



# LIONSHEAD

SPECIALTY TIRE & WHEEL, LLC.

Established 1993

## NO EXCUSES GUARANTEE

Lionshead Specialty Tire & Wheel provides a Five (5) year warranty against manufacturer's defects on all of our radial ST (Specialty Trailer) tire brands. See Lionshead Product Warranty Policy for details.

If the consumer has any issue with their tire in the first Twelve (12) months that is not covered by this warranty, Lionshead guarantees the replacement of that tire at no charge under our No Excuses Guarantee program.

Benefits of the No Excuses Guarantee include replacement tire provided at no charge and shipped to the retail consumer at no cost. Lionshead will also provide a flat labor rate to assist in the cost of mounting the new tire.

Details of the No Excuses Guarantee program include:

- The program is in effect for Twelve (12) months from the date of original retail purchase.
- It is effective on all Lionshead radial tire brands with a manufacturer's date code starting in 2016.
- The program applies only to ST (Specialty Trailer) tires and does not include commercial sizes.
- The program does not apply to any tire only purchases, any bias ply tire brands or radial tire brands not owned by Lionshead such as Goodyear, Michelin, etc.
- Contact our warranty group at (574) 533 – 6169 with any questions.



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### LIONSHEAD PRODUCT WARRANTY POLICY

- Lionshead Specialty Tire and Wheel, LLC. "Lionshead" hereby warrants that it will replace without charge for the following:
  - **Lionshead ST (Specialty Trailer) Radial Tire Brands**, Sixty (60) months from the manufacture's date code on the tire.
  - **Westlake Commercial Tires (17.5" and above)**, Forty Eight (48) months from the manufacture's date code on the tire.
  - **Lionshead ST (Specialty Trailer) Bias Tire Brands**, Twelve (12) months from the original end user's date of retail purchase.

At our discretion and upon confirmation of DOT and Date Code, originally supplied tire product, which proves defective. "Defective" is defined as follows, but is not limited to the list as follows: improper workmanship and / or materials.

- The above limited warranty is null and void if the product exhibits any of the following conditions; unsatisfactory services due to fire, accident, malicious mischief, improper inflation pressure, misapplication, running underinflated, overloading beyond maximum load capacity, driving more than the maximum speed rating, improper alignment, or road hazard. Examples of road hazards include nails, glass, and other foreign objects, natural and man-made defects or obstacles; such as, excavations, construction, and potholes. Damages caused by road hazards include cuts, punctures, scuffs, and impact breaks.
- This limited warranty does not cover the following: loss of income, inconvenience, loss or damage of vehicle use, cost of towing, transportation, or consequential damages of any kind pertaining to the claim.
- This limited warranty does not cover mounting, balancing, duties, customs or brokerage fees etc.
- To file a claim all of the following information is required:
  - A completed Lionshead Warranty Claim Form
  - Pictures clearly showing defects on all product warranty requested on.
  - Bill of Sale.
- To obtain service under this warranty you **MUST** contact Lionshead within a reasonable time frame (next available business day)
- It is recommended that you hold product until warranty is approved in the result of more photos or return of tire is requested.
- Brand confirmation will be determined during this initial consultation process and procedures associated with obtaining a warranty request authorization will be communicated. Please have available tire size and brand, date of purchase, and a brief description of the problem you are having with your tire. You may contact Lionshead by mail at 827 E. Lincoln Ave, Goshen, IN 46528, via telephone (574) 533-6169 or fax (574) 533-6761 or [www.lionsheadtireandwheel.com](http://www.lionsheadtireandwheel.com).

#### Notice:

- Failure to contact Lionshead Specialty Tire & Wheel, LLC. will void the Limited Warranty
- No warranty will be provided without a written Lionshead Warranty Authorization
- Bill of sale may be requested
- This warranty gives you specific legal rights and you may have other rights which vary from state to state.
- Lionshead is not authorized to handle warranty for non-Lionshead branded tires i.e. Goodyear, Michelin, Cooper, etc. Customer would need to contact that manufacturer directly.