



## TireGard

# Service Department Guidelines And Claim Procedures:

1. Verify that vehicle presented for repair is the vehicle described in the Tire & Wheel Guarantee registration page (match VIN)
2. Verify Contract Holders name on Tire & Wheel Guarantee registration page
3. Verify that the Tire & Wheel Guarantee is in force and has not expired by time or mileage.
4. Verify that the tires and or wheels are within OEM specifications for that vehicle.
5. Verify that damaged tire has at least 3/32" in tread depth at the lowest point on the tire.
6. Call the administrator at **888-565-2580** and report the claim prior to completing the repair or replacement and obtain an authorization number. **[Claims adjusters available 24/7-365]**
7. Fax a completed repair order with an explanation of the failure, tread depth, parts and labor, and customer signature to **817-552-4198**.
8. The claim will be processed within an hour, and CareGard Warranty Services, Inc. will call the repair facility with a credit card authorization. **[Claims processors available 8-6 Central time, M-F]**
9. Tire & Wheel Claim Reimbursement parameters;  
Tire replacement claims paid at dealer cost plus 10%  
Tire Repair (including mount/balance) not to exceed \$40  
Wheel replacement claims paid at dealer cost plus 20%  
Mount/Balance not to exceed \$35 (run flats not to exceed \$50)