

## QUATTRO TIRES – WARRANTY AGAINST ROAD HAZARDS ON SELECT TIRES\*

\*Valid on sets of 4 select tires only bought between March 1<sup>st</sup> 2020 and December 31<sup>th</sup> of 2021.

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**THE ROAD HAZARD PROTECTION IS OFFERED WITH YOUR PURCHASE OF FOUR ELEGIBLE SELECT TIRES MADE WITH QUATTROTIRE.COM BETWEEN MARCH 1<sup>ST</sup> 2020 AND DECEMBER 31<sup>TH</sup> 2021 AND IS VALID FOR A SINGLE (1) CLAIM.**

**TO MAKE A CLAIM YOU MUST CONTACT THE CUSTOMER SERVICES OF QUATTRO TIRES INC. AT 1-844-778-2887, YOU MUST HAVE THE ORIGINAL INVOICE NUMBER IN HAND DATED BETWEEN THE MARCH 1<sup>ST</sup> 2020 AND DECEMBER 31<sup>TH</sup> 2021 OF THE PURCHASE OF FOUR (4) SELECT TIRES.**

The road hazard protection is included with all orders of four tires of the select brands made between March 1<sup>st</sup> 2020 and December 31<sup>th</sup> 2021 from Quattrotires.com and is managed by Quattro Tires Inc.

### **Which tires are eligible?**

The products covered under the protection are select models made by one of the following manufacturer ; Kumho, Bridgestone, Firestone, General Tires, Hankook, Toyo, Yokohama, Vredestein, Michelin, Pirelli, Bf Goodrich, Momo and Continental that were bought from Quattrotires.com between March 1<sup>st</sup> 2020 and December 31<sup>th</sup> 2021 only. This protection only covers the exchange or repairs of one (1) tire out of a set of four (4) and that only for the original purchaser of the tires.

### **Protection period**

The protection period is valid for 12 months following the purchase date listed on the invoice OR for the first 2/32" (1.6mm) of wear\*, whichever occurs first. Once a claim is made for one (1) tire, the protection also ends.

### **What is « Road Hazard » damage?**

When a tire is damaged by « road hazards » and fails, usually due to a puncture, bruise or impact caused over the course of normal driving conditions. The most frequent causes of road hazard damage are, for example, nails, glass shards and pot holes.

### **What are the limitations and conditions?**

- When you have damages that are caused by road hazards (As described above) you must contact us at 1-844-778-2887 to open the protection claim.
- You must purchase the replacement tire and/or pay for the repairs. You will be reimbursed for the replacement tire (At the value on the invoice) or the repairs based on the agreement and conditions made by Quattro Tires beforehand.
- Under no circumstances will the eligible tire credit or replacement amount exceed the cost of the tire on the original invoice.
- No installation fees, loss of enjoyment, shipping or towing will be credited, only the price of the tire and the taxes (Except for the Eco-fees) for the tire and that, up to a maximum amount of 300.00\$.
- The protection only applies to tire sets, which means orders of four (4) tires and cannot be used more than once and only for one (1) tire, once a claim is made and attached to one invoice, the protection ends.
- Quattro Tires Inc. reserves the right to decide if a claim is valid and the right to decline any improper claims.

### **How to obtain service and/or make a claim?**

To open a claim you must contact the customer services of Quattro Tires Inc. at 1-844-778-2887, you must do it before getting any repairs or any tire change made. Following the claim opening, an affiliated garage or specific place could be suggested but on a case-to-case basis, you could have to go to a local garage you know or find yourself.

### Flat tire repair

If the tire eligible under the protection is damaged but repairable, you could be requested to get it repaired at a local garage. The cost of the repairs would be credited back to you, but the credit amount is only for the tire repair and will not exceed 25.00\$ taxes included for the tire. Any other fees that could occur would not be credited in any cases, for example, verification fees, alignment fees, balancing fees or else.

### Tire replacement

If the tire eligible under the protection is damaged and irreparable, we would proceed with a tire replacement, by the same model or its replacement in the case of the original tire not being available. You would have to purchase the replacement tire first and following its installation, return the damaged product back to Quattro Tires Inc. for the verification process. As soon as the damaged tire is confirmed to be eligible based on the protection conditions, you will be reimbursed for the price of the tire and the taxes based on the cost of the original invoice. You are responsible for any other fees and charges that could occur, **for example, shipping, garage fees and eco fees will not be credited** as the protection does not cover any of those fees.

### Your responsibilities

1. Regular maintenance on your tires, including ensuring that the tires are kept at the proper inflation pressure and up to your vehicle manufacturer's specifications without exceeding the maximum pressure indicated on the tires.
2. Use the tire reasonably by not exceeding the maximum rated load and by making sure that the tires are fit for the vehicle (Load, speed, size, etc.)  
*\*Note that if the tire installed on the vehicle does not satisfy the needs and requirements of the vehicle, your claim could be declined*
3. You must contact Quattro Tires before beginning any replacement, repair or purchase process in the event of a tire being damaged by road hazards to open up a claim for your eligible tire.
4. If needed/requested, you must provide any proof, photos, invoices or other information required for the claim.
5. You must be ready to pay for all fees required by Quattro Tires over the course of the claim and replacement process or repairs before receiving the reimbursement as soon as the claim is approved.

### What you must do to make a claim in the event of an eligible tire being damaged:

1. If one (1) tire of your set of four (4) select brand tires is damaged due to a road hazard, you must contact Quattro Tires at 1-844-778-2887 to get the claim open and to receive assistance.
2. If the tire is repairable, you could be requested to go to an affiliated garage or in a registered garage to get the tire repaired, if the damages to the tire are in the tread contact patch and can be repaired safely, according to the « Flat tire repair » in this document.
3. If the tire is irreparable, you will need to purchase a replacement tires according to the conditions required by Quattro Tires, for an identical tire\* to the damaged one, you will be able to order the replacement tire while you open the road hazard claim with one of our representatives. See "Tire replacement" on this document. **Please note that before proceeding to any replacement, you must take arrangements with Quattro Tires at 1-844-778-2887.**  
*\*If the damaged tire is no longer available, it will be replaced by the replacing/similar model.*
4. You must pay for the repairs or replacement before getting any reimbursement or credit. (According to the conditions.)
5. In the case of a replacement, Quattro Tires requires that the damaged tire be sent back for verification purposes, as soon as the damaged tire is verified and approved to be damaged by road hazards based on the conditions, the credit based on the amount decided on the claim will be issued to you, which covers the tire cost and its taxes, although, no other fees will be credited.

## **EXCLUSIONS: What is not covered and/or credited under the protection**

*\*No fees/amounts listed below will be credited to you and that without any exceptions.*

*\*If one of the conditions listed below is met, your claim will be declined without appeal and no credit will be issued.*

1. If the tire shows signs of uneven wear on either sides of it and/or if the wear is greater than 2/32 (1.6mm) anywhere on the tread.
2. If the tire was not bought between March 1<sup>st</sup> 2020 and December 31<sup>st</sup> 2021.
3. If the tire was damaged during the installation or the removal.
4. If the road hazard damage happened outside of Canada.
5. If the tires were installed on several vehicles.
6. If a replacement or repair was made before the claim was opened.
7. If the claim is made by any person other than the original owner and purchaser of the tires. (Name on the invoice)
8. If a claim is made for **an invoice that does not contain the purchase of 4 tires of the select brands.**  
(For example, you ordered 1, 2 or 3 tires and one of them is damaged by road hazards, the protection does not apply and your claim would be declined.)
9. If a claim was already made for an invoice, any other claims would be declined. **(Limit of one claim, one tire, by invoice/purchase of 4 select tires.)**
10. If any dubious repair or modifications were made to the tire by any unqualified persons, your claim could be declined and no credit would be issued.
11. Any cosmetic damage that does not affect the safety or structural integrity of the tire.
12. Any damages caused by a mechanical failure of your vehicle. (For example, if your suspension fails, a loss of wheel and that causes damage to your tire, or any other damages not related to the road but instead the mechanical state of your vehicle.)
13. Any damages caused by rubbing on the vehicle's fender or any other components, for example, rubbing caused by a lowered car or a worn down suspension.
14. Any damages caused by a lack of maintenance/negligence (ex. bad air pressure) or by a misuse/abuse of the product, for example, by exceeding the weight capacity of the tire, aggressive/sporty driving, wheel spinning or other.
15. Any damages caused by off-road use.\*  
\*whether completely off-road or on gravel roads not maintained by the province. (For example, forestry roads, the road that leads to the cabin or hunting grounds.)
16. Any damages caused by anything other than road hazards, like accidents, fire, vandalism or other.
17. If the installed tire does not respond to the needs of the vehicle, for example a load or speed index that would be inferior/improper to what is required for the vehicle or if the size is not-compatible with the vehicle thus not responding to the minimal requirements.
18. If the tire was used for any competitive uses like racing, drag racing or any other type of automotive sports.
19. If the tire was installed on a vehicle used for commercial purposes (Taxi, delivery vehicle/truck, bus, emergency vehicles, towing or any other vehicles that are used for commercial or service purpose.)
20. Any damage to property, injury or death caused by the operation of the vehicle, whether related to the damaged tire or not.
21. Damage or leak caused to/by the valve, whether regular or TPMS (Or any other components of the TPMS system), no replacement or adjustment will be covered.
22. **No garage/installation fees, shipping, eco-fees, loss of enjoyment, missed work days, towing, storage, traffic fines, penalties or any other fees that are not the cost of the tire itself.**
23. **No reimbursement will be made for any loss of profits and/or time caused because the vehicle is not available for use by a damaged tire.**

**Additional information**

1. QUATTRO TIRES INC. RESERVES THE RIGHT TO REFUSE OR CANCEL ANY CLAIMS CONTAINING FALSE INFORMATION (Tire wear, invoices, photos or other) OR FALSIFIED/WRONG DOCUMENTS OR IN ANY SITUATIONS WHERE IT PROVES IMPOSSIBLE TO CLEARLY IDENTIFY THE CLAIMER AS THE ORIGINAL TIRE OWNER/PURCHASER.
2. If the information or proofs requested by Quattro Tires Inc. are not given, your claim could be refused and no reimbursement would be given to you.
3. If the tire returned to Quattro Tire Inc. does not respect the wear criteria and/or other conditions during the inspection, your claim could be refused and no reimbursement would be given to you.
4. The tire's eligibility stays at the discretion of Quattro Tires Inc. and respects all the conditions listed on this document.  
*(The protection mentioned is only valuable for one(1) tire and one(1) claim for a purchase of four(4) tires made by one of the select brands without any exceptions.)*
5. Quattro Tires Inc. assumes no obligation or responsibility towards your vehicle.

**Protection transfer**

This protection is only valid for the original owner and purchaser of the tires eligible to the protection described in this document and is not transferable in any cases even if the vehicle owner changes during the protection period. The warranty offered in this document is not transferable to any other tires.