

ADJUSTMENT CLAIM PROCEDURE

Please use Alliance Limited Warranty Claim Form for all warranty tire claims. Please contact OE Warranty Department to obtain claim form. This form supersedes all prior Alliance claim forms. The claim procedure is:

Complete the claim form entirely. Use additional tab for each claim tire.

1. Take the following required photos (JPEG format, 15mb or smaller – using a digital camera that will save the photos in this format) for each tire claimed:
 - a. Picture of the whole tire,
 - b. Picture of the tread,
 - c. Picture of the serial number (and DOT if applicable),
 - d. Pictures of the areas of the condition including one of the inner liner at the damage area. (Please note that a minimum of two (2) photos of the defect are required.)
2. Submit the completed claim form, photos, and invoice via email for processing. If email is not possible, please fax completed claim form, photos, and invoice.
3. Claims received in good order with the photos and invoice will be processed within 1-2 business days.
4. Processing of claims not received in good order will be delayed, and we will notify you of the deficiency in documentation.
5. For questions regarding claims or claims processing, please contact:

OE Warranty Customer Service Manager

Tel: (800) 343-3276 Ext. 230

Fax: (781) 321-1688

Email: oeclaims@atgtire.com



For more warranty information, the owner or dealer may contact:

Canada and U.S.A:

ALLIANCE TIRE AMERICAS, INC

201 Edgewater Drive, Suite 285

Wakefield, MA 01880

Monday – Friday 8:00 AM – 5:00 PM EST

Tel: (800) 343-3276 Ext. 230

Fax: (781) 321-1688

E-mail: oeclaims@atgtire.com

Web: www.atgtire.com



ATG
ALLIANCE TIRE GROUP

ALLIANCE BRAND TIRE OE LIMITED WARRANTY



This limited warranty applies to Alliance tires eligible for warranty in normal service, displaying “Adjustable Conditions”, as described below. This warranty is valid only in North America.

ELIGIBILITY

This limited warranty shall apply only to Alliance tires, which conform to all terms, and conditions set forth below (an “Eligible Tire”).

1. Tires that bear the “Alliance” name and a serial number or tires manufactured by Alliance for other firms under a valid and binding agreement according to which Alliance warrants said tires; *and*
2. Tires that are not marked “non Adjustable” or “Not ADJ” or “NA”; *and*
3. Tires that are within age limits (see below) for adjustment consideration; *and*
4. Tires with at least 4/32 of tread remaining; *and*
5. Tires used in accordance with the recommendations of the vehicle manufacturers and Alliance use, maintenance and safety recommendations, in normal service; *and*
6. Only the original purchaser of the tire is entitled to compensation under this warranty.

 **ALLIANCE**

ADJUSTMENT CONDITION

A tire shall be regarded as being in “Adjustable Condition” only if:

1. Workmanship and Materials Defects
 - That tire becomes unusable due to a condition or conditions under Alliance’s control; and
 - That tire becomes unserviceable or non-repairable per Rubber Manufacturer Association (RMA) standards; and
 - Damage caused to a tire due to normal use of the tire on a vehicle for the purpose intended by the manufacturer of the vehicle for said vehicle and for the purpose intended by Alliance for the tire
2. Field Hazard and Stubble Damage (agriculture tires only)
 - A farm tire that becomes unserviceable due to field hazards or stubble damage will be replaced for the original owner on a pro rata basis provided the tire was not used in any manner other than originally specified by Alliance, or as described below regarding non-adjustable conditions.
 - The following tires are excluded from the stubble damage warranty unless made with “Stubble Guard” compound: Flotation, Rib Implement I-1, F-2, and F-2M.
3. Adjustment consideration shall be based on the purchase date of the tire if proof of purchase in the form of a valid invoice exists. If proof of purchase is not available, adjustment consideration will be based on the date of manufacture of the tire which is molded into the sidewall of the tire.

AGRICULTURAL TIRES TERM AND PRO RATA

Any adjustment will be based on the remaining tread depth or service, whichever is less.

	WORKMANSHIP & MATERIALS	FIELD HAZARD & STUBBLE DAMAGE
Service From Date of Purchase or Date of Manufacture	Amount of Credit Toward Cost of Replacement Tire as Percentage of Original Purchase Price of the Tire	Amount of Credit Toward Cost of Replacement Tire as Percentage of Original Purchase Price of Tire
0-6 Months	100%	100%
6-12 Months	80%	50%
Year 2	70%	30%
Year 3	60%	10%
Year 4	40%	
Year 5	20%	

NON-ADJUSTABLE CONDITION (EXAMPLES ONLY)

The following are examples (only) for Non-Adjustable conditions, which shall not entitle the owner of an “Eligible Tire” to any sort of compensation:

1. Damage caused to a tire due to fire, accident, vandalism, mechanical defects, or improper installation/service, or use of improper wheel or rim.
2. Tires that become unserviceable due to abusive driving such as over speeding, driving contests, pulling contests, competitive driving, logging, or any kind of use not in full accordance with the intended use of the vehicle and the recommendations of the vehicle manufacturers and with Alliance usage and maintenance recommendations for said tire.
3. Damage caused by neglect or by abuse or by mismatching of adjacent tires, misalignment, runflat, improper inflation, improper operation of vehicle, over speeding, over loading, improper repair, insertion of sealant, or petroleum damage, etc.
4. Improper storage, chain damage, excessive heat/cold conditions, alteration of appearance or structure of tire, and the like.
5. Tread wear out, or tire failure resulting from spinning, use of damaged rim or mismatching rim, rim slip, or tire/wheel assembly imbalance.
6. Damaged or broken beads due to non-RMA approved mounting or dismounting procedure.
7. Foam filling in the tire.

FORESTRY, INDUSTRIAL, CONSTRUCTION, & EARTHMOVER TIRES TERM AND PRO RATA

Any adjustment will be based on the remaining tread depth or service, whichever is less.

	WORKMANSHIP & MATERIALS
Service From Date of Purchase or Date of Manufacture	Amount of Credit Toward Cost of Replacement Tire as Percentage of Original Purchase Price of the Tire
Year 1	100%
Year 2	75%
Year 3	50%
Year 4	30%
Year 5	10%

GENERAL TERMS



1. Alliance Tire warranty determinations and decisions on claims are final.
2. There are no other warranties, expressed or implied, (including but not limited to warranties of fitness for a particular purpose or merchantability) on Alliance tires, and no representative or dealer has the authority to make any representation, promise or agreement, implying otherwise, except as stated herein.
3. Compensation according to this warranty is limited, shall be paid only in accordance with Alliance Limited Warranty Procedure and shall not under any circumstances, exceed the tire purchase price.
4. This Warranty does not cover, nor does it extend to, special, consequential, incidental, punitive or exemplary damages of any sort; or to inconvenience or loss of time or vehicle use; or bodily harm or death; or towing, mounting or service costs; even if advised of the possibility of such loss damages.*

* Some states do not allow the exclusion or limitation of incidental or consequential damages. In those states, the above limitations may not apply.