

120% Price Guarantee Policy

Effective Date: 1/1/2023

Applies To: Tire Purchases Made at Nealey Tire & Auto

Policy Overview

At Nealey Tire & Auto, we are committed to offering competitive pricing. With our **120% Price Guarantee**, if you find a lower advertised price on the same tires within a specified timeframe, we will not only match the price but also refund **120% of the difference**.

1. Eligibility

Who Is Eligible

- Customers who purchase new tires from Nealey Tire & Auto.

Timeframe for Guarantee

- Claims must be made within **30 days** of the original purchase date.

Qualifying Tires

- Tires must be the same brand, model, size, load index, and speed rating.
 - The competitor's price must include all applicable fees, such as mounting, balancing, disposal, and taxes.
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2. How the Guarantee Works

What We'll Do

- If eligible, Nealey Tire & Auto will:
 - Match the competitor's price of the tires only.
 - Refund the difference of the price difference between the original purchase price and the competitor's advertised price and add an additional 20% to that amount.
 - This total amount will be added as a store credit onto your Loyalty Rewards account

Example

- Original Purchase Price: \$600
 - Competitor Advertised Price: \$550
 - Store Credit = 120% of \$50 = \$60
 - This \$60 would be added to your Loyalty Rewards account to be used as a discount on future visits
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3. Conditions and Exclusions

Conditions

- The lower price must be advertised by a **brick-and-mortar retailer** or a **local competitor** within a 25 -mile radius of Nealey Tire & Auto.
- Online prices qualify only if the tires can be purchased and installed locally.
- Customers must provide proof of the lower price (e.g., advertisement, quote, receipt).

Exclusions

The policy does **not** apply to:

- Clearance, liquidation, or closeout sales.
 - Membership-only pricing (e.g., Costco, Sam's Club).
 - Bundle promotions, rebates, or free installation offers.
 - Used, damaged, or refurbished tires.
 - Tires not in stock at the competitor's location at the time of the price match.
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4. Claim Process

Step 1: Contact Us

- Notify Nealey Tire & Auto within 30 days of purchase by calling, texting or emailing the location you originally purchased the tires from.

Step 2: Provide Proof

- Submit documentation of the lower price, including the date, retailer name, and price details.

Step 3: Verification

- Nealey Tire & Auto will verify the lower price and eligibility based on this policy.

Step 4: Receive Your Refund

- Eligible customers will receive their refund immediately as a store credit.

5. Additional Notes

- The 120% Price Guarantee is valid for a one-time adjustment per tire purchase.
- This policy is non-transferable and applies only to the original purchaser.

Disclaimer

This policy does not affect any manufacturer warranties or additional service agreements. Nealey Tire & Auto reserves the right to modify or discontinue this policy at any time without prior notice.

By offering this 120% Price Guarantee, Nealey Tire & Auto ensures customers get the best value and peace of mind when purchasing tires.