
QUATTRO TIRES – ROAD HAZARD WARRANTY POLICY

The Road Hazard Warranty Policy (hereinafter referred to as the “Warranty” or the “Policy”) is offered with the purchase of a set of four (4) eligible new tires from selected manufacturers purchased from 9215-0770 Québec Inc. (Quattro tires), hereinafter referred to as “Quattro tires”. This Warranty is valid for purchases made on or after June 1, 2026, and is limited to one (1) claim only.

Eligible tires:

The Warranty applies to new tires from the following selected brands:

Kumho, Bridgestone, Firestone, Continental, General Tire, Gislaved, Hankook, Toyo, Yokohama, Michelin, BFGoodrich, Uniroyal, GT Radial, Goodyear, Dunlop, Pirelli and Momo

Warranty period and applicable terms:

The Warranty applies based on the original purchase date and remains valid according to the following time and tread wear limits:

During the first year following the purchase date:

Warranty is provided for one hundred percent (100%) of the original tire value, up to the maximum claim amount allowed, provided the following conditions are met:

- A period of twelve (12) months following the purchase date; OR
- Until the tire reaches 2/32” (1.6 mm) of tread wear*, whichever occurs first.

**If tread wear exceeds 2/32” during Year 1, warranty will be prorated according to the terms applicable to Year 2.*

During the second year following the purchase date:

Warranty is provided for fifty percent (50%) of the original tire value, up to the maximum claim amount allowed, provided the following conditions are met:

- A period of twenty-four (24) months following the purchase date; OR
- Until the tire reaches 4/32” (3.2 mm) of tread wear*, whichever occurs first.

**The warranty amount will be calculated based on the tire value shown on the original invoice and shall not exceed the applicable warranty percentage or the maximum claim amount allowed, whichever limit is reached first.*

Once a claim has been approved, the warranty ends immediately.

Limits & conditions:

- During the first year following the purchase date, no installation, studding, loss of use, delivery, or towing fees will be reimbursed. Only the tire price, including applicable taxes (*excluding environmental fees*), is eligible for reimbursement, up to one hundred percent (100%) of a maximum amount of four hundred dollars (\$400 CAD), taxes included, where applicable.
- During the second year following the purchase date, no installation, studding, loss of use, delivery, or towing fees will be reimbursed. Only the tire price, including applicable taxes (*excluding environmental fees*), is eligible for reimbursement, up to fifty percent (50%) of a maximum amount of four hundred dollars (\$400 CAD), taxes included, for a maximum reimbursement of two hundred dollars (\$200 CAD), where applicable.
- When a tire sustains damage caused by a road hazard (as described above), you must contact Quattro tires at 1-844-778-2887 to open a claim file.
- You are responsible for the cost of the repair or the purchase of a replacement tire. Reimbursement may be issued for the repair or replacement, up to the value of the tire shown on the original invoice, according to the terms previously approved by Quattro tires.
- Under no circumstances shall the reimbursement amount exceed the cost of the tire listed on the original invoice.
- The warranty is valid only with the purchase of a set of four (4) tires and may only be used once (1), for one (1) tire only. Once a claim has been approved and processed in connection with an invoice, the Warranty ends immediately.

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- Quattro tires reserves the right to refuse any claim deemed non-compliant with the present terms and conditions.

Definition of “Road Hazard” damage:

“Road Hazard” damage refers to any unexpected damage resulting from normal driving conditions that renders the tire unusable. This includes, but is not limited to, punctures, cuts, abrasions, or impacts. The most common causes include nails, glass shards, and potholes.

Procedure to obtain service and/or submit a claim:

To open a claim file, you must contact Quattro tires Customer Service at 1-844-778-2887 **before proceeding with any tire repair or replacement.**

When opening your claim, you will be required to provide the necessary information, including your original invoice, tread depth measurements, and details regarding the damage. Supporting documentation may also be required.

Once the claim file has been opened, a representative will guide you through the next steps. Depending on the situation, you may:

- be referred to an affiliated garage; OR
- be authorized to visit a mechanical service center in your area.

In certain cases, prior authorization may be required before any repair or replacement is performed.

You will be responsible for the initial costs related to the repair or replacement of the tire. Any applicable reimbursement will be issued afterward, in accordance with the terms of this Policy.

Quattro tires may, in certain cases, require the damaged tire to be returned for inspection purposes. If applicable, instructions will be provided by the representative handling your claim.

Failure to follow the procedure described above may result in the denial of your claim.

Tire repair:

If an eligible tire covered under the Warranty is damaged but repairable, it may be repaired at a garage. The cost of the repair will be reimbursed; however, reimbursement is strictly limited to the tire repair and shall not exceed thirty dollars (\$30 CAD), taxes included.

Any other related costs arising from the repair, including but not limited to alignment, installation, towing, balancing, or similar services, are not covered under this Warranty.

Tire replacement:

If an eligible tire covered under the Warranty is damaged and deemed non-repairable, it must be replaced with an identical tire or, in the event of unavailability, a reimbursement will be issued. A representative may also assist you in selecting a similar product.

You must first purchase the replacement tire. Following its installation, Quattro tires may, in certain cases, require the return of the damaged tire for inspection purposes. The representative handling your claim will confirm whether the return is required or if you may dispose of the tire.

Once the tire is confirmed as eligible and compliant with the terms and conditions of this warranty, reimbursement will be issued up to the value of the tire shown on the original invoice, including applicable taxes, as outlined in this Policy (see the “**Limits & conditions**” section for applicable reimbursement amounts).



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No delivery, installation, or other related fees, including but not limited to alignment, balancing, or towing, are covered under this Warranty and will not be reimbursed by Quattro tires.

Our obligations:

Quattro tires undertakes to review all submitted claims in accordance with the terms and conditions set out in this *Road Hazard Warranty Policy* and to process claims within a reasonable timeframe following receipt of all required information as outlined in the claim procedure.

As part of a claim review, Quattro tires may request additional documentation, require the return of the damaged tire for inspection purposes, and verify the eligibility of the claim.

Where a claim is deemed eligible, any applicable reimbursement will be issued in accordance with the terms, limits, and exclusions set out in this Policy.

Quattro tires cannot guarantee the availability of an identical replacement product or a specific timeframe for processing or reimbursement, and shall not be held responsible for any unavailability of products or delays caused by its suppliers or the tire manufacturers referenced in this Policy.

If no identical or equivalent product is available, a reimbursement will be issued in accordance with the terms of this Policy.

Your responsibilities:

1. You are required to regularly maintain your tires, including checking tire air pressure and maintaining it according to the vehicle manufacturer's specifications, without exceeding the maximum pressure indicated on the tire sidewall or the recommendations found in your vehicle owner's manual.
2. You must use the tire in a reasonable manner and must not exceed the maximum load capacity for which the tire is rated.
3. You are responsible for ensuring that the tires purchased are compatible and appropriate for your vehicle. Quattro tires is not responsible for any purchase of incompatible tires. You must refer to your vehicle manufacturer's owner's manual to determine the appropriate tire specifications. Any claim under this Policy involving an incompatible tire installed on a vehicle will be denied without exception.
4. You must contact Quattro tires prior to any tire repair or replacement resulting from road hazard damage in order to open a claim file (see the Claim Procedure section).
5. You must provide all required evidence, including photos, invoices, or any other necessary information requested by the claims representative. Any refusal, failure, or negligence to provide the required documentation or information may result in the closure of your claim file.
6. You must be prepared to cover any upfront costs required by Quattro tires for the repair or replacement process prior to reimbursement, should your claim be approved.



What you must do if an eligible tire is damaged:

1. If one (1) tire from your set of four (4) tires is damaged due to a road hazard, you must contact Quattro tires at 1-844-778-2887 to open a claim file and receive the necessary instructions.
2. If the tire is deemed repairable, you may be required to visit an affiliated garage or an approved mechanical service center to complete the repair, in accordance with the "Tire Repair" section of this Policy.
3. If the tire is deemed non-repairable, you must proceed with the purchase of a replacement tire in accordance with Quattro tires' conditions, for a tire identical to the one damaged. You may complete this purchase with one of our representatives when opening your claim file. **Prior authorization from Quattro tires is required before any replacement is made.**

If the damaged tire is no longer available and no equivalent product can be offered, a reimbursement up to the maximum amount provided under this Policy will be issued. A representative may also assist you in selecting a similar product.

4. You must cover the cost of any repair or replacement at the time of service. A reimbursement will then be issued, up to the amount specified in the "Tire Replacement" section, in accordance with the applicable terms.
5. In the case of a replacement, Quattro tires may, in certain situations, require the return of the damaged tire for inspection purposes. Once the tire is deemed eligible and compliant with the warranty conditions, a reimbursement corresponding to the tire price shown on the original invoice, including applicable taxes, will be issued. No other related fees will be reimbursed.

Warranty exclusions:

The following are not covered and/or will not be reimbursed under the "Road Hazard" warranty.

**No fees or amounts listed below will be reimbursed under any circumstances.*

**If any of the conditions listed below are met, your claim will be denied and no reimbursement will be issued.*

1. If the tire shows uneven wear or exceeds the permitted tread depth:
 - a. 2/32" (1.6 mm) during the first year following the purchase date
 - b. 4/32" (3.2 mm) during the second year following the purchase date
2. If the purchase date exceeds:
 - a. 12 months for 100% of the warranty
 - b. 24 months for 50% of the warranty
3. If the tire was damaged during mounting and/or dismounting.
4. If the road hazard occurred outside of Canada.
5. If the tires were installed on multiple vehicles.
6. If a replacement was made prior to opening a claim file.
7. If the claim is submitted by anyone other than the original purchaser (name shown on the original invoice).
8. If the claim relates to **an invoice that does not include four (4) selected-brand tires.**
9. If a claim has already been made in relation to the invoice (**limit of one claim, one (1) tire per set of four eligible tires**).
10. If one or more repairs were performed on the tire by an unqualified third party or not in accordance with industry standards.
11. Any cosmetic damage that does not affect the safety and/or structural integrity of the tire.
12. Any damage caused by mechanical failure (including but not limited to suspension failure resulting in tire damage, or any damage not related to road use but to the mechanical condition of the vehicle).
13. Any damage caused by rubbing against the vehicle, such as contact with fenders or other components on a lowered vehicle.
14. Any damage caused by lack of maintenance, including but not limited to improper air pressure, or improper use of the product such as overloading, aggressive/sport driving, tire spinning, etc.
15. Any off-road use damage*
**Including, but not limited to, fully off-road driving or unmaintained gravel roads (such as roads leading to cottages, hunting camps, etc.).*
16. Any damage caused by factors other than a road hazard, including but not limited to vandalism, fire, and/or criminal acts.
17. If the installed tire does not meet the vehicle requirements, such as incorrect load rating and/or speed rating, incorrect size, or any non-compatible specification.
18. If the tire was used for competitive purposes, including but not limited to racing or any motorsport activity.
19. If the tire is installed on a commercial-use vehicle, including but not limited to taxis, delivery vehicles, buses, cube trucks, snow removal trucks, police vehicles, ambulances, hearses, trailers, or any vehicle used for commercial or service purposes.
20. Damage or leaks caused by the valve, whether standard or TPMS (including all related TPMS components). No replacement or recalibration will be covered.
21. **No garage fees, delivery fees, environmental fees, loss of use, missed work, towing, storage, traffic tickets, or any other related costs will be covered, except for the tire cost shown on the original invoice.**
22. **No reimbursement will be made for loss of profit and/or time resulting from a vehicle being rendered inoperable due to damage and/or a claim.**

Additional information:

1. Quattro tires reserves the right to refuse or cancel any claim containing false, misleading, or incomplete information, including but not limited to the condition of the tire, invoices, photos, or any other submitted documents, as well as any claim involving falsified or incorrect documentation, or where the claimant cannot be clearly identified as the original purchaser.
2. If the returned tire does not meet tread wear criteria or any other applicable conditions upon inspection, the claim may be denied and no reimbursement will be issued.
3. Tire eligibility is determined in accordance with the criteria set out in this Policy. *Warranty is strictly limited to one (1) tire and one (1) claim per purchase of a set of four (4) eligible tires, without exception.*
4. Quattro tires assumes no responsibility for any direct or indirect damages affecting the vehicle, including but not limited to loss of use or any material, bodily, or moral damages.

Warranty transfer:

This Warranty is offered exclusively to the original purchaser of the eligible tires and remains valid solely for that individual. It is non-transferable under any circumstances, including in the event of a change of vehicle ownership during the warranty period, and cannot be applied to any other tire or third party. The Warranty does not apply if the tire(s) are sold to any party other than the original purchaser.

Warranty modification:

Quattro tires reserves the right to modify, suspend, or terminate this Warranty at any time without prior notice. Customers are advised to contact Quattro tires Customer Service to confirm the applicability of this Warranty before submitting a claim.

Official version:

The French version of the *Road Hazard Warranty Policy* prevails over the English version for purposes of interpretation. The English version is only a translation.