

## New Tire Claims Email Reply Sample

Dear customer,

Thank you for choosing **Travelstar** Tire!

In order to provide you with the best warranty service, we will need the following information to start the claim process:

- Thoroughly describe the tire issue encountered.
- Original tire purchase invoice/receipt, complete with tire description, mileage, and the date the tire(s) were installed.
- Rotation Service Record.
- Copies of rotation receipts.
- Any written document by autoshop that indicates the cause of tire defect.
- Remaining tread depth in numerical number, referential size is not accepted.
- Pictures of tires (full DOTS, tread wear, sidewall)

Once we receive the collection of information, we will forward your claim to the tire manufacturer.

Please let me know if you have any questions about the process.

We appreciate your business and patience.

Kind regards,

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- It's rare to see all four tires defective at the same time; We need paper evidence of which tire is identified as defective from a tire shop which able to perform a road-force-balance test. Please send us the store documents stating which tire has a manufacturer defective issue or out-of-round issue with abnormal road-force-balance test data. For the tire stated defective that you would like to claim, please give us the full DOT and the Serial number.

- Once all is approved from our side, we will need a picture of the tires being destroyed (drill a hole to the DOT) or returned back to us.

- Then, you could choose either a tire replacement or a reimbursement. Please note that the warranty states that limited warranty exclusions does not apply to the cost of mounting, balancing and other associated services along with any local, state or federal taxes. The invoice image you showed includes mounting cost, and taxes that would not be part of the reimbursement.

Travelstar: manufacture + Road Hazard

Travelstar: Manufacture only