TIREBUYER.COM 24-MONTH ROAD HAZARD COVERAGE PROGRAM

THIS PROGRAM IS PROVIDED FREE OF CHARGE WITH YOUR ELIGIBLE TIRE PURCHASE. YOU ARE NOT REQUIRED TO PURCHASE THIS PROGRAM AS A CONDITION TO THE PURCHASE OF ANY PRODUCT OR AS A CONDITION TO THE EXTENSION OF CREDIT.

WHEN CALLING FOR ROADSIDE ASSISTANCE, BE PREPARED TO PROVIDE YOUR TIRE BUYER ORDER NUMBER AND THE VEHICLE YEAR/MAKE/MODEL TIED TO YOUR TIRE PURCHASE.

TO SUBMIT A ROAD HAZARD CLAIM, YOU MUST GO TO A TIRE PROS DEALER OR TO A TIREBUYER.COM INSTALLER AND MUST PRESENT YOUR ORIGINAL INVOICE.

This Tire Assistance Program (“Program”) is included with eligible new tires purchased from TireBuyer.com. Urgent.ly Inc. (“Urgent.ly”) provides emergency roadside assistance services. Sonsio Management, Inc. (“Sonsio”) serves as the Road Hazard Administrator (“Administrator”).

TERM OF COVERAGE: This Program covers Eligible Tires for a term of 24 months from the date on your Original Invoice for the tires, or until any part of the tire tread that comes in contact with the road has a tread depth of 2/32” or less, whichever occurs first (“Coverage Term”).

WHAT TIRES ARE ELIGIBLE: The benefits of this Program are available only for passenger and light-duty truck tires (i) purchased by you, the Customer, from TireBuyer.com and (ii) that are listed clearly by tire brand, type, size and part/SKU on the purchase invoice (“Original Invoice”) for the tires, and (iii) for which Program coverage and Road Hazard Registration Numbers are clearly noted on the Original Invoice (“Eligible Tires”). Not all tires sold at TireBuyer.com are eligible for the Program.

WHAT ARE THE BENEFITS? This Program provides roadside flat tire changing service, or related tow up to 10 miles, once during the Coverage Term per Original Invoice, This Program also provides reimbursement as defined below for flat tire repair and/or tire replacement, up to the original purchase price of the tire or the replacement tire price, whichever is less, not to exceed a maximum of $425.00 (“Benefit Limit”) during the Coverage Term, when an Eligible Tire is damaged by a road hazard.

WHAT IS ROAD HAZARD DAMAGE? Road hazard damage occurs when a tire fails as a result of a puncture, bruise, or impact break incurred during the course of normal driving on a road maintained by state or local authority. Nails, glass and potholes are the most common examples of road hazards.

WHAT ARE THE LIMITATIONS?

- Your original purchase invoice must include the following:
  - Your full name and address
  - The brand, type, and size and part/SKU number of each tire
- For each Eligible Tire you purchase, you will receive a Road Hazard Registration Number. A registration number is required to receive authorization for reimbursement from tire repair and replacement services.
- Under no circumstances will the eligible reimbursement amount exceed the Benefit Limit.
• Administrator reserves the right to limit reimbursement to the generally accepted retail replacement costs.

• SERVICES UNDER THIS PROGRAM ARE ONLY AVAILABLE THROUGH TIRE PROS DEALERS AND THE TIREBUYER.COM INSTALLER NETWORK.

WHO DO I CONTACT FOR ROADSIDE ASSISTANCE? For Roadside Assistance needs, please call Urgent.ly at 1-833-442-8875.

ROADSIDE FLAT TIRE CHANGING ASSISTANCE: During the Coverage Term, if your vehicle becomes disabled due to road hazard damage to an Eligible Tire installed on your vehicle, you are eligible for roadside flat tire changing assistance provided by Urgent.ly. Flat tire changing assistance is strictly limited to the roadside installation of your useable spare tire. If you do not have a spare tire, or two or more of your tires are damaged, your vehicle may be towed up to 10 miles to the nearest participating Tire Pros dealer or TireBuyer.com installer location. Your roadside service event is prepaid. You are solely responsible for towing in excess of 10 miles or other parts and services. This benefit applies only to motorized passenger vehicles and specifically excludes trailers. Flat tire changing assistance is limited to the coverage of one (1) incident during the Coverage Term per Original Invoice. If you cancel your service request more than 20 minutes after your initial request or you are gone when the service provider arrives, this will be considered a utilized service event.

WHERE YOU CAN OBTAIN ROAD HAZARD SERVICE (TIRE REPAIR/REPLACE): Tire repair and replacement benefits under this Program are only available through Tire Pros dealers (www.tirepros.com) and the TireBuyer.com installer network (www.tirebuyer.com). If you need assistance to find a location, please contact the Administrator at 1-833-863-0001 during normal business hours.

FLAT TIRE REPAIR: If, during the Coverage Term, an Eligible Tire is damaged due to a covered road hazard and can be safely repaired per industry standards and guidelines, the tire may be repaired at a participating tire service facility. The permanent patch/plug and the labor to perform the repair will be covered up to $35.00 per tire per occurrence. Balancing is not covered. You are responsible for any additional charges including, but not limited to mounting, balancing, taxes, and shop supplies. It is not necessary to contact the Administrator before having a flat tire repaired. The Program will remain in effect for the repaired tire for the remainder of the Coverage Term.

TIRE REPLACEMENT: If, during the Coverage Term, an Eligible Tire is damaged due to a covered road hazard and cannot be safely repaired per industry standards and guidelines, it will be replaced with an exact make/model of tire if available. If not available, a comparable quality tire will be installed. In no event shall 100% coverage exceed the Benefit Limit. You are responsible for any additional charges including, but not limited to, mounting, balancing, taxes and miscellaneous fees. When an Eligible Tire is replaced, the Program Benefits for that Eligible Tire end. Prior authorization and a claim number must be obtained before replacing the damaged tire or your claim for reimbursement may be denied.

YOUR RESPONSIBILITIES:

1. Properly care for and maintain your tires, including ensuring tires are operated at proper inflation pressures.
2. Use all reasonable means to protect your tires from additional damage.
3. Contact the Administrator at 1-833-863-0001 for prior authorization and a claim number before replacing a damaged tire.
4. Furnish such information as may be required.
5. If the tire service facility will not accept payment from the Administrator, you must pay all expenses
and costs incurred when repairing or replacing an Eligible Tire and submit a claim for
reimbursement to the Administrator.

WHAT YOU MUST DO TO MAKE A ROAD HAZARD CLAIM WHEN AN ELIGIBLE TIRE IS
DAMAGED:

1. If you have an Eligible Tire that has been damaged due to a road hazard as defined above,
go to a Tire Pros dealer or TireBuyer.com installer location to have your tire examined. If you
are unable to locate a Tire Pros dealer or TireBuyer.com installer location (collectively a “Tire
Service Facility”), contact the Administrator at 1-833-863-0001 for assistance.

2. If the Tire Service Facility determines that your tire is repairable, the Tire Service Facility does not
need to contact the Administrator for approval to repair the tire. The tire will be repaired, and the
Tire Service Facility will submit the required paperwork to the Administrator to receive
reimbursement.

3. If the Tire Service Facility determines that the tire is not repairable, the Tire Service Facility must
contact the Administrator at 1-833-863-0001 for prior authorization and a claim reference number
before replacing the tire. **You must obtain prior authorization and a claim reference number to
replace the unserviceable tire or your claim may not be eligible for reimbursement.**

4. You must sign the repair or replacement invoice.

5. Submit a copy of the Original Invoice that clearly shows the information required above under
Limitations, including the Road Hazard Registration Numbers, and a copy of the signed repair or
replacement invoice to the Administrator. **Documents may be sent by fax to 1-866-449-3239, by
e-mail to tireclaims@sonsio.com, or by postal mail to TireBuyer.com Road Hazard
Administrator, P.O. Box 17480, Golden, CO 80402-6024.** You must include the claim reference
number provided to you by the Administrator if your tire was replaced.

6. The tire replacement invoice must include: (i) the name and address of the Tire Service Facility
from which you purchase the replacement tire, (ii) your full name and address, (iii) your vehicle
year, make and model, and (iv) the brand, type, size, and purchase price of the replacement tire.

7. You are responsible for your portion of the replacement cost, if any, and any and all other charges
not covered by the Program.

8. The damaged tire must be made available for inspection if requested by the Administrator.

9. If a tire needs to be replaced and authorization cannot be obtained because the damage has
occurred outside of the Administrator’s normal business hours, you may elect to wait for
authorization or proceed with a tire replacement. In order to be eligible for reimbursement: (1) if
replaced, the damaged tire must be retained, AND (2) the Administrator must be contacted at 1-
833-863-0001 within 2 business days. There is no guaranteed eligibility.

10. All claim documentation, including the tire(s) if requested, must be submitted within 60 days
of service in order for your claim to be considered for reimbursement.

EXCLUSIONS:

A. ROADSIDE ASSISTANCE: THIS PROGRAM WILL NOT COVER OR REIMBURSE FOR:

1. Towing or service for a vehicle if the Eligible Tires purchased from TireBuyer.com are not
installed on that vehicle.

2. Towing to a location other than a Tire Pros dealer or TireBuyer.com installer location.

3. Towing or service on restricted roadways. Please contact law enforcement officials to manage
the event. This is considered a non-standard, non-covered event.
4. Towing or service on roads not regularly maintained (including private property), or in areas not regularly traveled, such as vacant lots, beaches, open fields or other places that would be hazardous for service vehicles to reach.

5. Service while a vehicle is snowbound including removal from unplowed areas, snow banks, snowbound driveways or curbside parking. It is your responsibility to ensure vehicle is accessible.

6. Installation or removal of snow tires and chains.

7. Towing or service if disabled vehicle is in a dangerous roadway location such as in or near a heavy traffic environment. Please contact law enforcement officials to manage the situation into a safe location.

8. Vehicle storage charges, cost of parts and installation, products, materials, impounding and additional labor related to towing.

9. Towing or service requested for impounded or booted vehicles.

10. Transportation to the vehicle for service or from the vehicle to another destination after service has been rendered.

11. Towing or service of any kind on vehicles used for commercial purposes or using dealer tags.

12. Towing or service requests for disabled vehicles outside of the United States or Canada.

13. Services for vehicle disablements arising out of or in connection with accidents, collision, theft, larceny, snow chains, explosion, lightning, earthquakes, fire, windstorms, hurricanes, water, floods, malicious mischief, vandalism, civil commotion, riots, war, an act of God, or similar events.

B. ROAD HAZARD: THIS PROGRAM WILL NOT PAY OR REIMBURSE FOR:

1. Failures to tires occurring when any part of the tire tread that comes in contact with the road has a tread depth of 2/32” or less.

2. Replacements made without the Administrator’s prior authorization (except as provided above for failures which occurred outside of the Administrator’s normal business hours).

3. Tire repairs or replacements made by anyone other than a Tire Pros dealer or TireBuyer.com installer location, its agents, contractors or licensees.

4. Any invoice presented for payment of services not performed as described at the time of authorization.

5. Damage incurred outside the United States or Canada.

6. Repair or replacement of tires that are not: (i) purchased by you, the Customer, from TireBuyer.com, (ii) clearly listed by tire brand, type, size and part/SKU on the original purchase invoice, and (iii) for which a unique road hazard registration number for each tire is imprinted on your Original Invoice.

7. Any loss, damage or expense caused by accidents, collision, theft, larceny, snow chains, explosion, lightning, earthquakes, fire, windstorms, hurricanes, water, floods, malicious mischief, vandalism, civil commotion, riots, war, an act of God, or similar events.

8. The repair or replacement of a tire due to manufacturer recall, defect or warranty or any reason the manufacturer will repair or replace the tire at its expense or at a reduced cost.

9. Any damage due to misuse, abuse, negligence, improper application, improper towing, improper balancing or alignment, improper inflation, brake lock up, wheel spinning, torque snags, etc.

10. Cosmetic damage to any tire. Cosmetic damage is described as damage that does not affect the structural integrity of the tire.
11. Damage caused by mechanical failures (e.g., failed shocks, struts, alignment, balancing, etc.) or interference with vehicle components (e.g., fenders, exhaust, springs, etc.).
12. Any loss, damage or expense as a result of off-road use (off-road use is described as driving on anything that is not a paved or gravel road maintained by the state or local authority).
13. Repair or replacement of tires that have been repaired in a manner other than per tire manufacturer guidelines and industry approved methods.
14. Repair or replacement of tires that have been re-treaded, re-capped, re-grooved, remolded, or tubed.
15. Repair or replacement of any tire(s) used or installed on vehicles with a manufacturer’s load rating capacity greater than one-ton.
16. Repair or replacement of any tire(s) used or installed on vehicles with a load capacity of one-ton or greater designed for, built for or used in a private recreational or commercial application including but not limited to Class A (or Type A) Motor Homes and Class C (or Type C) Motor Homes.
17. Repair or replacement of any tire(s) used or installed on motorcycles, trailers, or on vehicles used for competitive driving or racing, police or emergency service, snow removal, carriage of passengers for hire, commercial towing, construction, or postal service.
18. Repair or replacement of any tire(s) used or installed on vehicles used for farm, ranch, or agriculture, and vehicles that are registered to or licensed under a farm or ranch.
19. Competition tires or trailer tires.
20. Repair or replacement of tire pressure monitoring systems (TPMS) and/or devices and components associated with TPMS.
21. Liability for damage to property, injury to or death of any person arising out of the operation, maintenance or use of the vehicle whether or not related to tire damage.
22. PRE-EXISTING CONDITIONS AND/OR DAMAGE
23. CONSEQUENTIAL, INCIDENTAL AND/OR SECONDARY DAMAGES.
24. Any other costs or expenses that may be incurred as a result of the need to repair or replace a tire.
25. Any costs or expenses arising because the vehicle is not available for use.
26. Traffic fines, citations or penalties.
27. Storage or freight charges.

GENERAL:

1. The benefits of this complimentary Program are secondary to any other motor club contract and/or vehicle service contract you may have purchased that provide reimbursement for damaged tires and/or wheels. When an Eligible Tire is damaged by a road hazard and another company provides any reimbursement for the tire, the maximum amount reimbursable under this Program will be less the amount reimbursed under the motor club or vehicle service contract.
2. THE ADMINISTRATOR RESERVES THE RIGHT TO DENY ANY CLAIM SUBMITTED WITH FALSE OR MISLEADING INFORMATION OR IF THE PAPERWORK DOES NOT CLEARLY IDENTIFY THE ORIGINAL PURCHASER AND TIRES, OR IF YOU ARE UNABLE TO PROVIDE THE ORIGINAL INVOICE.
3. Authorization is granted based on the information provided during the call; if the documentation submitted (including the tire(s) if requested) does not substantiate the information provided during the call, your claim may not be eligible for reimbursement.
4. All claims must be submitted within 60 days of service or your claims may not be eligible for reimbursement.
5. The terms and conditions outlined above are the full and complete agreement between the parties. No oral representations or statement should be relied upon by tire purchaser.
6. Roadside Innovation Inc., 8609 Westwood Center Dr., Suite 475, Vienna, VA 22182 serves as Master Administrator.

7. The Master Administrator may delegate the performance of its duties and obligations and assign its rights and benefits hereunder.

8. The Master Administrator assumes no obligation or responsibility with regard to the vehicle.

9. The Master Administrator neither assumes nor authorizes anyone to assume additional liability on its behalf.

TRANSFER: This Program is extended only to you, the original purchaser of the tire(s), and may not be transferred to anyone who purchases your vehicle or tires during the term of this Program. Coverage is not transferable to any other vehicle or tires.