

# Horizon Tire

## 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. See ([Standard Limited Warranty](#)) for standard warranty details. This Standard Limited Mileage Warranty only applies to selected new Passenger & Light Truck tire lines listed below:

Brand	Tread Pattern	Mileage Warranty
Crossmax	CT-1	60,000 miles
Crossmax	CHTS-1	60,000 miles
Crossmax	AT-1	50,000 miles
Supermax	UHP-1	45,000 miles
Supermax	HT-1	45,000 miles
Waterfall	Eco Dynamic	45,000 miles
Waterfall	Terra-X H/T	45,000 miles

### 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 any authorized tire dealer every 5,000 miles, and the mounting and rotation service records have been fully completed and signed by the service provider (the form is available at [[mounting and rotation form](#)]). 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 completed service record form, tire installation information form, and the original invoices are presented to Horizon Tire, or its authorized tire dealer at the time of mileage warranty claim. These forms can be found on our website at [www.horizontire.com](http://www.horizontire.com).

## 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 6 digit Claim Number
  - a. [claim@horizontire.com](mailto:claim@horizontire.com)
  - b. 626-214-5819
3. The dealer/customer must completely fill out the Warranty Claim Form provided by Horizon Tire.
4. To obtain mileage proration adjustments, the dealer/customer must complete the [Tire Installation Form](#) that provides the vehicle odometer reading at the time of the original installation, and provide proof of original purchase record for the tires.
5. Dealer/customer must obtain proof that the tires have been rotated every 5,000 miles and complete and sign Horizon Tire's [Mounting and Rotation Service Record \(For Mileage Warranty\) Form](#)
6. 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.
7. The dealer/customer must send the completed claim form along with all other documents for the mileage warranty with tires to the Adjustment Center.

8. Upon receipt of documents and tires, the appropriate Horizon Tire Representative will perform the inspection.
9. 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.
10. 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.
11. No credit will be given until a completed warranty claim form and all documents related to the claim are received by Horizon Tire and the tire is found to be adjustable.
12. Any form that is illegible or incomplete may be returned to the dealer/customer for completion and may delay the claim process.
13. If you have any questions or need help to fill out the forms, please call Horizon Tire Warranty Department 626-214-5819 or email us at [claim@horizontire.com](mailto:claim@horizontire.com).

#### **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 626-214-5819 or via email at [claim@horizontire.com](mailto:claim@horizontire.com). No claim will be processed unless submitted in accordance with our standard claim procedures. Claim forms and all warranty related forms can be found on our website [www.horizontire.com](http://www.horizontire.com). All product returns must be accompanied by a 6 digit 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.