

## ADJUSTMENT CLAIM PROCEDURE

Please use the 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](mailto:oeclaims@atgtire.com)



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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](mailto:oeclaims@atgtire.com)

Web: [www.atgtire.com](http://www.atgtire.com)



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## GALAXY / PRIMEX / CONSTELLATION OE LIMITED WARRANTY



This limited warranty applies to all Galaxy, Primex and Constellation 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 Galaxy/Primex/Constellation tires, which conform to all terms, and conditions set forth below (an “Eligible Tire”).

1. Tires that bear the “Galaxy/Primex/Constellation” names and a serial numbers; *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 2/32 of tread remaining; *and*
5. Tires used in accordance with the recommendations of vehicle manufactures, and the maintenance and safety recommendations of the tire manufacturer’s 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 the manufacturer’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 the manufacturer of the tire
2. Field Hazard and Stubble Damage
  - A 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.
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.

## GALAXY, PRIMEX OR CONSTELLATION TIRES TERMS AND PRO RATA

The Galaxy, Primex and Constellation limited warranty is for 5 years.

Galaxy tires that are worn less than 25%, and deemed in “Adjustable Condition” will be replaced without charge excluding mounting and service charges.

Primex or Constellation tires that are worn less than 10% or 2/32” whichever occurs first and deemed in “Adjustable Condition” will be replaced without charge excluding mounting and service charges.

After the free replacement period any adjustment will be based on the remaining tread depth less 2/32” (unusable rubber).

## 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, 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 the 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 or alteration of appearance or structure of tire.
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.

## FIELD HAZARD AND STUBBLE DAMAGE POLICY

This Field Hazard and Stubble Damage policy only applies to Galaxy R-1W tires and tires made with “Stubble Guard”.

This policy adjustment is good for 3 years and does not imply that a failure cannot occur to a tire.

After the end of the 3rd year the coverage for this policy expires.

Service From Date of Purchase or Date of Manufacture	FIELD HAZARD & STUBBLE DAMAGE Amount of Credit Toward The Cost of a Replacement Tire as Percentage of Original Purchase Price of Tire
Year 1	75%
Year 2	50%
Year 3	25%

## GENERAL TERMS



1. 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 the 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 The 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.