



THE TEAM YOU TRUST®

## OUR COMPLETE COMMITMENT TO YOU!

At Big O Tires, we're committed to providing complete and total satisfaction. That's why we back our tires with one of the most comprehensive warranty and service policies available in the marketplace today. We stand behind every tire we sell!

## BIG O BRAND TIRES – LIMITED LIFETIME OF TIRE PROTECTION

Every new Big O brand tire (with the Big O name on the sidewall) comes with the following warranty protection and service package:

**3-YEAR FULL FREE REPAIR OR REPLACEMENT ROAD HAZARD WARRANTY:** If your Big O brand tire suffers a non-repairable puncture due to a road hazard during the first 3 years of service, we'll replace it at no charge.\*

**3-YEAR FULL FREE REPLACEMENT WORKMANSHIP & MATERIALS WARRANTY:** If your Big O brand tire suffers a non-repairable defect in workmanship or materials during the first 3 years of service, we'll replace it at no charge.\*

**3-YEAR FREE 24/7 FLAT TIRE CHANGING ASSISTANCE AND REIMBURSABLE BENEFITS:** Your new Big O brand tire comes with nationwide 24/7 roadside assistance coverage for 3 years from the date of purchase. Toll Free: 800-351-8545. Visit [www.bigoroadside.com](http://www.bigoroadside.com) for details.

**LIMITED LIFETIME PRORATED REPAIR OR REPLACEMENT COVERAGE:** After 3 years, we've still got you covered with our limited prorated repair or replacement warranty for road hazards or workmanship and materials for the useful life\*\* of the tire.

**FREE ROTATION AND REBALANCE FOR THE USEFUL LIFE OF THE TIRE:** We want you to get maximum tread life from your Big O brand tire, so we'll rotate and rebalance your tires every 5,000 miles for the useful life\*\* of the tire.

**FREE FLAT REPAIR COVERAGE FOR THE USEFUL LIFE\*\* OF THE TIRE:** If we sold it, we'll repair it! We want to make sure that every Big O brand Tire is repaired in accordance with guidelines established by the USTMA (U.S. Tire Manufacturers Association) Puncture Repair Procedures.

**LIMITED MILEAGE WARRANTY:** Your Big O brand tire is covered by a limited mileage warranty for \_\_\_\_\_ miles.

**Please refer to the back of your Big O Tires invoice for complete warranty details.**

## OTHER NEW TIRES (NON-BIG O BRAND) – BASIC WARRANTY PROTECTION

Other new tires (non-Big O Brand) come with the following warranty and service coverage:

**MANUFACTURER'S LIMITED WORKMANSHIP & MATERIALS WARRANTY:** If a tire suffers a non-repairable defect in workmanship or materials, it will be warranted in accordance with the terms and conditions of the manufacturer's warranty.

**FREE ROTATION EVERY 5,000 MILES AND FREE FLAT REPAIRS FOR THE USEFUL LIFE\*\* OF THE TIRE**

**LIMITED MILEAGE WARRANTY:** Your non-Big O brand tire is covered by a limited mileage warranty for \_\_\_\_\_ miles. Please refer to the back of your Big O Tires invoice for complete warranty details.

## OPTIONAL TIRE PROTECTION PACKAGE (TPP)

If purchased along with your new non-Big O brand tires, this optional Tire Protection Package (TPP) provides you with road hazard protection. Thus if you hit a pothole or run over a nail during the period of the TPP program, you receive the following benefits:

- Tire Repair: If the tire(s) is/are repairable, you are covered for the reasonable cost of repairing the tire.
- Tire Replacement Benefit: If the tire(s) is/are unrepairable, you are covered for one hundred percent (100%) of the reasonable cost of the replacement tire(s).

There are restrictions and limitations. Please see the full service contract for all details.

SALESPERSON'S NAME

SIGNATURE

DATE

We've got you covered across the USA. Our Warranty and Service Protection policies are honored at over 1,200 Big O Tires, Tire Kingdom, Merchant's Tire and NTB locations across America. So, no matter where you go, drive with the confidence of knowing you are riding on one of the best protected and backed tires on the road today. **Thank You for Your Business!**

\*Installation charges (mounting, initial balance and valve stems) apply at the time of purchase, and at the time of tire replacement, and may vary by location. Local or state new tire fee extra. Tire disposal fees extra. Plus 10% shop fee based on pre-invoiced retail price, not to exceed \$35 on installation charges. See store associate for details.

\*\*Useful life of the tire means more than 2/32 of an inch of remaining tread groove depth or six years from the date of the original purchase of the tire, whichever comes first. All Big O warranties are nontransferable and apply to the original purchaser only and only if the tire is on the vehicle on which it was originally installed.

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## 24-HOUR ROADSIDE ASSISTANCE BENEFIT WITH PURCHASE OF BIG O BRAND TIRES OR TIRE PROTECTION PACKAGE

Your Roadside Assistance Benefit is provided to you by the Big O Tires facility from which you purchased your tires and is identified on your invoice. Your Roadside Assistance Benefit begins on the date identified on your original Big O Tires invoice and continues for a period of 36 months. This benefit is available only to you, the original purchaser as identified on the original invoice, and is not transferable. Coverage is strictly limited to the specific vehicle identified on the original invoice. You must have a minimum purchase of \$25 to be eligible for service – the purchase details and dollar amounts must be listed on your invoice. Roadside service is available in the United States and Canada.

Flat Tire Changing Assistance – Assistance will be provided for the installation of your useable spare tire. If you are in need of flat tire changing assistance for a tire that you purchased from an active Big O Tire location, you must call 800-351-8545 to be connected with the nationwide service provider. You must have your Big O Tires invoice for the purchase of eligible tires available at the time of the call. Flat tire changing assistance will be provided at no charge to you, up to a maximum of \$75. You are responsible for any and all charges over \$75. The service provider requires use of a credit card to arrange for dispatch.

If you are in need of additional roadside assistance services, you must call 800-351-8545 to be connected with the nationwide service provider. You must pay for the services listed below. The service provider requires use of a credit card to arrange for dispatch. You will be reimbursed for covered services up to a maximum of \$75.00 per occurrence.

The services eligible for reimbursement through this Roadside Assistance program are described below:

1. Towing – Your vehicle will be towed to the nearest qualified repair facility or to the repair facility of your choice.
2. Lockout Service – Assistance will be provided in unlocking your vehicle in the event the keys are lost or locked inside.
3. Fuel, Oil, Fluid and Water Delivery Service – An emergency supply of gasoline (where permitted), oil, fluid and water will be delivered to your vehicle. You must pay for the costs of the actual fluids delivered.
4. Jump Start – The service provider will jump start your vehicle in the event your battery becomes discharged.

The driver of the vehicle must be with the vehicle when the service provider arrives, as roadside assistance cannot be provided to an unattended vehicle. If the driver is not with the vehicle, you may incur additional fees which are not covered under the terms of this program. You must call 800-351-8545 to arrange for Roadside Assistance service. Service secured through any other source will not be reimbursed.

To file a reimbursement claim, you must submit the following information within ninety (90) days of the date of service:

1. A photocopy of the original invoice identifying the participating repair center and the services performed. The invoice must identify the **purchase of a Big O brand tire or Tire Protection Package**, year, make and model of your vehicle.
2. Your complete name, address and telephone number.
3. A photocopy of the paid invoice for roadside assistance from an authorized auto service provider. This paid invoice must detail the name, address and telephone number of the service provider. It must also identify the customer and the specific vehicle receiving the service. Submit the above documentation to:

Big O Roadside Assistance Reimbursement  
P.O. Box 33535  
Denver, CO 80233

### SERVICES NOT COVERED:

Cost of parts, replacement keys, lubricants or fluids. The cost of installation for any product or materials. Tire repair, replacement, mounting or removing of any tires (unless related to the installation of a spare tire), snow tires or chains. Service on a vehicle that is in an unsafe condition. Towing or services performed by an unauthorized service provider. Any additional labor due to specialized equipment or processes required to transport or service your vehicle due to non-factory modifications or enhancements made to the vehicle. Towing from or repair work performed at a service station, garage or repair shop. A second tow or service for the same disablement. Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests and areas designated as not passable due to construction, etc. Any services performed off road. Towing performed at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking or other violations of law. Any roadside assistance services provided to your vehicle by a private citizen's assistance is not covered and is not reimbursable. Non-emergency towing or other non-emergency service. The Roadside Assistance is provided to you through a network of independent service providers. As independent contractors, they have exclusive control over their own equipment and personnel. Neither the program administrator nor the participating automotive service facility are responsible for acts or omissions of the independent contractors.

### EXCLUSIONS:

This benefit applies only to motorized passenger vehicles (automobiles and light trucks) and specifically excludes trailers, vehicles with a manufacturer's load rating capacity greater than one ton, motorcycles, recreational vehicles and commercial vehicles (any vehicle used in commerce to transport persons or property).