



HOW TO FILE WARRANTY CLAIMS

Armstrong Tire’s Passenger & Light Truck tires are covered by the industry-leading TUFF 360 warranty coverage*. Below is a summary of the coverage:



ADMINISTERED BY	Armstrong Tire	Armstrong Tire	3rd Party Administrator	3rd Party Administrator	Armstrong Tire
PARTIES INVOLVED FOR CLAIM	Tire Dealer	Tire Dealer	End-User	Tire Shop & End-User	Tire Dealer
COVERAGE PERIOD	Six (6) years	Up to 2/32"nds of treadwear	Two (2) years	Two (2) years	Thirty (30) days
CLAIM ADJUSTMENT AMOUNT	Free replacement or pro-rated	Pro-rated	Up to \$75.00/year	Year 1: Free replacement Year 2: 50% Flat Tire Repair: \$20.00/tire	Full refund + \$10.00/tire for mounting/balancing

*Please refer to detailed warranty coverage at armstrongtire.com/TUFF360 for specific details.

WORKMANSHIP & MATERIALS, MILEAGE TREADWEAR, & 30-DAY MONEY BACK GUARANTEE

TIRE DEALER’S OBLIGATION



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Claims for OOR (OUT OF ROUND) or RIDE DISTURBANCES must include:

» Balancing weights & RFV values.

» A short video clip of the tire spinning on the balancing machine. (The monitor indicating weights should be clearly visible.)

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Claims for MILEAGE TREADWEAR must include:

» Validated mileage on the claim tire(s) against the mileage warranted.

» Proof of rotation documents.

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Claims for 30-DAY MONEY BACK GUARANTEE* must include:

» Reason for the return.

» A copy of the original purchase invoice from the tire shop.

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Email all required materials to:

claims@armstrongtire.com.

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MAIL the DOT and serial number cut-outs of adjusted claims to:

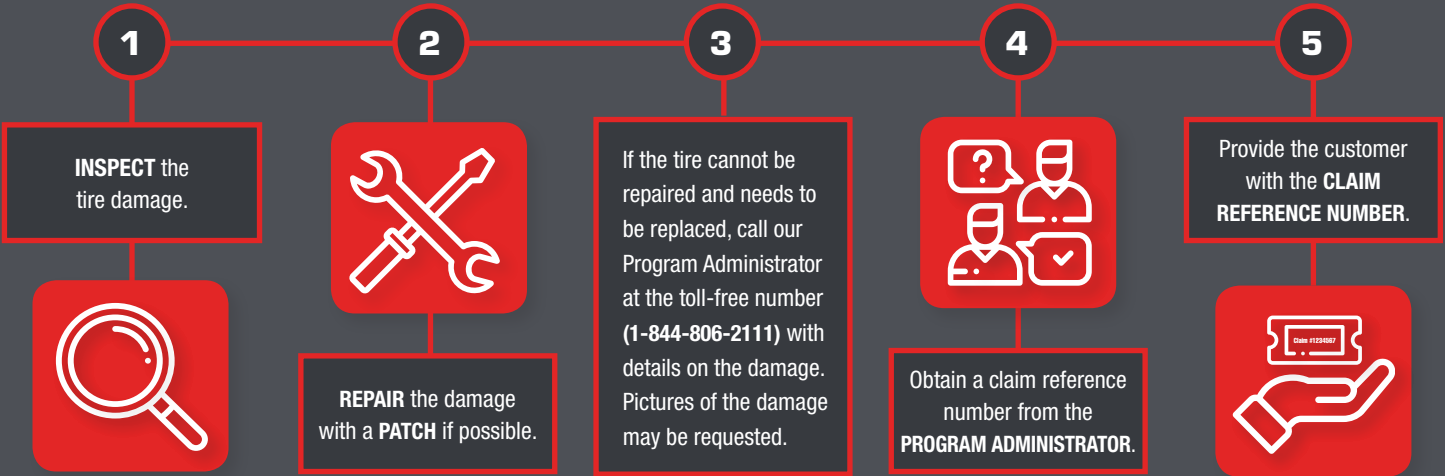
Armstrong Tire
Attn: Technical Department
3200 NW 67th Ave
Building 2, Suite 260
Miami, FL 33122
USA

All claims will be settled within (30) thirty working days upon receipt of full details using the instructions stated above in the form of a credit to your account.
*The costs of mounting and balancing up to \$10.00, plus applicable taxes will be refunded.

ROAD HAZARD DAMAGE

TIRE SHOP’S OBLIGATION

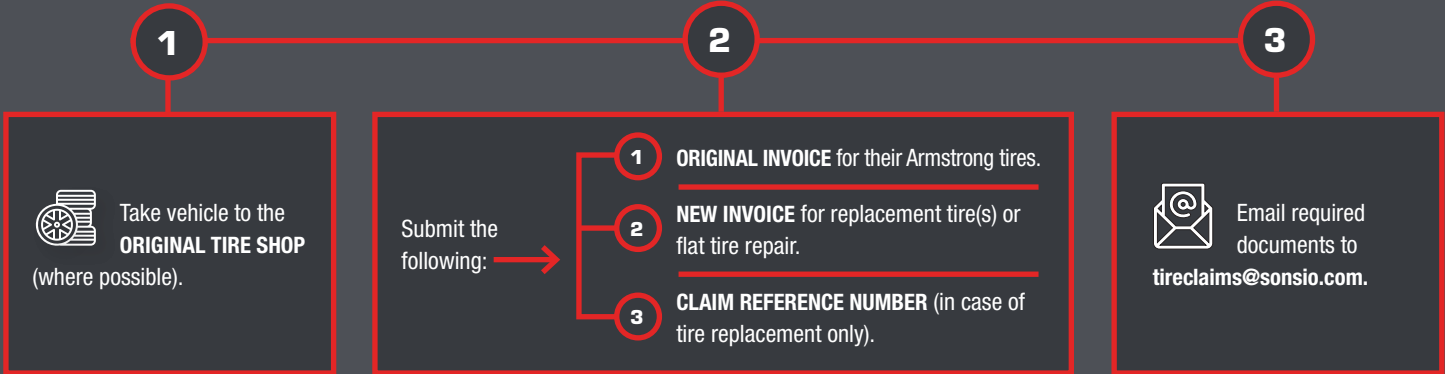
Claims related to Road Hazard are handled by the tire shop (servicing facility) and/or the end-consumer. When a customer reports a road hazard condition, the **TIRE SHOP** must:



Note: All reimbursements are made directly to the end-user. However, the tire shop can choose to accept payment directly. To do so, please follow the steps below.

When reporting a road hazard condition, the **CUSTOMER/END-USER** must:

END-USER’S OBLIGATION



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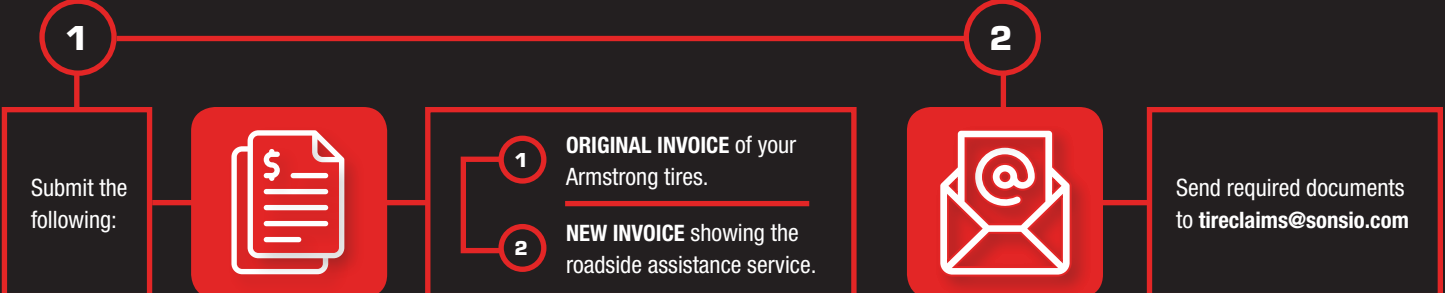
Email required documents to tireclaims@sonsio.com.

The end-user will be reimbursed directly by the 3rd Party Program Administrator.

ROADSIDE ASSISTANCE

END-USER’S OBLIGATION

In case of roadside assistance, the customer must call the toll-free number (1-844-806-2111) for access to roadside assistance dispatcher 24 hours a day, 365 days a year. To claim reimbursement:



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Send required documents to tireclaims@sonsio.com

The end-user will be reimbursed for up to \$75.00 for flat-tire change assistance per year for two-years. Any other services including towing or other services will not be reimbursed.

armstrongtire.com/TUFF360

