



LIMITED WARRANTY & ADJUSTMENT POLICY

LIMITED WARRANTY*

Eligibility

- Purchased as replacement tires only
- Tires used on vehicle originally installed
- Owner of General Tire brand passenger, LT or special temporary spare tires

Not Covered

- Repairable punctures per USTMA guidelines
- Commercial applications
- Damage resulting from improper maintenance or operation
- Damage resulting from vehicle mechanical problems
- Any ride/vibration condition after the first 2/32nds of an inch (1.6 mm) of tread remaining or 12 months of service, whichever comes first
- Wear due to improper vehicle alignment
- Original Equipment Tires

Coverage

All Passenger General Tires

- Free replacement during 12 months from date of purchase OR first 2/32nds of an inch (1.6 mm) of tread remaining (whichever comes first - mounting and balancing included)
- Pro-rated after free replacement period up to 72 months from date of purchase or wear-out (whichever comes first - mounting and balancing NOT included)

Customer Responsibility

- Responsible for all applicable taxes and local tire disposal fees
- Must have invoice with date of purchase (DOT date of manufacture will be used if invoice not available)

CUSTOMER SATISFACTION TRIAL*

(45-DAY TRIAL PERIOD)

Eligibility

- Purchased as replacement tires only
- Tires used on vehicle originally installed
- Original Purchaser of a set of four (4) General Tire brand products

Not Covered

- Repairable punctures per USTMA guidelines
- Commercial applications
- Damage resulting from improper maintenance or operation
- Damage resulting from vehicle mechanical problems
- Improper mounting or demounting
- Alterations

Coverage

- Within 45 days from date of purchase return and exchange all or any one for any reason except for service related conditions
- Tires must be replaced with Continental or General Tire products
- If you are not satisfied, exchange one or more tires, or the full set, for another set of General Tire brand tires of equal or lesser value
- If exchanged for higher priced tire, customer pays the difference

Customer Responsibility

- Pays for valve stems if required
- Responsible for all applicable taxes

*Restrictions and limitations apply. See Shield+ Advantage Plan brochure for complete coverage details at <https://generaltire.com/warranty>.

MILEAGE WARRANTY*

(LIMITED TREAD WEAR-OUT COVERAGE)

Eligibility

- Purchased as replacement tires only
- Tires used on vehicle originally installed

Products

G-MAX AS⁹⁷

- 50,000 miles

AltIMAX RT⁴⁵

- 75,000 miles (T & H)
- 65,000 miles (V)

AltIMAX 365 AW

- 60,000 Miles

Grabber H/T

- 70,000 miles (Includes all Metric sizes with a speed rating of H and above)
- 65,000 miles (V)
- 50,000 miles (includes all LT sizes)

Grabber HTS⁶⁰

- 65,000 miles (S & T)
- 50,000 miles (Includes all Metric sizes with a speed rating of H and above and all LT sizes)

Grabber APT

- 60,000 miles

Grabber A/T*

- 60,000 miles (excludes LT-metric and flotation sizes)
- 50,000 miles (includes all LT-metric and flotation sizes)

Not Covered

- Repairable punctures per USTMA guidelines
- Commercial applications
- Damage resulting from improper maintenance or operation
- Damage resulting from vehicle mechanical problems
- Tires not rotated every 6,000 - 8,000 miles
- Tires in service more than 72 months

Coverage

- Pro-rated replacement for wearout during mileage coverage OR 72 months of service (whichever comes first)
- Mounting and balancing NOT included
- Pro-rated price = (mileage received/mileage covered) x dealer selling price = customer price
- Mileage Warranty for the rear axle of split fitments will be 50% of the standard tread wearout coverage

Customer Responsibility

- Must have original, up-to-date copy of the Tread Wearout Coverage Rotation Schedule (printed in Limited Warranty Brochure) showing rotation intervals and odometer reading at installation and wear-out
- Must have original purchase invoice with date of purchase
- Pays for mounting, balancing, and all applicable taxes and local tire disposal fees

ROAD HAZARD COVERAGE*

Eligibility

- Purchased as replacement tires only
- Original purchaser
- Used on the vehicle originally installed

Products

- All General Tire brand tires

Coverage

- Free comparable replacement tire during the first 12 months, OR 2/32nds of treadwear (whichever comes first)

Not Covered

- Commercial applications
- Improper repair
- Damage resulting from improper maintenance or operation
- Damage resulting from vehicle mechanical problems
- Damage resulting from misuse and abusive driving
- Alterations
- Improper mounting or demounting

Customer Responsibility

- Return to the place of purchase or to an authorized General Tire dealer
- Present the tire(s)
- Present original sales receipt showing the date of purchase
 - If unavailable, DOT tire identification number and date of manufacture will be used
- Replace within the same brand, invoice required

Attention authorized dealers, include the following with the claim submission

- Eligible tire(s)
- Original purchase invoice
- Proof-of-purchase showing the purchase of another General Tire brand tire(s)
- The reason for removal

FOR MORE INFORMATION

For more limited warranty and adjustment policy and safety and maintenance information we encourage you to visit our website at www.GeneralTire.com (customer care link).

For additional safety and maintenance information, please also visit the U.S. Tire Manufacturers Association (USTMA) website at www.ustires.org.

To order physical copies of our warranty brochures please login to the ContiLink (www.ContiLink.com) or ContiCarLink (www.ContiCarLink.com) to access the Dealer Marketing Suite.

Inside Sales: 1-800-321-7575

Consumer Relations: 1-800-847-3349