



# **PASSENGER AND LIGHT TRUCK TIRE LIMITED WARRANTY AND ADJUSTMENT POLICY**

Includes all Applicable Information on  
Mileage Warranty, and  
Customer Satisfaction Trial

Effective 1/1/18





In addition to the valuable Warranty information you will find in this Limited Warranty and Adjustment Policy we encourage you to visit the General Tire websites at [www.generaltire.com](http://www.generaltire.com) (USA) and [www.generaltire.ca](http://www.generaltire.ca) (Canada) for safety and maintenance information and up-to-date changes including a customer care FAQ tab with downloadable brochures. Please also visit the Rubber Manufacturer Association (RMA) website at [www.rma.org](http://www.rma.org) for additional safety and maintenance information.

**THIS LIMITED WARRANTY AND ADJUSTMENT POLICY IS NOT A WARRANTY THAT YOUR TIRE WILL NOT FAIL OR BECOME UNSERVICABLE IF NEGLECTED OR MISTREATED.**



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## **1. ELIGIBILITY**

This Limited Warranty and Adjustment Policy (“Limited Warranty”) applies to the original owner of new General Tire brand passenger and light truck (LT) tires that are (a) new replacement market tires bearing the General Tire brand name and D.O.T. Tire Identification Number, (b) operated in normal service, (c) used on the same vehicle on which they were originally installed according to the vehicle manufacturer’s recommendations, and (d) purchased from an authorized General Tire brand tire dealer. Tires used in competition are not eligible for any coverage under this Limited Warranty and Adjustment Policy. Additionally, tires used in commercial service including, but not limited to, taxicabs, police cars, emergency vehicles, and non-passenger service vehicles are not eligible for the extra coverage set forth in Section 3 of this Limited Warranty and Adjustment Policy. (With the exception of the 45 day customer satisfaction trial period for the Grabber HD when used in commercial service.)

Tire(s) on any vehicle registered and normally operated outside the United States and Canada are excluded from eligibility under this Limited Warranty and Adjustment Policy.

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## **2. WHAT IS THE LIMITED WARRANTY AND ADJUSTMENT POLICY AND HOW LONG IS IT APPLICABLE?**

### **BASIC COVERAGE**

Eligible tires are covered by this Limited Warranty for a maximum of 72 months from the date of purchase.\*

### **WHERE TO GO FOR WARRANTY REPLACEMENT**

Please return your tires to the authorized General Tire brand tire dealer where purchased. The original sales receipt and proof-of-purchase must be presented at the time of the claim.

### **FREE REPLACEMENT PERIOD**

If an eligible General Tire brand passenger or light truck tire becomes unserviceable due to a warrantable condition, other than those listed under Section 4 during the first 12 months or first 2/32nds (1.6mm) of treadwear, whichever comes first, it will be replaced with a comparable\*\* new General Tire brand tire FREE OF CHARGE. Mounting and balancing are included (excluding online orders). Owner pays all applicable taxes.

\* At the time of making a claim, owner is required to present the tires and original tire proof of purchase showing date of purchase. If satisfactory proof-of-purchase date is not provided, the D.O.T. (Tire Identification Number) date of manufacture will be used.

## **TEMPORARY SPARE TIRES:**

This Limited Warranty also extends to the original owner of the General Tire Brand Temporary Spare Tire bearing the General Tire D.O.T. serial number. An eligible Temporary Spare Tire under this Limited Warranty must have been operated in normal service, used on the same vehicle on which they were originally equipped and/or installed according to the vehicle manufacturer's recommendations, and display warrantable conditions as described in this Limited Warranty. This Limited Warranty is for a maximum period of 72 months from date of purchase\*, determined by the original sales receipt and proof of purchase showing date purchased.

If a Temporary Spare Tire becomes unserviceable from a condition other than those listed in Section 4 during the first 1/32nd (0.8mm) of treadwear, then it will be replaced with a comparable new General Tire brand \*\*Temporary Spare Tire. Mounting and balancing are included free of charge (excluding online orders). Owner pays all applicable taxes. After this Free Replacement Period for your Temporary Spare Tire expires, no warranty claims will be accepted.

## **AFTER THE FREE REPLACEMENT PERIOD**

The tire may still be eligible for a pro rata replacement for 72 months from date of original purchase\* until the tread is worn down to the tread wear indicators (2/32nds of an inch or 1.6 mm of tread remaining.) If an eligible tire becomes unserviceable from a warrantable condition, other than those listed under Section 4 it will be replaced charging the owner a pro-rated amount. Owner pays all applicable taxes (including F.E.T.), shipping, mounting and balancing charges.

The replacement tire price will be determined by multiplying the percentage of the usable tread worn by the Dealers Price (excluding all applicable taxes) at the time of the adjustment. The useable tread worn is the original tread down to the tread wear indicators (2/32nds of an inch or 1.6 mm of tread remaining.)

Tires replaced under this Limited Warranty become the property of General Tire. You will be required to sign the General Tire Limited Warranty Complaint Form and/or dealer replacement sales receipt.

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## **3. EXTRA COVERAGE**

### **CUSTOMER SATISFACTION TRIAL**

All General Tire brand passenger and LT tires bearing the General Tire name and D.O.T numbers are covered by the 45 -Day \*\*\* Customer Satisfaction Trial.

\*\* A "comparable" new General Tire brand tire may be of either the same tire line or the same basic construction but with a different sidewall or tread configuration. If you accept a higher-priced tire, you will pay the difference in price. Any tire replaced under this Limited Warranty will be covered by the current General Tire brand Limited Warranty and Adjustment Policy.

\*\* A “comparable” new General Tire brand tire may be of either the same tire line or the same basic construction but with a different sidewall or tread configuration. If you accept a higher-priced tire, you will pay the difference in price. Any tire replaced under this Limited Warranty will be covered by the current General Tire brand Limited Warranty and Adjustment Policy.

If for any reason, other than an excluded condition listed under Section 4, you are not satisfied with your new set of four tires within 45 days\*\*\* from date of purchase or the first 2/32nds of an inch (whichever comes first), you may exchange all or any one of them for a corresponding number of the same tires or for another set of a different type of General Tire brand tires. Winter tires must be replaced with another set of winter tires.

Mounting and balancing are included free of charge (excluding online orders). Owner pays all applicable taxes. If you wish to exchange for another set of General brand tires which is at a higher cost, you must pay the upgrade from the original purchase price, including shipping and all applicable taxes. If you wish to exchange for another set of General brand tires which is at a lower cost, you will receive a refund of the difference in cost.

This satisfaction guarantee only applies to the original new set of four (4) General Tire brand passenger tires purchased and not to the tires provided under this guarantee.

## **HOW DO YOU RETURN YOUR TIRES DURING THE TRIAL PERIOD?**

Within the authorized time frame (please visit [www.generaltire.com](http://www.generaltire.com) to learn more about the Customer Satisfaction Trial Period that General Tire offers) from the date of purchase or the first 2/32nds of an inch of tread (you must return your tires to the authorized General Tire brand tire dealer where you purchased your tires or an alternate authorized General brand tire dealer. You must present the original sales receipt and proof-of-purchase.

Reason for dissatisfaction must be explained to the dealer (i.e. appearance, ride, handling, etc.) and noted on the dealer-supplied copy of the General Tire Limited Warranty Complaint Form.

**Attention authorized dealers:** The form must be validated by the consumer. The replacement proof-of purchase showing the purchase of the replacement of another General tires(s) must accompany the form and tire return.

## **MILEAGE WARRANTY:**

The General Tire brand tires listed on [www.generaltire.com](http://www.generaltire.com) website are warranted against wearout up to the mileage/kilometers coverage indicated, even though the actual mileage/kilometers you may get from your tires may vary because of driving habits and road conditions. Subject to the provisions of Section 3 and Section 6 below, if one of the tires listed in this section wears out before the stated mileage/

kilometers coverage listed on [www.generaltire.com](http://www.generaltire.com) website, General Tire will warrant the tire on a pro-rata basis as indicated herein. "Wearout" means that the tire's tread has worn evenly down to the tread wear indicators (2/32nds of an inch or 1.6 mm of tread remaining). "Pro- rata" for this Mileage Warranty is measured by the odometer readings at the time of the tire's purchase\*, as shown by the original tire receipt and proof-of-purchase, and the odometer reading at the time of replacement. In addition, you must present a fully completed, legible Rotation Schedule, which is found in the original owner's copy of the tire's Limited Warranty.

- **Tire(s) that have not been rotated at least every 6,000 to 8,000 miles (10-13,000 kilometers), as evidenced by a completed Rotation Schedule, are excluded from this coverage.**
- **On vehicles with staggered / split fitments (different size tires on front and rear axle), tires cannot be rotated between the front and rear axle. Without rotation of tires between the front and rear axle. Without rotation of tires between the front and rear axle, the expected mileage / kilometers before wearout is significantly lower, especially on the rear axle. Therefore, the Mileage Warranty for tires on the rear axle of these vehicles will be 50% of the standard Mileage Limited Warranty for the product line.**
- **Tire(s) in service for more than 72 months, regardless of mileage, are not covered.**

The owner pays shipping, mounting, balancing and all applicable taxes (including F.E.T) under the Mileage Warranty.

Please visit your authorized General Tire dealer or visit [www.generaltire.com](http://www.generaltire.com) to learn more about the mileage coverage that General Tire offers. Mileage warranties vary by tire line.

You will receive a comparable\*\* new General Brand tire with payment of the replacement price based on the percentage of actual mileage/kilometers received to the mileage/kilometers covered. Your replacement cost will be determined by dividing the actual mileage/kilometers delivered by the miles/kilometers warranted and multiplying the result times the current price of an equivalent or comparable replacement.

#### **SAMPLE CALCULATION:**

The tire you present for Limited Warranty has a Mileage Warranty of 60,000 miles. At the time of the tire purchase, the vehicle's odometer reading was 20,000 miles. At the time the tire was presented for warranty, the vehicle's odometer reading was 65,000 miles. You also present a completed and up to date Mileage Warranty Rotation Schedule and the tire(s) are worn evenly down to 2/32nds of an inch (1.6 mm) of tread remaining, according to the Tread Wear Indicators.

#### **Determine the mileage received on adjusted tires:**

65,000 miles - 20,000 miles = 45,000 miles

#### **Determine Your pro rata replacement tire cost percentage:**

$45,000/60,000 \times 100 = 75\%$  (round to the nearest whole percentage).

**Your pro rata cost for the replacement tire is determined by multiplying the percentage of mileage received (75%) by the current purchase price for the replacement tire (ex. \$130.02)**

Example calculation is:  $75\% \times \$130.02 = \$97.52$

The credit allowance for the mileage not received equals:  $\$130.02 - \$97.52 = \$32.50$  towards the next purchase of any General Tire product line.

You will pay the equivalent pro rata cost for tire plus all applicable taxes (including applicable F.E.T.) shipping, mounting and balancing, local tire disposal fees and any other parts or other services.

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## **4. WHAT IS NOT COVERED BY THIS LIMITED WARRANTY AND ADJUSTMENT POLICY**

### **THE FOLLOWING ARE NOT COVERED:**

- **General Tire does not warrant any repaired tire.**
- **Road Hazard:** Any General Tire with road hazard damage. This includes, but is not limited to: cuts, snags, punctures, bruises, and impact breaks.
- **Ride/Vibration:** Any ride/vibration condition after the first 2/32nds (1.6 mm) of an inch of treadwear or 12 months of service, whichever comes first.
- **Improper operation or maintenance:** This includes, but is not limited to, effects caused by:

**I Improper tire inflation and/or improper load/speed practices:** These practices can cause excessive operational temperatures and stresses that exceed the tire's capabilities.

**II Improper or insufficient tire rotation:** Any tire with premature or irregular wear caused by failing to follow the recommended tire rotation pattern and/or mileage intervals as delineated by this Limited Warranty.

**III Wear due to improper vehicle alignment:** includes but not limited to uneven, irregular, or spotty wear, cupping or feathering.

#### **IV Damage due to:**

- Rim irregularities or rim damage
- Snow chains
- Vehicle mechanical problems, including brake problems, and vehicle wheel alignment.
- Extreme temperature exposure
- Negligent and abusive driving such as tire spinning, or racing;
- Improper tire storage



- Automotive accident
- Chemical corrosion or fire
- Use contrary to the vehicle manufacturer's tire recommendations.
- Misuse or misapplication
- Improper Stud Size and / or Installation

• **Improper Mounting or Demounting**

- **Alteration**, such as, but not limited to, adding a white inlay on blackwall, tread regrooving, tire truing or siping, or adding sealant materials to the tire.
- **Weather checking/cracking**: Not covered after 48 months from the date of purchase.
- **Tires used in commercial service**, competition or tires received as original equipment are not eligible for extra coverage. (With the exception of the 45 day customer satisfaction trial period for the Grabber HD when used in commercial service.)
- **Failure to observe safety and maintenance precautions set forth on General's website, [www.generaltire.com](http://www.generaltire.com) (US) or [www.generaltire.ca](http://www.generaltire.ca) (Canada), under the customer care section.**

*Attention Authorized Dealers:*

**GENERAL TIRE RESERVES THE RIGHT TO THE FINAL INSPECTION DECISION ON CONDITIONS FOR ALL RETURNED TIRES UNDER SECTION 4. GENERAL TIRE RESERVES THE RIGHT TO TEST ALL TIRES RETURNED FOR VIBRATION.**

**THIS LIMITED WARRANTY AND POLICY HEREIN IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND GENERAL TIRE EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME U.S. STATES AND/OR CANADIAN PROVINCES DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY, SO THE ABOVE MAY NOT APPLY TO YOU.**

**TO THE EXTENT PERMITTED BY LAW, GENERAL TIRE DISCLAIMS LIABILITY FOR ALL CONSEQUENTIAL AND INCIDENTAL DAMAGES. THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY. SOME U.S. STATES AND/OR CANADIAN PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM U.S. STATE TO STATE OR CANADIAN PROVINCE TO PROVINCE.**

**THIS IS THE ONLY EXPRESS WARRANTY MADE BY GENERAL TIRE. NO GENERAL TIRE EMPLOYEE, RETAILER, OR DEALER HAS THE AUTHORITY TO MAKE ANY WARRANTY, REPRESENTATION, PROMISE OR AGREEMENT ON BEHALF OF GENERAL TIRE EXCEPT AS EXPRESSLY WRITTEN IN THIS LIMITED WARRANTY AND ADJUSTMENT POLICY.**

**IN OBSERVANCE OF U.S. FEDERAL LAW, THIS LIMITED WARRANTY AND ADJUSTMENT POLICY HAS BEEN DESIGNATED A "LIMITED WARRANTY". GENERAL TIRE DOES NOT INTEND TO REPRESENT THROUGH THIS LIMITED WARRANTY AND ADJUSTMENT POLICY THAT TIRE FAILURES CAN OR CANNOT HAPPEN.**

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## **5. GENERAL TIRE'S OBLIGATIONS**

Replacement of Eligible Tires will be made by the authorized General Tire brand tire dealer where you purchased your tires or by any alternate authorized tire dealer or vehicle dealer. General Tire will replace the tire pursuant to the terms of this Limited Warranty.

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## **6. OWNER'S OBLIGATIONS**

To make an eligible claim under this Limited Warranty, the owner must present a claim as instructed herein, with the tire to an authorized General Tire brand tire dealer. For the nearest authorized General Tire brand tire dealer, consult the General Tire brand internet address(es), or the 800 telephone number(s) shown on the back of this Limited Warranty and Adjustment Policy. Owner must present an original tire sales receipt and proof-of-purchase indicating the date of purchase. Owner will be required to sign the General Tire Limited Warranty Complaint Form or dealer replacement sales receipt.

Owner is responsible for paying all applicable taxes charged by the authorized servicing Dealer and is also responsible for paying shipping, local tire-disposal fees and any parts or service regardless of mileage or months of service. This includes payment for tire rotation, alignment, towing, road service, valve stems and tire repairs. Owner is responsible for maintaining proper tire air pressure and for proper maintenance of the tire.

Under the Mileage Warranty portion of this Limited Warranty and Adjustment Policy (see Section 3 and [www.generaltire.com](http://www.generaltire.com) website), owner must present a claim which includes the original, up-to-date Mileage Warranty Rotation Schedule. Owner must rotate tires at least every 6,000 to 8,000 miles (10,000 - 13,000 kilometers) or sooner if uneven treadwear begins to appear.

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## **7. TIRE REGISTRATION**

The registration of General Tire brand tires is an important safety precaution. Registration will allow General Tire to notify the owner in the event of a product return program. Owner's authorized General Tire brand tire dealer will provide a General Tire brand registration card with the D.O.T. tire identification number recorded, along with the authorized General Tire brand tire dealer's name and address. Owner is required to fill in his or her name and address, affix a stamp to the pre-addressed card, and mail the General Tire brand registration card. Tire registration may also be completed online at [www.generaltire.com](http://www.generaltire.com) (US) and [www.generaltire.ca](http://www.generaltire.ca) (Canada).

To read about Safety Warnings and Maintenance Information please refer to [www.generaltire.com](http://www.generaltire.com) customer care FAQ section or in Canada, [www.generaltire.ca](http://www.generaltire.ca), under the customer care FAQ section.

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## **FOR SERVICE ASSISTANCE OR INFORMATION**

For the nearest authorized General Tire brand tire dealer, consult either of the websites or, the toll-free Customer Relations numbers below.

In the United States, call  
**1-800-847-3349**

In Canada, call:  
**1-855-453-1962**

Or access the General Tire USA website:  
**[www.generaltire.com](http://www.generaltire.com)**

General Tire Canada website:  
**[www.generaltire.ca](http://www.generaltire.ca)**

**For Customer Records Only - Not to be used as a warranty complaint form.**

**Please Print Clearly**

**(Sold by)**

**Dealer Name**

Address

City

State/Prov

Zip/Postal Code

**Customer Name**

Address

City

State/Prov

Zip/Postal Code

|                                    |     |      |
|------------------------------------|-----|------|
|                                    | PSI | PSI  |
| FRONT                              |     | REAR |
| Tire inflation per Vehicle Placard |     |      |

|                    |
|--------------------|
|                    |
| Qty                |
| Size               |
| Design             |
| Date               |
| Dealer's Invoice # |
| Salesman           |

|         |
|---------|
| Vehicle |
| Model   |
| Year    |

**MILEAGE LIMITED WARRANTY ROTATION SCHEDULE VALID ONLY IN THE UNITED STATES AND CANADAA**

**Rotation Schedule - Must be maintained and updated to receive coverage.**

| Rotation Miles/KM | Date | Odometer Reading | Rotation Miles/KM | Date | Odometer Reading |
|-------------------|------|------------------|-------------------|------|------------------|
|                   |      |                  |                   |      |                  |
|                   |      |                  |                   |      |                  |
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|                   |      |                  |                   |      |                  |

Odometer at  
Wearout

—

Minus Odometer at  
Time of Installation

=

Equals Miles/ Kilometers  
Received





1830 MacMillan Park Drive  
Fort Mill, SC 29707  
[www.generaltire.com](http://www.generaltire.com)  
In the US: 1-800-847-3349

6110 Cantay Road  
Mississauga, Ontario L5R 3W5



[www.generaltire.ca](http://www.generaltire.ca)  
In Canada: 1-855-453-1962

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