

30-Day Ride Guarantee Policy

Effective Date: 1/1/2023

Applies To: Customers Who Purchase a Set of Four (4) Tires from Nealey Tire & Auto

Policy Overview

At Nealey Tire & Auto, customer satisfaction is our priority. Our **30-Day Ride Guarantee** ensures you can exchange your tires within 30 days of purchase if you're not completely satisfied with their performance, comfort, or fit.

1. Eligibility

Who Is Eligible

- Customers who purchase a full set of four (4) new tires directly from Nealey Tire & Auto.

Duration of Coverage

- The guarantee is valid for **30 calendar days** from the date of purchase.
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2. What Is Covered

Eligible Exchanges

- Customers can exchange tires for:
 - A different brand, model, or size.
 - Tires better suited to their driving needs (e.g., all-season, performance, off-road).

Included Costs

- The original purchase price of the tires will be credited toward the new set.
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3. Exclusions

This guarantee does **not** cover:

- Tires that have been damaged due to:
 - Road hazards (e.g., nails, potholes).
 - Misuse, neglect, or improper maintenance (e.g., failure to align or rotate tires).
 - Tires showing excessive wear (more than 2/32" treadwear) or other signs of abuse.
 - Custom or specialty tires that were special-ordered for the customer.
 - Labor costs for mounting, balancing, alignment, or related services on the replacement tires (unless otherwise specified).
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4. Conditions of Exchange

To qualify for the exchange:

- The tires must be returned to Nealey Tire & Auto in reasonable condition (i.e., no cuts, punctures, or damage caused by misuse).
 - Customers must present the original purchase receipt.
 - The vehicle must be inspected by Nealey Tire & Auto to ensure proper fitment and to address any underlying issues (e.g., alignment, suspension).
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5. Exchange Process

Step 1: Contact Us

- Notify Nealey Tire & Auto of your intent to exchange the tires within the 30-day window.

Step 2: Schedule an Appointment

- Bring your vehicle to Nealey Tire & Auto for inspection and consultation on selecting replacement tires.

Step 3: Select Replacement Tires

- Choose a new set of tires from our inventory. If the new set costs more than the original, the customer is responsible for paying the price difference.
- If the new set costs less, the customer will receive a refund for the difference.

Step 4: Installation

- We will mount, balance, and install the replacement tires at the customer's expense unless otherwise stated in a promotional offer.
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6. Limitations

- The guarantee is valid for a one-time exchange only.
 - Replacement tires are not eligible for a second 30-Day Ride Guarantee.
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7. Additional Notes

- This guarantee is non-transferable and applies only to the original purchaser.
 - The guarantee does not extend to any warranties provided by the tire manufacturer.
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Disclaimer

This policy does not alter or replace the terms of any manufacturer warranty or additional service agreements offered by Nealey Tire & Auto.

By offering this 30-Day Ride Guarantee, we aim to provide peace of mind and ensure customer satisfaction with every tire purchase.