

## **How to Make a Warranty Claim: Step-by-Step Instructions**

### **1. Locate Your Warranty Documentation**

Check the paperwork provided at the time of purchase. Find the warranty booklet or download it from the tire manufacturer's website.

### **2. Review Warranty Terms**

Understand what is covered and not covered. Take note of mileage limits, time-based limits, and required maintenance records.

### **3. Inspect the Tire**

Look for visible defects, uneven wear, or failure symptoms. Note tread depth, date code, and damage location.

### **4. Gather Your Documentation**

Original sales receipt or invoice. Tire rotation records and maintenance logs. Photos of the issue (optional but helpful).

### **5. Visit an Authorized Dealer or Service Center**

Bring the tire and all documentation. Explain the issue clearly and calmly.

### **6. Wait for Inspection**

The dealer will evaluate if the claim meets warranty guidelines. They may contact the manufacturer for final approval.

### **7. Receive Compensation or Replacement**

If approved, you may get a free replacement or prorated discount based on tire wear and age. If denied, ask for a written explanation.

### **8. Follow Up**

Keep records of the claim for future reference. If you're unsatisfied, escalate through customer service or file a complaint with the tire manufacturer.