



# TUFF HAUL WARRANTY PROGRAM



**THE BUILT  
TO LAST  
WARRANTY**

TUFF HAUL

**TRUCK & BUS RADIAL TIRES**



# TUFF HAUL WARRANTY PROGRAM

## WHO IS ELIGIBLE FOR WARRANTY COVERAGE?

You are covered by the terms of this Limited Warranty if you meet the following conditions:

1. You are the original owner, or the original owner's authorized agent, of new Armstrong truck tires bearing a prescribed DOT (Department of Transportation) tire identification number.
2. The size, load index, and speed rating is equivalent or greater than that specified by the vehicle manufacturer.
3. The tire was used only on the vehicle on which it was originally installed.
4. The tire was purchased on or after January 1, 2015 (proof of purchase required).

This warranty applies only to consumers actually purchasing and using the tires in all of North America, limited to the 48 contiguous states, the District of Columbia, the non-contiguous states of Hawaii and Alaska, and Canada.

## WHAT IS COVERED UNDER LIMITED WARRANTY AND FOR HOW LONG?

### A. FREE TIRE REPLACEMENT:

Under Armstrong's Limited Warranty conditions, any eligible tire that becomes unserviceable due to a covered warranty condition during the **first 2/32" of treadwear, or within twelve (12) months** from date of purchase (proof of purchase required), whichever comes first, will be replaced with a comparable Armstrong tire free of charge. In addition, Armstrong will reimburse the cost of mounting and balancing for up to a maximum of \$16.00 per tire. You will be responsible for any additional taxes or fees. The defective Armstrong tire must be replaced by an authorized Armstrong dealer only.

### B. PRO-RATED TIRE REPLACEMENT:

After the free replacement term expires, Armstrong's Limited Warranty covers any eligible tire that becomes unserviceable due to any reason within the manufacturer's control within **seven (7) years** from the date of manufacture, supplied directly from Armstrong and its authorized channels. Conditions of each claim are as follows:

1. Only damages that are due to defects in material and workmanship will be accepted.
2. Upon inspection, the final decision will be made by our representatives or persons authorized by us.
3. The amount to be compensated will be calculated on a prorated basis. You are responsible for mounting, balancing, or any other service charges, as well as any taxes and government-mandated charges.

## HOW WILL REPLACEMENT VALUE BE CALCULATED?

$$\text{Adjustment Percentage} = \frac{(\text{Remaining Tread Depth})}{(\text{Original Tread Depth})} \times 100$$

## WHAT IS NOT COVERED UNDER THE TUFF HAUL WARRANTY?

1. Tire damage due to:
  - a. Road hazards, including, but not limited to: cuts, punctures, snags, and bruises, or impact damages caused by potholes, curbs, spins, stone drills or other objects on the road.
  - b. Improper use or operation, including, but not limited to: over inflation, overloading, contamination or degradation by petroleum products or other chemicals, tire chain damage, use for racing or competitions, excessive off-road use, or willful damage or abuse.
  - c. Improper or insufficient maintenance, including, but not limited to: misalignment, wheel imbalance, defective brakes or shock absorbers, improper mounting or demounting, or other vehicle conditions.
2. Tires that are:
  - a. Used beyond the original tread life, i.e. the wear indicators are exposed.
  - b. Sold as "Defective Appearance" ("DA") Tires.
  - c. Branded "Blemished", or "Non-Adjustable."
  - d. Installed on any other vehicle other than the vehicle of original installation.
  - e. Acquired as used tires.
3. Ride disturbances that occur after the first 2/32" of treadwear.
4. Ozone or weather cracking on tires purchased over four (4) years from date of purchase. Proof of purchase is required. Without proof of purchase, date of manufacture will be used to determine eligibility.
5. Tire alteration of any manner, including, but not limited to: siping, buffing, stud pin holes, re-grooving, or additives.
6. Any other damage caused by user's actions or omissions not in conformity with vehicle manufacturer's specifications or instructions.

**DISCLAIMER:** ARMSTRONG TIRES DISCLAIMS ANY LIABILITY TO THE BUYER FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, LOST PROFIT, LOSS OF TIME, LOSS OF BUSINESS, LOSS OF GOODWILL OR REPUTATION, PUNITIVE OR OTHER DAMAGE, COST (INCLUDING FOR REPLACEMENT TRANSPORTATION), EXPENSE OR LOSS OF ANY KIND. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

### ARMSTRONG CASING ALLOWANCE

If an Armstrong TBR tire becomes unserviceable or unusable for any reason within the manufacturer's control and cannot be recapped within **seven (7) years** from the date of manufacture, or through **two (2) retreads** of service, whichever comes first, the following casing allowance will be applied:

1ST RETREAD: \$100 2ND RETREAD: \$75	1ST RETREAD: \$40 2ND RETREAD: \$25
11R22.5	215/75R17.5
11R24.5	235/75R17.5
12R24.5	225/70R19.5
295/75R22.5	245/70R19.5
285/75R24.5	245/75R22.5
315/80R22.5	265/75R22.5
385/65R22.5	255/70R22.5
425/65R22.5	

### EXCLUSIONS FOR CASING WARRANTY:

1. Casings that cannot be retreaded due to excessive tread wear.
2. Failures resulting from incorrect retread material or processing.

### HOW TO FILE A CLAIM

To claim an adjustment, you must first complete a 'Claim Adjustment Form' with the required details, which can be requested via email at [claims@zafco.com](mailto:claims@zafco.com) with the subject 'Claim Adjustment Form Request'. Each claim must be supported by three (3) medium resolution pictures per tire of the following:

1. Serial and DOT number, labeled as 1-1.
2. Damaged portion, labeled as 1-2.
3. Complete tire with the tread portion clearly visible, named 1-3; and so forth.

The completed 'Claim Adjustment Form', together with the pictures, must be emailed to [claims@zafco.com](mailto:claims@zafco.com). The DOT and serial number cut-outs of adjusted claims must be mailed to us at the following address:

ZAFCO International  
 Attn: Armstrong Tires Technical Department  
 6745 NW 36th Street,  
 Suite 260  
 Miami, FL 33166  
 United States

All claims will be settled within thirty (30) working days upon receipt of full details using the instructions stated above.

### LEGAL RIGHTS

This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

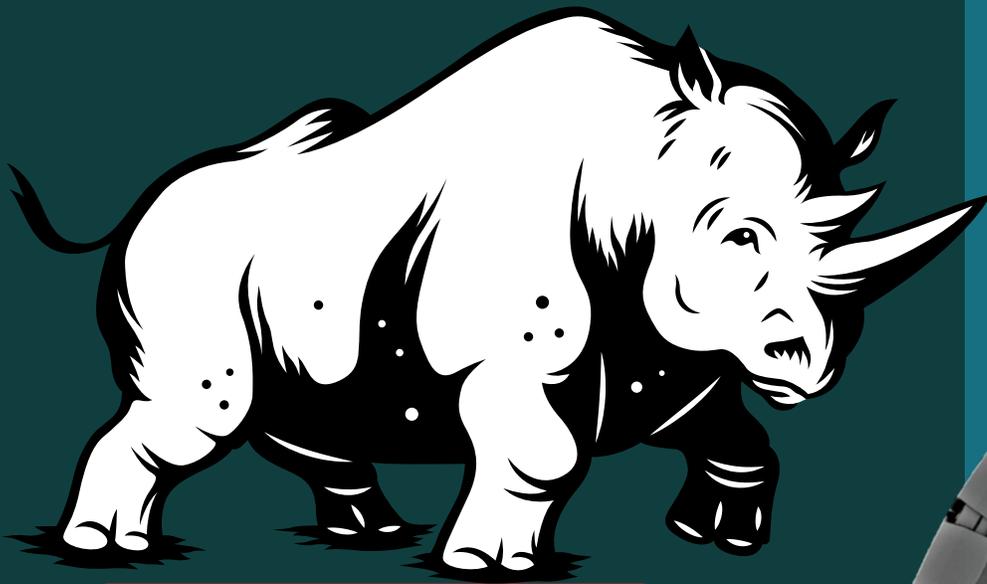
**DISCLAIMER:** THIS WARRANTY IS IN LIEU OF, AND ARMSTRONG TIRES HEREBY DISCLAIMS, ANY AND ALL OTHER WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, AND NO OTHER WARRANTY OR REPRESENTATION OF ANY KIND IS MADE BY ARMSTRONG TIRES OR SHALL BE IMPLIED BY LAW.

### SAFETY WARNING

At Armstrong Tires, we make your safety our top priority. It is essential for you to ensure proper use and maintenance of your tires to avoid any serious injury. Here are some safety tips we recommend to mitigate your risk of tire failure:

1. Tires should be regularly inspected by a qualified tire professional for any signs of damage.
2. Proper recapping procedures should be followed. The correct pull point for recapping is essential for prolonged tire life without jeopardizing casing damage and retreadability. We strongly recommend 4/32" to 6/32" as the pull point for proper recapping.
3. Tires should be mounted only by trained professionals. Follow all instructions in the vehicle owner's manual or tire placard in vehicle to avoid under-inflation, overloading and misapplication.
4. Use approved rims and wheels only.
5. We recommend replacing any tires that are beyond ten (10) years from their date of manufacture. If your vehicle manufacturer has specific recommendations for tire replacement, you should follow the specific recommendations for that vehicle.
6. Always avoid purchasing used tires. Previous usage may have damaged internal components that may lead to tire failure.
7. We recommend routine air pressure checks as per your vehicle manufacturer's specifications.

Any tire, no matter how well constructed, may fail in use as a result of damage or misuse. If you experience any vibrations or ride disturbances, or notice a bulge, bump, or any kind of irregularities, we recommend having your tires evaluated by a qualified tire servicer immediately.



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