

O'Brien's Tire Warranty Program

NOTE: All Warranties are VOIDED if Tire is Driven below Manufacturer's Air Pressure Recommendation, driven flat or Plugs are Installed

All New Tires Purchased from O'Brien's Tire receive 50% off Patch Repairs!

Warranties are subject to change without notice by the Manufacturer and/or may apply to specific makes and models of tires.

All new tires purchased from O'Brien's Tire come with the following Warranties and Services:

- Mile Warranty
- Truing of the Tire
- Road Hazard Coverage
- Tire Matching to Wheel
- Providing You with the Tires that Match Your Driving
- Manufacture and O'Brien's Tire Workmanship Warranty
- 30 Day Trial Period (Select Manufacturers and brands)
- TPMS Inspection and re-setting
- Ozone/Weathering Warranty
- Tire Ride Comfort Warranty
- 50% Discount on Patch Repairs



O'BRIEN'S TIRE
the tire specialists

4800 Old Green Bay Rd, Mount Pleasant, WI 53403
262.554.8810 | obrienstire.com

The Customer is responsible for:

- Keep Purchase Record of Tires
- Tires need to be Rotated every **6,000** miles or every **6** Month or less
- Maintaining the vehicle to Manufacturer's specifications (i.e. the vehicle must be well maintained)
- The customer must keep and provide upon request record the above records for Warranty Claims

O'Brien's Tire Workmanship Warranty

O'Brien's Tire takes pride in the service we provide. Quality is the standard that we live by. If you are unsatisfied with the install, servicing, repair, etc. you have received, we will do what is fair and equitable for both parties to make it right. That is our guarantee to you!

Road Hazard Insurance

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. It does not cover off-road applications, exceeding vehicle manufacturer's load capacity rating, collision, fire, vandalizing, theft, snow chains, 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, mechanical failures or interference with vehicle components, tires that have been repaired in a manner other than per manufacturer's guidelines.

Plan only covers the tires registered to the customer and listed by DOT number on the original invoice.

If a tire becomes unserviceable because of Road Hazard during the usable 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. You will be responsible for any taxes, mounting, balancing, and any other miscellaneous

fees. If you want road hazard coverage on the replacement tire, you must purchase road hazard protection on the new tire.

The road hazard protection is valid for a period of 3 years or until any portion of the tire is worn to 2/32 of an inch or less, 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. If the tire failure occurs within the first 2/32nds of useable treadwear, and cannot be safely repaired per manufacturer's guidelines, the tire will be replaced with coverage up to 100% of the original price paid for the tire. After the first 2/32nds of useable treadwear, you will be charged for the consumed useable treadwear on the original tire, times the original selling price of the tire. (See Customer Credit Percentage Tire Proration Chart.) You will be responsible for any taxes, mounting, balancing, and any other miscellaneous fees. When the tread is worn down to 2/32" the tire is considered worn out and is not eligible for adjustment. If you want road hazard coverage on the replacement tire, you must purchase road hazard protection 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 the manufacturer's guidelines at any participating facility. The repair will be provided to you free of charge if performed by the original facility that sold you this plan. If the repair is performed by another facility, the plan will cover up to **\$16.00** to have the tire repaired. The road hazard coverage will remain in effect until the tire is worn to 2/32nds of an inch.

Mileage Warranty Coverage

To be covered Tire Rotations must be performed every 6 months or 6000 miles whichever comes first. The customer must provide the tire rotation records. In addition, the tire rotations must be performed in accordance with the recommended rotation patterns and timeline suggested by either the vehicle or tire manufacturer. Rotation records are required. The vehicle must be maintained within the vehicle manufacturer's specifications for wheel alignment. Any tread variance greater than or equal to 1/32 nd of an inch will void the Mileage warranty. **Tires must be within 3 years (36 months) from POP (Point of Purchase).** All Tires must have less than or equal to 5/32nds remaining tread depth with equal to or less than 1/32nds variance across the tread.

No Questions Asked Tire Trial Period Specific to Manufacture and models.

The majority of Tire O'Brien's Tire sales come with a Trial Period. The Trial Period varies based on Manufacturer, make, and model. The majority of them have a **30-day satisfaction guarantee**. If for any reason, other than those outlined, you are not satisfied with your new tire(s), within the trial period from the date of purchase, eligible tires may be returned and exchanged for a like-kind tire from the originally purchased manufacturer. No credit is given unless the customer purchases another tire from O'Brien's Tire. If the customer wants to upgrade to a more expensive tire, the customer must pay the difference. If purchasing a lower grade tire NO CREDIT is provided. Tires must be within 2/32nds of original tire depth.

Ozone/Weathering Warranty Specific to Manufacture and models.

The majority of the Tires O'Brien's Tire sell come with an Ozone/Weather Cracking Warranty. If your tire has abnormal or excessive tire cracking caused by ozone and/or weathering, you may be covered for a replacement. This does not cover normal cracking, cosmetic cracking, surface cracking from low ambient temperatures not accepted. Typical replacement ranges vary between 2 to 6 years from DOT. Warranty varies based on manufacturer and model. Credit may be based on the remaining tread depth.

**Tire Ride Comfort (aka Ride Disturbance) Warranty
Specific to Manufacture and models.**

The majority of Tire Manufacturers sold by O'Brien's Tire provide a Ride Quality Guaranty. Examples of Ride Comfort issues are noise and vibration. Ride disturbances that occur after this initial period have been linked to road hazard damage or irregular wear stemming from the vehicle's mechanical condition and/or lack of routine maintenance. Due to the factory's final inspection, none of the tire manufacturers will accept that all four tires from the same vehicle are out-of-round or responsible for vibration. If a request is made to return all four tires, the tire manufacturer will deem that there was no genuine attempt to isolate the true cause of the problem.

The tire manufacturers have identified that if a new tire contributes to a vehicle ride disturbance because of workmanship or materials, it will be apparent immediately and should be diagnosed and corrected as soon as possible. Depending on the manufacturer, the responsible tire must be replaced before the first 1/32nds of tread wear or within the first year from POP, whichever comes first. NO ST trailer tires allowed. Tires will be road tested for verification of the issue. Any flat spots found will void the warranty. Tires must have even tread wear and no feathering.

**Manufacturer Workmanship/Material Warranty
Specific to Manufacture and models.**

Manufacturer's Tire Workmanship Warranty covers conditions that require a tire to be removed from service that is within the tire manufacturers' control of raw materials or quality of workmanship.

The majority of the Manufacturers will exchange for free within the first year of ownership or the first 2/32nds of the tire's treadwear, whichever occurs first, (not including install). For the rest of the tire's warranty period, the cost of replacement is prorated by crediting the owner for the percentage of service not received. (See Customer Credit Percentage Tire Proration Chart.)

WHAT YOU MUST DO TO OBTAIN SERVICE

All claims must be processed through O'Brien's Tire. Call O'Brien's Tire at 262-554-8810 prior to processing any claims. **All claims are reimbursed for the tire purchase price only.** All of the services are the customer's responsibility. The credit is prorated based on the Customer Credit Percentage Tire Proration Chart. If claims are made out of O'Brien's Tire Service Area, the customer must call O'Brien's Tire at 262-554-8810 for prior approval. The customer must obtain an itemized copy of the services provided for O'Brien's Tire to reimburse the customer.

EXCLUSIONS AND LIMITATIONS

The following vehicles are not eligible for coverage: Vehicles with a manufacturer's load rating capacity of greater than 1 ton. Commercial vehicles. Coverage excludes damage from off-road use, collision, fire, vandalism, theft, snow chains, 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, mechanical failures or interference with vehicle components, tires that have been repaired in a manner other than per manufacturer's guidelines. This plan covers only the tires registered to the customer and listed by the DOT number on the original invoice. **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 were given other than that stated herein. This protection plan gives you specific legal rights; you may have other rights which vary from state to state.

Remaining Tread Depth	Customer Credit Percentage Tire Proration Chart														
	Original Tread Depth in 32nds														
	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
2/32"	At Legal Limit (No Proration)														
3/32"	14%	12%	11%	10%	9%	8%	8%	7%	7%	6%	6%	6%	5%	5%	
4/32"	21%	25%	22%	20%	18%	17%	15%	14%	13%	12%	12%	11%	11%	10%	
5/32"	43%	37%	33%	30%	27%	25%	23%	21%	20%	19%	18%	17%	16%	15%	
6/32"	57%	50%	44%	40%	36%	33%	31%	29%	27%	25%	24%	22%	21%	20%	
7/32"	71%	62%	56%	50%	45%	42%	38%	36%	33%	31%	29%	28%	26%	25%	
8/32"			77%	60%	55%	50%	46%	43%	40%	37%	35%	33%	32%	30%	
9/32"				70%	63%	57%	54%	50%	47%	44%	41%	39%	37%	35%	
10/32"					73%	67%	62%	57%	53%	50%	47%	44%	42%	40%	
11/32"							69%	64%	60%	56%	53%	50%	47%	45%	
12/32"								71%	77%	62%	59%	56%	53%	50%	
13/32"									73%	69%	65%	61%	58%	55%	
14/32"			100% Reimbursed									71%	77%	63%	60%
15/32"												72%	68%	65%	
16/32"														74%	70%
17/32" or larger															
CUSTOMER'S CREDIT TO RECEIVE															
(\$ _____ . _____) X (_____ %) = (\$ _____ . _____)															
Tire Sell Price Only					Proration Percentage					Customer's Credit					