

VIOC ROAD HAZARD PROTECTION



VIOC COMPLETE AUTO CARE TIRE PROTECTION PLAN LIMITED WARRANTY

This tire protection plan warranty is made by the independent facility from which you purchased the tires. This limited tire protection plan warranty applies to the tires, original purchaser and the original vehicle identified on the receipt, not anyone who may purchase the vehicle during the time of warranty. This limited road hazard warranty only applies to passenger and light truck tires, for treadwear and road hazard damage for a specified amount of time and/or mileage. The tire protection plan warranty is optional the purchase must appear on your receipt. A road hazard occurs when a tire fails due to a puncture, bruise or break incurred during the course of normal driving on a maintained road. Nails, glass, and potholes would be the most common examples.

WHAT YOU MUST DO TO OBTAIN WARRANTY SERVICE

1. Prior authorization must be obtained to replace a tire damaged by a road hazard. The damaged tire must be made available for inspection by the facility.
2. You must bring your vehicle & the damaged tire(s) to that location.
3. You must present your original invoice, with DOT numbers to be verified on the vehicle's tires identifying the purchase of tires and the purchase of warranty plan.
4. You must present a record indicating the tire received proper care and maintenance, as indicated by the tire and vehicle manufacturer.
 - a. To include; proper tire inflation, tire rotation, tire balance, wheel alignment maintenance
5. If you are unable to provide the information above, the warranty shall be void.
6. If a tire is replaced through road hazard, you must pay the mount & balance charges as well as tire disposal of the used tire.

WHAT IS COVERED BY THE TIRE PROTECTION PLAN LIMITED WARRANTY

The tire protection plan warranty is valid for a period of 2 years or 24,000 miles, whichever occurs first.

Tire Replacement: If a tire becomes unserviceable because of a road hazard during the useable tread life of the tire, it will be replaced with a new tire. If available, an exact make/model replacement tire will be installed. If not available, a comparable quality tire will be installed. When the tread is worn down to "4/32" the tire is considered worn out and is not eligible for replacement or repair. If you want road hazard warranty on the replacement tire, you must purchase a new road hazard warranty for the new tire.

Tire Repair: If your tire is damaged due to a road hazard and can be safely repaired, the tire will be repaired per manufacturer's guidelines at any participating franchise location. Tire mount & balance costs will be included in the repair cost. The road hazard warranty will remain in effect after a tire is repaired.

EXCLUSIONS AND LIMITATIONS

The following vehicles are not eligible for warranty coverage: Vehicles with a manufacturer's load rating capacity of greater than 1 ton. Farm or agricultural use vehicles are excluded. Commercial vehicles are excluded. Coverage excludes damage from off-road use, collision, fire, vandalism, theft, snow chains, racing, manufacturer's defects, abuse, and neglect (i.e., improper application, improper inflation, overloading, brake lock up, wheel spinning, torque snags, etc.), cosmetic damage, sidewall abrasions or other appearance items that do not affect the safety or performance of the tire. Also excluded are damages or irregular wear caused by misalignment, improper care, mechanical failures or interference with vehicle components, tires that have been repaired in a manner other than per manufacturer's guidelines. Loss of time, inconvenience, loss of use of vehicle or consequential damage except where and to the extent prohibited by law. This warranty covers only the tires registered to the customer and listed by DOT number per original purchase.

CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE EXCLUDED

Some states do not allow the exclusion or limitation of consequential and incidental damages; therefore, such limitations or exclusions may not apply to you. No expressed guarantees given other than that stated herein. This warranty gives you specific legal rights; you may have other rights, which vary from state to state.