Standard Limited Mileage Warranty

WHAT IS COVERED

In addition to this Standard Limited Mileage Warranty coverage, some Horizon Tire tires are warranted for treadwear during a limit of five years from the installation date. This Standard Limited Mileage Warranty only applies to selected new Passenger & Light Truck tire lines listed below:

Tread Pattern	Mileage Warranty
Eco Dynamic	45,000 miles
Terra-X H/T	45,000 miles

WHAT IS NOT COVERED

This Standard Limited Warranty does not cover and Horizon will not adjust any of our products against road hazards, including, but not limited to: cuts, punctures (whether repairable or not), bruises, tears, impact breaks, etc. Products are also not warranted if damaged due to misuse, including, but not limited to, improper installation or mounting, misapplication, improper repair, overloading, improper inflation, excessive speed, racing, drifting, unintended off-road use, stone drilling, improper use of chains, use of non-approved or non-standard rims (as determined by the Tire and Rim Association), continued operation while severely under-inflated, misalignment or imbalance of wheels/rims, defective brakes, abuse, collision, willful damage, oil or chemical action, improper storage, excessive heat, vandalism, and water or other material entrapped inside the product.

Specific Tire Limitations and Exclusions

- Tire adjustments will be based on the remaining tread depth. Tires worn to 2/32" tread depth or to the treadwear indicator bars are deemed to have served their full useful tread life and are not adjustable for any reason.
- Tires returned for out-of-round or ride disturbance conditions within the first 2/32" of treadwear will be credited for 100% of their value based on the average purchase price for the last six months. Tires returned for out of round beyond the first 2/32" of wear will not be considered for adjustment.
- Tires that do not have a Department of Transportation (DOT) number; tires that fail due to the addition of aftermarket materials (tire fill, sealant, balancer, etc.); tires that have been modified by notching, buffing or cutting; tires returned for

weather/ozone cracking after two (2) years from date of purchase; tires with production dates six (6) years and older.

LIMITED MILEAGE WARRANTY

If within five (5) years from the date of installation, the tire wears evenly across the tread down to the tread wear indicators (2/32nds of an inch of tread remaining) before providing the minimum warranted miles of service as indicated by the vehicle odometer, a credit will be issued toward the purchase of a new tire on a pro-rated basis to the actual mileage received. The mileage received will be based on the current vehicle mileage on the odometer compared to the vehicle mileage at the time of new tire installation, which must be listed on the original tire invoice and the new tire invoice.

Tires which wear out evenly before delivering the warranted mileage will be credited (on a pro-rated basis) only if:

- You are the original purchaser of the tires and you still own the vehicle on which the tires were originally installed. The tires must have only been used on that vehicle.
- The tires have been rotated and inspected by an authorized tire dealer every 5,000 miles, proof of receipt required. Improper or incorrectly performed maintenance or repair that causes damage to the tires may void this warranty.
- Provide pictures of current tread showing that the tire tread is well aligned and evenly worn.
- The original invoices are presented to Horizon Tire Warranty Department, or its authorized tire dealer at the time of mileage warranty claim.

HOW TO GET SERVICE

Horizon Tire will not start processing any claims until all of the following procedures have been completed.

1. Claim on tires purchased through dealers or distributors will be processed through the respective channels. Please contact the original purchase channel before reaching out to Horizon Tire.
2. The dealer/customer must contact the Horizon Tire Warranty Department to receive a Claim Number at claim@horizontire.com
3. Dealer/customer must provide a clear picture of the following receipts:

a. The original tire purchase receipt. The receipt must show the total amount paid and include your name.

b. The service receipt from the original tire installation with the odometer reading at the time of installation.

c. The service receipts for tire rotations performed every 5,000 miles.

4. Dealer/customer must provide clear photos of the tire being claimed of the following:

a. Problem area on the tire. The image should show any visible damage, such as cracks, bulges, punctures, or abnormal wear.

b. Tire Sidewall. This image must clearly show the brand, tire size, and tread name.

c. DOT number, making sure all digits are clearly visible.

d. Tire tread. The photo should clearly show the current tread condition.

e. Tread depth measurement. You may use a tread depth gauge or ruler, but the measurement and its placement on the tire must be clearly visible in the photo.

5. Upon receiving the requested images/documents, the appropriate Horizon Tire Representative will perform the inspection.
6. To obtain mileage proration adjustments, the dealer/customer must provide a receipt of the vehicle odometer reading at the time of the original installation and provide proof of original purchase record for the tires.
7. The Warranty Department staff may request tire(s) to be sent to one of Horizon Tire's Adjustment Centers at our expense for inspection. Shipping instructions along with a Claim Number will be provided.
8. If the tire(s) is adjustable, Horizon Tire Warranty Department staff will notify the dealer/customer and issue a credit. After a credit is issued, the tire will be destroyed by Horizon Tire.
9. If the tire(s) is not adjustable and does not meet the limited mileage requirements, the dealer/customer will receive an email of notification with an explanation. **Postage of the tire return will be billed to the dealer/customer.** If the tire(s) was requested by the dealer/customer to be returned, the non-adjustable tire(s) will be returned at the expense of the dealer/customer. Any tire that the dealer/customer leaves with Horizon Tire will be destroyed without further notice.
10. No credit will be given until all required images/documents related to the claim are received by Horizon Tire Warranty Department and the tire is found to be adjustable.

11. Any form that is illegible or incomplete may be returned to the dealer/customer for completion and may delay the claim process.
12. If you have any questions or need help to fill out the forms, please email Horizon Tire Warranty Department at claim@horizontire.com.

Please be aware that the warranty process may take up to **30 days**. Incomplete or missing documentation or unclear photographs may delay the decision-making process.

PLEASE NOTE

All tires/wheels returned to Horizon Tire for warranty consideration are subject to inspection. Tires that are found not meeting the warranty criteria (not adjustable) will be disposed of at the time of inspection, unless the tires have been previously requested to be returned. All return of tires to the dealer/customer will be processed at the dealer's/customer's expense.

TO ASK QUESTIONS, REQUEST INFORMATION OR FILE A CLAIM

Contact our warranty department staff at claim@horizontire.com. No claim will be processed unless submitted in accordance with our standard claim procedures. All product returns must be accompanied by a Claim Number. Products submitted without prior authorization will not be processed and are subject to freight chargeback.

YOUR RIGHTS UNDER STATE LAW

All implied warranties, including any warranty of merchantability or fitness for a particular purpose, are expressly limited to the duration of this Standard Limited Warranty. All obligations or liabilities for indirect, incidental or consequential damages are hereby excluded to the extent permitted by law, including economic loss, loss of profit, loss of use of vehicle, loss of time, inconvenience, personal injury or death. Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusions may not apply. This Standard Limited Warranty gives the customer legal rights that may vary from state/province to state/province. This Standard Limited Warranty, and the Standard Limited Mileage Warranty is the only express warranties applicable to items sold by Horizon Tire, and supersede the terms of any previous warranty.