

# TIRE AND SERVICE WARRANTY

## • LIMITED TIRE WARRANTY

Every tire sold by HAWAII TIRE CO., LLC dba LEX BRODIE'S TIRE CO., is warranted to be free from defects in workmanship and material throughout the life of the tread. Whenever a tire has reached 2/32nd of tread remaining or 6 years from date of purchase, whichever occurs first, the tire is considered worn out therefore no longer under warranty. If our examination shows that a tire has failed under the terms of this limited warranty, we will either repair it or make an allowance for unused service, measured according to tread wear and computed on the then, current retail price on the purchase of a comparable new tire. This limited warranty does not apply to tires that are abusively used, irregularly worn or damaged by punctures, cuts, blow-outs, collisions or obstructions on the automobile.

## • LIMITED SERVICE AND REPAIR WARRANTY

Hawaii Tire Co., LLC dba Lex Brodie's Tire Co., guarantees all repair work and parts furnished and installed by our company for the period of twelve months or 12,000 miles, whichever comes first except for the premium brake repair below. AAA customers are entitled to extended coverage of 24 months or 24,000 miles when new parts are used – NOT including friction items such as brake pads and clutch discs. Vehicle must be returned to the facility which work was performed unless not reasonable and with previous authorization. This warranty is only valid to the original purchaser of the service and does not cover vehicles being used for commercial purposes.

## PREMIUM BRAKE REPAIR - AAA MEMBERS

Premium brake service may include: machining brake rotors or brake drums, replacing brake calipers or wheel cylinders, repacking wheel bearings when applicable. Parts and labor are warranted for 24 months or 24,000 miles, whichever comes first. This warranty is valid only to the original purchaser of this service and covers only the calipers, wheel cylinders and grease seals that were replaced. This warranty doesn't apply to vehicles being used for commercial purposes.

## • WARRANTY DISCLOSURE STATEMENT

All claims presented must be accompanied by a duly authenticated limited warranty certificate issued at the time of purchase. This limited warranty is made for the exclusive benefit of the original owner and applied only to a private passenger vehicle. It is not assignable and no claim will be recognized unless submitted by such owner. The owner making the claim agrees to pay reasonable service charges, transportation costs and all taxes incidental thereto.

It is understood that we make no guarantees or warranties except those expressly stated herein unless the original purchaser presents a bonafide, supplemental, written, limited warranty. Further, that we will not be liable for damages to persons or property damages which may result from the failure of our tire, parts or repair, regardless of the cause of such failure.

## RECOMMENDATIONS

**AIR PRESSURE:** The suggested optimum driving air pressure for your tires is shown on a doorjamb sticker next to the driver's seat or in your owner's manual. Using an accurate pressure gauge, please check your tires at least twice a month. Please be aware that the air pressure recommendation shown in your owner's manual is not specific to Hawaii.

Due to the fact that a tire's air pressure increases during use, we recommend checking tire pressure while the tires are "cool" to ensure an accurate reading. Proper tire inflation improves car handling and gas mileage while extending tire life. Improper tire inflation or overloading creates excessive stress and heat, which can lead to tire failure. This could result in vehicle damage and/or serious injury or death. Never exceed the load-carrying ability of the vehicle and/or tires or exceed max tire pressure as stated on your tire sidewall.

**TIRE ROTATION:** We recommend rotating tires every 6-7,000 miles, unless otherwise instructed by the owner's manual. We will rotate tires purchased at Lex Brodie's Tire Co. for no charge. There will be a nominal service charge for all other rotation work. Lex Brodie's Tire Co. will email tire rotation reminders at scheduled intervals.

**WHEEL ALIGNMENT:** We use advanced 4-wheel alignment equipment, which is necessary on most of today's vehicles. When installing new tires, we strongly recommend checking the vehicle for proper wheel alignment to protect against accelerated and uneven tire wear, "pulling," and other problems associated with poor wheel alignment.

Once your car has been aligned, you should not assume that your car will maintain proper alignment indefinitely. Misalignment may occur as a result of poor road conditions, careless driving, a lack of car maintenance and other reasons. If you suspect this has occurred, please visit us as soon as possible. We recommend checking the alignment annually, and we do not charge for this work unless it is determined that the alignment should be readjusted. (\$25.00 regular charge.) Lex Brodie's Tire Company warrants alignments for six months or six thousand miles, whichever comes first.

## LIFETIME TIRE PROTECTION PLAN

When you buy your tires with our Lifetime Tire Protection Plan, we'll warranty your tires to unlimited mileage for four years. Your qualified tires will be warranted for four years to unlimited tire mileage as long as you maintain them properly by rotating them every 6,000 miles and checking the alignment within two months of purchasing your tires and then every 12,000 miles thereafter. Warranty provides 100% replacement in the first 12 months then is prorated by the months short of the 48 months warranty. A 1/48th (rounded to .02) value will be credited per month toward a replacement tire purchase from Lex Brodie's. In store credit will only be applicable toward replacement tires purchased elsewhere when Lex Brodie's cannot provide the tires. Tires sold at wholesale, friends and family, commercial prices or price match circumstances DO NOT apply for the 4 year unlimited Tire Mileage Warranty.

## Customer Bill of Rights

**Our policy is to provide you with Hawaii's Best Tire & Auto Repair Service. Simply put...  
YOU CAN'T GET IT ANYWHERE ELSE!!**

- 1) Our mission is to provide 100% customer satisfaction, every time. If you have a concern, let a manager know. They will never be inconvenienced or unprofessional in addressing your needs. We welcome your ideas and suggestions.
- 2) Lex Brodie's employees will never recommend any product or service you do not need.
- 3) You will always find clean restrooms and comfortable waiting rooms at Lex Brodie's.
- 4) Lex Brodie's will do the work on your car right the first time, at the time promised. For faster service, please make an appointment.
- 5) Lex Brodie's employees will treat customers in a polite, friendly manner. They will communicate clearly and explain things well.
- 6) All Lex Brodie's employees will treat your car like it was their own.
- 7) Customers who buy their tires from Lex Brodie's will receive **FREE** expert tire rotation and balancing with state-of-the-art equipment and **FREE** flat repairs for the life of the tires.
- 8) We will email you **FREE** reminders when your State Safety Inspection and tire rotations are due.
- 9) Our tire customers also receive **FREE** brake & alignment inspections. These **FREE** services will keep you safe on the road and will save you time and money.