stem, and new road-hazard charges. (These charges would be the handling allowance for the Dealer doing the work.)
  - a. Charge Back: Based on the dealers cost of tire he put on for adjustment.
6. Make sure customer is fully satisfied.
7. Dealer fills out claim form, keeps one copy for him, fax other copy (along with a copy of customer's original invoice and current invoice to Corene at 260-692-6646. (Claim Form available by calling Corene at 260-692-6646 or online at [www.mr-tire.com](http://www.mr-tire.com).)
8. Distributor verifies claim and passes dealer appropriate credit for handling the warranty claim.
9. REPAIRS: Are done as a courtesy to other dealers in network. No reimbursement.

**Out of Network – Out of Market Adjustment Process**

1. Customer calls 877-NEED-TIRES (Monday-Friday 8 a.m. to 8 p.m. and Saturday 9 a.m. to 6 p.m. EST)
2. Warranty administrator directs customer to a Non-Mr. Tire dealer.
3. Administrator verifies with dealer the tire is adjustable.
4. If adjustable, dealer puts on same or comparable tire. If uncertain about what is comparable contact your distributor.
5. Dealer charges customer for percent worn of tire if "Gold Program"; no charge on tire if "Platinum Program". Based on retail cost of original tire purchased. Plus mount, balance, valve stem, and new road-hazard charges. (These charges would be the handling allowance for the dealer doing the work.)
  - a. Charge back: Based on retail price of tire sold originally.
  - b. Plus a \$15 administration fee.
6. Make sure customer is fully satisfied.
7. Dealer will mail or fax copy of original invoice and the new invoice with customer's signature to Warranty Administrator.
8. Administrator will forward documents for verification and payment. The dealer who sold the road hazard originally will be billed back.
9. REPAIRS: Will be charged back not to exceed \$15, plus a \$5 administration fee.



**YOUR FRIEND IN THE TIRE BUSINESS**