



Mickey Thompson Warranty Process

Thank you for your support of this customer and our process. Once you or your customer's warranty claim has been approved, the RGA form can be submitted for credit.

The RGA form must be filled out completely to be processed (example below).

Please Note: All returns need to have an M/T approval number to receive credit. If you do not have an approval number, you may not receive credit.

Please be sure to include the following information:

- Your billing or company's information if applicable.
- The full part number for each individual tire.
- The full DOT number for each individual tire.
- The average tread depth for each individual tire.
- The reason for return for each individual tire.
- If you have a PO or reference number you want added to the RGA, you can attach that to the comments, or the subject line in the email.
- For any questions on warranty call 1-800-222-9092 and hit the warranty prompt.

Once the RGA form has been completed, you can email the form and any other applicable information to returns@mickeythompson.com. The form will be processed typically within a business week, and the RGA number will be returned via email.

The tires may be returned collect via ABF Freight to our Stow warehouse at the address below. We recommend 500lbs at a time or more. Freight returns cost will be at Mickey Thompson's expense. We may also do a field destroy upon approval from M/T. Please wait until the RGA and email are returned re: shipping, etc.

Mickey Thompson Tire & Wheels
4651 Prosper Drive
Stow, Ohio 44224

Most credits will be processed within 10 business days after receiving the returned freight.

With any questions or concerns, please contact **Mark Wagoner** at **330-928-9092 ext. 3159**, or email returns@mickeythompson tires.com.

Mickey Thompson Performance Tires & Wheels Contact: Returns Phone: 330-928-9092, Fax: 330-928-0503, Email: returns@mickeythompson tires.com														
Adjustment Claim Form Ship to: 4651 Prosper Dr. Stow, Ohio 44224														
RGA# <input style="width:100%;" type="text"/>						Issue Date: <input style="width:100%;" type="text"/>								
Store # <input style="width:100%;" type="text"/>				Contact Name: <input style="width:100%;" type="text"/>										
Business Name: <input style="width:100%;" type="text"/>				Phone: <input style="width:100%;" type="text"/>										
Address: <input style="width:100%;" type="text"/>				Fax: <input style="width:100%;" type="text"/>										
City: <input style="width:100%;" type="text"/>				Email: <input style="width:100%;" type="text"/>										
State, Zip: <input style="width:100%;" type="text"/>														
Mickey Thompson Part #	Size	Enter DOT #										Tread 32nds	Reason Returned	Internal Use Only
1														
2														
3														
4														
5														
6														
7														
8														
9														
10														
11														
12														
Please Enter Additional Comments or Information in the Box Below													Return Codes	
													1	Out of Round / Ride Disturbance
													2	Cracking Tread
													3	Finish
													4	Separation
													5	Leaking
													6	Cracking sidewall
													7	Cracking (wheels)
													8	Bent, Scratch (wheels)
													9	Balance
													10	Other (Explain)
IMPORTANT INFORMATION														
1 In order to ensure proper credit, PLEASE fill out form completely (below dark line, starting with Store #).														
2 E-mail or fax the completed form to the contact above in order to receive an RGA number														
3 Adjustment shipments of 500 lbs or more are to be shipped FREIGHT COLLECT and classified per the FREIGHT CLASSES listed on the RIP Center map														
4 Ship adjustment tires, tubes, and wheels to the REGIONAL INSPECTION POINT (RIP) specified on the RIP Center map in your dealer adjustment procedures manual														
5 A copy of this form MUST be attached with the return and the RGA # MUST be on the bill of lading (don't ship until RGA is confirmed)														
6 PLEASE contact the appropriate REGIONAL INSPECTION POINT to schedule a DELIVERY APPOINTMENT														
7 FAILURE to schedule a DELIVERY APPOINTMENT could result in refusal of your delivery														