

QUATTRO TIRES – TERMS AND CONDITIONS ON PURCHASES OF WHEEL*

*Applicable on all rim, wheel, accessories and/or tires and wheels packages.

This policy contains the terms and conditions, by phone or online via Quattrotires.com, between YOU (“the customer” and/or the person or entity you represent) and Quattro Tires Inc. Please acknowledge our terms and conditions of purchase: this policy contains important information concerning your implications and obligations as well as limits and exclusions that may apply to you.

By placing an order, you acknowledge that you have read and understood the applicable terms and conditions of purchase and agree to them.

Information accuracy

It is the customer’s responsibility to make sure that the product ordered is the right one for their vehicle and needs. You must be sure to have the right sizes, weight and speed ratings as recommended by the manufacturer, you must also make sure to have the right bolt pattern, hub bore, offset, etc. for the vehicle to which the products are intended to be used with prior to ordering.

You are also responsible to provide the right information to the representative during any information request and/or order by email or phone and you must also confirm the information accuracy upon receiving the confirmation and prior to the shipping of your order.

Quattro Tires Inc. cannot be held responsible for any mistake or missing information from the customer, in those cases, return or exchange may be declined.

Shipping and delivery

Orders are processed and packaged securely to insure a delivery without issues then shipped via transporters. Accessories, if applicable, will be packaged securely with one of the wheels, it is important to verify the packaging for accessories prior to disposing of them and to confirm their reception.

Reception of the product

The customer must inspect the merchandise upon reception. If a product is damaged, missing or not the right one, you must contact Quattro Tires Inc. in the 24 to 72 hours following the reception, prior to any installation. Quattro Tires Inc. will not accept any request 30 days following the date of purchase.

It is the customer’s responsibility to make sure that the received products are the right ones and are in good condition.

Installation

Before installing the wheels and/or package for road use, always make sure to test-fit your new wheels on both axles of your vehicle to validate compatibility. You must be sure that there are no contact points anywhere on the wheel and the vehicle. If the wheels were installed and/or had tires mounted on them prior to a test-fit, they could be impossible to return or exchange.

TPMS Valves

If you order TPMS Valves, they will be pre-programmed for your vehicle. Although it is possible that they do not work right away, in some cases, they will need to be activated, if this is the case, you may need to go to a dealership or garage to get them activated, if your sensors does not function or does not seem to be activated, please contact us and we will provide you with the information to finalize their activation. No returns will be accepted for TPMS Valves that were installed.

****Note that no activation fee or any charge related to the TPMS valves will be covered by Quattro Tires Inc.***

****Some vehicles will not require TPMS Valves in the wheels; you must inform yourself prior to ordering them.***

Return and cancellation Policy

For any return* and/or cancellation, please read our policy to determine if your product can be exchanged or credited, certain conditions apply on wheels and packages.

- Restocking fees of 20% may apply on cancellations or return of assembled tires and wheels packages from the moment tires are mounted on the wheels, even if the package has not been shipped yet.

- No returns will be accepted if tires were mounted on them and/or if they were installed.

- No returns will be accepted for any rim or wheel that was installed on a vehicle.

- No returns on wheels on special orders / final sales.

- No returns on accessories if they were used and/or installed. (Ex; Bolts, TPMS Valves, center rings, tools, etc.)

****Our regular return policy also applies on returns and exchanges.***

On return of wheels, packages and/or accessories, you must use the original packaging that the product was original shipped with, otherwise additional fees may apply. You are also responsible for the safe packaging of the product that you are returning, if the returned product is damaged during transport, additional fees may apply and the return may also be declined.

If you have any other questions or would like additional information, we invite you to contact us by phone at 1-844-778-2887.