

Pro Comp Tire Warranty Procedure

Effective January 1, 2016










The Pro Comp Tire Warranty Procedure covers all Pro Comp brand tires and includes several key areas:

1. **Applicable Warranties**
2. **Making a Claim**
3. **Reimbursement**
4. **Contact Us**

1. Applicable Warranties

The following Pro Comp tread patterns feature important warranties. Each warranty has a unique purpose and handling procedure. These procedures will be fully explained herein.

	Standard Coverage	Mileage Warranty	60 Day Ride Assurance	Forever Warranty
A/T Sport	Yes			
Xtreme MT2	Yes			
Xtreme A/T	Yes		---	---

- A. **Standard Coverage:** covers manufacturing defects such as:
 1. Separation
 2. Out-of-Round (limited to 2/32 wear)
 3. Sidewall Cracking
 4. Tread Cracking
 5. Other
- B. **Forever Warranty:** the Pro Comp A/T Sport and Xtreme MT2 are covered under the Forever Warranty; a non-prorated adjustment for the life of the tire that covers any of the manufacturing defects listed above. For example, if a consumer has an Xtreme MT2 and it has a valid manufacturing defect, it is replaced at NO COST to the consumer, no matter the life of the tire or mileage on the tire. Simply put, the Forever Warranty is an enhanced Standard Coverage warranty with no prorated adjustment.
- C. **Mileage Warranty:** Pro Comp Tire offers written mileage warranties. These assure the consumer to get a predictable mileage. This is a pro-rated warranty; meaning if a consumer purchases the Pro Comp A/T Sport with a 60,000 mile warranty and actually only achieves 55,000 miles or 91.5% of the mileage warranty, the difference (8.5%) would be credited to them for a replacement. The consumer would only be charged 91.5% for replacement tires.
- D. **60 Day Ride Assurance:** Pro Comp Tire warrants our tires to be a 100% consumer satisfaction purchase. Within the first 60 days of purchase, a consumer that is not satisfied with a Pro Comp tire covered under the 60 Day Ride Assurance Warranty may return the tire for a full refund or full credit toward another tire of choice.

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2. Making a Claim

In order to make a claim. Please follow these steps:

Consumer to take tire for inspection at Pro Comp Tire Servicing Retailer. This is generally where the consumer purchased the tire or can be found at <http://www.procompusa.com/DealerLocator>

- A. Pro Comp Tire Servicing Retailer will inspect the tire and if judged to be a valid warranty claim, will complete the Pro Comp Tire Claim Form and forward to Pro Comp via e-mail claims@procompusa.com for fastest service, or via US mail as noted on the claim form. Pro Comp will then instruct the Pro Comp Tire Servicing Retailer the disposition of the tire; whether to send to Pro Comp Tire, scrap in the field, or other instruction.

3. Reimbursement

Pro Comp, upon making a final determination of the claim, will reimburse the Pro Comp Tire Servicing Retailer as follows:

- A. Standard Coverage is based on prorated purchase price from Pro Comp. The prorated amount is based on tread depth basis. The Adjustment Treadwear Chart can be used to calculate the adjustment rate. Credit issued to Pro Comp account.
- B. Forever Warranty: is provided at full purchase price from Pro Comp, no prorated basis. Credit issued to Pro Comp account. Mileage Warranty is based on actual mileage compared to mileage warranty. The Adjustment Treadwear Chart can be used to calculate the adjustment rate. Credit issued to Pro Comp account.
- C. 60 Day Ride Assurance provides full credit/refund to the consumer from the Pro Comp Tire Servicing Retailer. Pro Comp will credit the Servicing Retailer 25% and ask that the Servicing Retailer sell the tires as "take off with driveway miles" at a 25% discount from original price. If the tires have not sold within 60 days, Pro Comp will grant the remaining 75% credit and instruct that the tires be returned to Pro Comp.

4. Contact Us / More Information:

Pro Comp Tire
400 W. Artesia Blvd.
Compton, CA 90220
(310) 900-5500
claims@procompusa.com

All Pro Comp Tire warranty information available at www.tmgtoolbox.com

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ADJUSTMENT TREADWEAR CHART

Remaining Tread Depth	Original Tread Depth in 32nds														Remaining Tread Depth
	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
	Percentage of useable tread wear charged to customer														
2/32	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	2/32
3/32	86	88	89	90	91	92	92	93	93	94	94	94	95	95	3/32
4/32	71	75	78	80	82	83	85	86	87	88	88	89	89	90	4/32
5/32	57	63	67	70	73	75	77	79	80	81	82	83	84	85	5/32
6/32	43	50	58	60	64	67	69	71	73	75	76	78	79	80	6/32
7/32	29	38	44	50	55	58	62	64	67	69	71	72	73	75	7/32
8/32	14	25	33	40	45	50	54	57	60	63	65	67	68	70	8/32
9/32	0	13	22	30	36	42	46	50	53	56	59	61	63	65	9/32
10/32		0	11	20	27	33	38	43	47	50	53	56	58	60	10/32
11/32			0	10	18	25	31	36	40	44	47	50	53	55	11/32
12/32				0	9	17	23	25	33	38	41	44	47	50	12/32
13/32					0	8	15	21	29	31	35	39	42	45	13/32
14/32						0	8	14	20	25	29	33	37	40	14/32
15/32							0	7	13	19	24	28	32	35	15/32
16/32								0	7	13	17	22	26	30	16/32
17/32									0	6	12	18	21	25	17/32
18/32										0	6	11	16	20	18/32
19/32											0	6	11	15	19/32
20/32												0	5	10	20/32
21/32													0	5	21/32
22/32														0	22/32

Pro Comp Tire Adjustment Claim Form



off-road driven!TM

400 West Artesia Blvd.
Compton, CA 90220
Tel: 310.900.5500
Email: claims@procompusa.com

Distributor's Name:

Distributor Point of Contact:

Claim Number

Distributor's Address:

Phone Number:

Fax Number:

TO BE COMPLETED BY DISTRIBUTOR

Tire No.	Part Number	Size and Description	D.O.T. Serial No.	Mileage Claim (Y/N)	Tread Depth Remaining (32nds)	Claim Code/Reason for Claim	Inspection Result	Official Use		Credit (Y/N)
								Tread Depth New (32nds)	Tread Depth Used (%)	
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										

Claim Code:

RD - Ride Disturbance, Out of Round, Pulling
SS - Sidewall Separation
TS - Tread Separation

SC - Sidewall Cracking
TC - Tread Cracking
ML - Mileage Warranty

60 - 60 Day Ride Guarantee
Other - Please add comment

Notes:

Total Number of Tires:

Total Number Compensated:

Total Number Not Compensated:

RA Number:

Date Claim Completed: