

# Tire Protection Plan Policy Outline

## Purpose:

This Tire Protection Plan offers protection for customers against unexpected tire damage caused by road hazards, providing peace of mind and minimizing unexpected expenses.

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## Coverage Details:

### 1. Eligibility:

- The warranty applies to new tires purchased and installed at Nealey Tire & Auto.
- Coverage begins on the date of purchase and remains valid for the duration specified in the plan below.
- The **Nationwide** coverage of this warranty only applies if the vehicle is at a qualified tire repair facility more than 25 miles from a Nealey Tire & Auto location
  - If there is a claim from a tire repair facility and the facility is within 25 miles from one of our locations, there will be no coverage

### 2. Covered Road Hazards:

- Potholes.
- Nails, screws, or other sharp objects.
- Glass or other road debris.

### 3. Warranty Duration:

- This Plan is valid for thirty-six (36) months from the purchase date of your eligible tire(s), as stated on the original purchase receipt, or until any portion of the tire treadwear is worn to 2/32 of an inch or less, whichever occurs first.

### 4. Coverage Provisions:

- **Repair Coverage:**
  - If a tire can be repaired, the warranty covers the cost of repairs (up to \$40).
- **Replacement Coverage:**
  - If a tire is deemed irreparable, it will be replaced with a comparable new tire.
  - Replacement cost coverage will be prorated based on the time passed since original purchase and of the original purchase price:
    - **100% reimbursement for the first twelve months**
    - **75% reimbursement for the second twelve months**
    - **50% reimbursement for the third twelve months**
  - Customer will be responsible for any taxes, mounting, balancing, and any other miscellaneous fees.

- This Plan does not transfer to the replacement tire(s) and a new tire protection plan must be purchased for the new tire(s) if you, the customer, elects to have coverage.
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## **Exclusions:**

The warranty does not cover:

- Tires damaged due to collision, fire, vandalism, theft, or misuse (e.g., improper inflation, off-road use).
  - Damage caused by mechanical defects in the vehicle (e.g., misalignment or suspension issues).
  - Tires used for racing, commercial, or fleet purposes unless specifically noted in the plan.
  - Cosmetic damage (e.g., scuffs or curb rash) that does not affect the tire's functionality.
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## **Customer Responsibilities:**

1. Maintain proper tire pressure and adhere to the vehicle manufacturer's recommended maintenance schedule.
  2. Ensure regular tire rotations and balancing as per the warranty terms.
  3. Present proof of purchase and warranty documentation when making a claim.
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## **Claim Process:**

1. **Inspection:**
  - Bring the damaged tire to Nealey Tire & Auto for inspection.
  - Our technicians will determine if the damage is covered under the warranty.
2. **Repair or Replacement:**
  - If the tire can be repaired, repairs will be made free of charge or up to \$40 if outside 25 miles from one of our locations.
  - If replacement is required, the prorated cost will be calculated based time passed since purchase of the original tires.
3. **Approval:**
  - Claims must be approved by Nealey Tire & Auto before any work is performed.
  - If the vehicle is more than 25 miles from one of our locations
    - The customer must contact the Nealey Tire & Auto location that initially installed the tires for tire replacement coverage.

- Prior authorization must be obtained from Nealey Tire & Auto to replace a tire damaged by a road hazard.
  - You will be required to pay out of pocket for the tire replacement and you must submit all required documentation to Nealey Tire & Auto which includes:
    - Original purchase invoice
    - New purchase invoice
      - Tread depth of the damaged tire must be documented on the invoice
    - Photos of the damaged tire
    - Photo of the DOT number on the original tire
  - The damaged tire must be made available for inspection by the repair facility and/or Nealey Tire & Auto.
  - All claims and any required documentation must be submitted to Nealey Tire & Auto within sixty (60) days of the date of failure and/or service for qualifying reimbursement which will be in the form of a check or as a credit added to your Loyalty Points account.
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### **Cost of Warranty:**

- The cost of the warranty is **15%** of the retail purchase price of the tire(s), to be paid at the time of tire purchase.
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### **Transferability:**

- The warranty is **not** transferable to a new owner
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### **Cancellation:**

- The warranty can be canceled within **30 days** of purchase for a full refund, provided no claims have been made.
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**Nealey Tire & Auto** is dedicated to ensuring your safety and satisfaction with our Tire Road Hazard Warranty Plan. Drive with confidence, knowing you're protected from unexpected tire damage!