



ROAD HAZARD PROGRAM 2021 PROCEDURE GUIDE

1.866.588.0728

What is a Road Hazard?

Road hazard coverage applies to causes and conditions beyond the tire manufacturer's control. A road hazard occurs when a tire fails due to a puncture, bruise, or break incurred during the course of normal driving on a maintained road. Nails, glass, and potholes are typical examples. The TechNet® Road Hazard Protection Program covers this type of damage.

What is NOT a Road Hazard?

Defects in Materials or Workmanship

Current manufacturers' warranties cover tires that become unusable for any reason within the tire manufacturer's control, typically covering materials and workmanship. Some examples of this would be tread separation, belt separation, and out-of-round. This type of damage is covered by the manufacturer's warranty.

Other Damages

There are additional types of failures that may or may not be covered under the vehicle's comprehensive insurance coverage such as damage from fire, theft, vandalism, off-road use, or damage from an accident. This type of damage may be covered by the vehicle owner's automobile insurance.

While there are a multitude of things that can and do happen to tires, this is by no means a complete list of what is or isn't covered. You should become familiar with the terms and conditions of your program. When in doubt, call Sonsio. It's a toll free number.

What is the TechNet® Road Hazard Program?

The TechNet® Road Hazard Protection Program is a plan you can sell to customers who purchase new tires for their vehicle. You decide the cost of the plan and keep all proceeds from sales of the plan. The plan covers repair or replacement of eligible tires for a term of 36 months from the tire purchase date, 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 comes first. See program Terms and Conditions for complete details.

Who Provides Coverage Under the Plan?

This 36-month TechNet Professional Automotive Service Tire Road Hazard Protection Plan ("Road Hazard Program") is provided by the TechNet Automotive Service facility identified on your invoice for the new tires you purchased ("Original Selling Facility") as part of a service package.

A customer within 25 miles of the original selling facility, or at a facility which is owned by the original selling facility (regardless of distance), must return to the original selling facility for repair or replacement service. The expense of the repair or replacement service will be paid by the original selling facility.

A customer more than 25 miles from the original servicing facility, who is not at a facility owned by the original selling facility, must contact Customer Care for service. The customer will call Customer Care at 1.866.588.0728 to be directed to the nearest tire servicing facility to repair or replace the damaged tire(s). Services performed outside the 25 mile radius are not billed back to the original service center, but are instead paid by the program administrator. See program Terms and Conditions for complete details.

Original Invoices

What information is required?

The information on the original invoice is critical. Claims are paid based on the accuracy of this information. The Road Hazard Program can be sold on new tires purchased from your facility. In addition to your facility name, address, and phone number, the following information is required:

Customer Information

This information is used to ensure that the Road Hazard Program has not been transferred and also to ensure that correspondence and claim payments are sent to the correct address in the event we reimburse the customer. (Customers are reimbursed when they have a repair or replacement while away from your facility or another participating facility.)

- First and Last Name
- Address, City, State, Zip
- Phone Number
- Customer Signature

Vehicle Information

This information is used to ensure that the Road Hazard Program has not been transferred, and also to verify that the vehicle is not excluded from road hazard coverage. In addition, the mileage is used to determine reasonability of tread wear.

- Year
- Make
- Model
- Mileage
- License Plate Number (VIN number also acceptable)

Vehicles Excluded From Road Hazard Program:

- Agricultural-Use Vehicles
- Some Commercial-Use Vehicles (*see Terms & Conditions for specific limitations*)

Tire Information

This information is used to ensure that claims are reimbursed for the correct amounts and to ensure that the tire for which a claim is being submitted is actually a covered tire. It is critical to record the Department of Transportation (DOT) numbers of the tires on the original invoice. Claims cannot be paid if this information is missing or incomplete.

- Brand
- Type
- Size
- DOT Number(s)
- Purchase Price
- The purchase of Road Hazard Protection must be shown on the original invoice that shows the tire purchase.

YOUR STORE

123 S. Main St.
Anytown, US 02468
Phone: 303.555.5555 Fax: 303.555.5551
www.yourstore.com

Customer Information:

Heather Thomas
7265 North Sheridan Blvd.
Arvada, CO 80001
Home: (303) 555-6923
Work: (303) 555-8988

Customer ID: HT03021998

Vehicle Information:

Year: 2018
Make: Honda
Model: Accord Coupe EX
Color: Silver
License Number: 745-CVZ/CO
Mileage In/Out: 13345/13345

Emp: 50/50

INVOICE: 363146-22

Service Date: 11/18/2021

Time In: 09:05

Time Out: 14:25

Slsm/Tech	Product Code	Qty.	Description	Price	F.E.T.	Total
50/28	072-157	1	Lube, Oil & Filter	24.95	0.00	\$24.95
50/28	066-874-247	4	225/50HR17 Michelin Pilot HX MXM4	187.00	0.00	\$748.00
50/28	044-263	4	Lifetime Comp Whl Balance	9.99	0.00	\$39.96
50/28	041-263	4	New Valve, Snap-in Rubber	2.00	0.00	\$8.00
50/28	078-157	1	Front Wheel Alignment	99.95	0.00	\$99.95
50/28	011	4	Tire Disposal Fee	2.00	0.00	\$8.00
50/28	011-002	4	Road Hazard Program	18.00	0.00	\$72.00

DOT Numbers: M30ADECX3606 x 4

Original Tread Depth: 10/32

Customer Signature

H. Thomas

Payment Information:

Cash/Check:

Credit Card: MC XXXXXXXXXXXXX5072 \$1,075.42

Charge:

Subtotal:

Sales Tax (7.45%): Invoice

Total:

\$1,000.86

\$74.56

\$1,075.42

How to Submit a Road Hazard Claim

For Claims to Sonsio ONLY (Outside 25 miles from the original facility.)

Replacement Claims

When a customer presents a covered tire that was damaged by a road hazard, and that tire cannot safely be repaired, follow these steps to submit a claim:

- Obtain a copy of the customer's original invoice.
- Verify that the DOT number on the damaged tire matches the DOT number recorded on the original invoice.
- Determine how the damage occurred.
- Measure the remaining tread.
- Record the current mileage.
- Call Sonsio, the Program Administrator, to obtain authorization and a claim number.
(You must have authorization prior to replacing the tire.)
- Make copies of the required documentation, and write the claim number on the repair invoice.
- Mail or fax (if faxing, make sure the documents are clear and legible) the required documents to:

TechNet Customer Care
P.O. Box 17659
Golden, CO 80402-6027
Fax: 1.866.449.7301

Helpful Hint: Be prepared to provide the following information during the phone call:

- *Customer Information (Name, Address, Phone Number)*
- *Original Selling Dealer (Dealer Name, Address, Phone Number, Road Hazard Purchase Date)*
- *Vehicle Information (Year, Make, Model, Original & Current Mileage, License Plate Number)*
- *Tire Information (Brand, Type, Size, Remaining Tread Depth, Detailed Description of Damage, DOT Number, Original Purchase Price)*

Flat Repair Claims

These claims do not require prior authorization. After verifying that the tire was damaged by a road hazard, check the DOT number on the tire against the number recorded on the original invoice to make sure the tire is covered. Repair the tire per manufacturer's guidelines, and prepare a repair invoice for the customer. Tire repairs occurring outside a 25-mile radius of the original facility are covered up to \$25.00. The customer must send in the following documentation to the address above or fax it to 1.866.449.7301:

- Copy of the original invoice showing the purchase of the road hazard coverage.
- Copy of the repair invoice signed by the customer.

Repair & Replacement Invoices

What information is required?

The information on the repair invoice is critical. Claims are paid based on the accuracy of this information. In addition to your facility information, make sure the invoice includes:

Customer Information

This information is used to ensure that the Road Hazard Program has not been transferred and also to ensure that correspondence and claim payments are sent to the correct address in the event claim settlement requires that we reimburse the customer. (Customers are reimbursed when they have a repair or replacement while away from your facility and the work is performed at a non-participating facility.)

- First and Last Name
- Address, City, State, Zip
- Phone Number
- Customer Signature

Vehicle Information

This information is used to ensure that the Road Hazard Program has not been transferred, and also to verify that the vehicle is not excluded from road hazard coverage. In addition, the mileage is used to determine reasonability of tread wear.

- Year
- Make
- Model
- Mileage
- License Plate Number (VIN number also acceptable)

Vehicles excluded from Road Hazard Program:

- Agricultural-Use Vehicles
- Some Commercial-Use Vehicles (see Terms & Conditions for specific limitations)

Tire Information

If the customer's tire is being replaced due to road hazard damage rendering the tire unrepairable, the following information is required on the repair invoice:

- Brand
- Type
- Size
- Remaining Tread Depth
- Retail Price of the Replacement Tire
- Amount Authorized by Program Administrator

If you are selling a new Road Hazard Program to cover the new replacement tire, you must also include the following information for the new tire:

- Tire Brand, Type, Size
- Original Tread Depth
- DOT Number
- Purchase Price (The purchase of Road Hazard Protection must be shown on the original invoice that shows the tire purchase.)

Refer to the Original Invoice Guidelines for details.

NOT YOUR STORE

123 N Main St.
Some Other Town, US 84629
Phone: 888.555.5555 Fax: 888.555.5551
www.notyourstore.com

Customer Information:

Heather Thomas
7265 North Sheridan Blvd.
Arvada, CO 80001
Home: (303) 555-6923
Work: (303) 555-8988

Customer ID: HT03021998

Vehicle Information:

Year: 2018
Make: Honda
Model: Accord Coupe EX
Color: Silver
License Number: 745-CVZ/CO
Mileage In/Out: 21128/21128

Emp: 50/50

INVOICE: 362436-22

Service Date: 08/06/2021

Time In: 16:01

Time Out: 16:35

Slsm/Tech	Product Code	Qty.	Description	Price	F.E.T.	Total
02/28	066-874-247	1	225/50HR17 Michelin Pilot HX MXM4	187.00	0.00	\$187.00
02/28	044-263	1	Lifetime Comp Whl Balance	9.99	0.00	\$9.99
02/28	041-263	1	New Valve, Snap-in Rubber	2.00	0.00	\$2.00
02/28	011	1	Tire Disposal Fee	2.00	0.00	\$2.00
02/28	011-002	1	Road Hazard Program	18.00	0.00	\$18.00

DOT Numbers: M30ADECX3606 - OLD

M30ADECX4802 - NEW

Original Tread Depth: 10/32

Remaining Tread Depth: 10/32

Customer Signature

H. Thomas

Payment Information:

Cash/Check: \$48.30, Check #4308

Credit Card:

Charge: \$187.00, Sonsio Claim #100001

Subtotal:

\$218.99

Sales Tax (7.45%): Invoice

\$16.31

Total:

\$235.30

Claim Submittal Worksheet for Tire Replacement

For Claims to Sonsio ONLY

Send to: TechNet Customer Care

P.O. Box 17659

Golden, CO 80402-6027

BEFORE CALLING FOR AUTHORIZATION:

- ☒ Customer's Original Invoice: Obtain a copy of the customer's original invoice.
- ☒ Inspect Tire: Note damage and remaining tread depth as well as the DOT Number. Compare DOT Number to the number recorded on the original invoice to ensure that this is a covered tire.
 - ☒ DOT Number of Damaged Tire: M30ADECX3606
 - ☒ Remaining Tread Depth: 10/32nds
 - ☒ Briefly Describe Damage: Hit pothole - impact break in sidewall.
- ☒ Vehicle Mileage: Record Vehicle's Current Mileage: 21,128

CALL 1.866.588.0728 FOR AUTHORIZATION PRIOR TO REPLACING THE TIRE

- ☒ Claim Number: 100001
- ☒ Eligible Amount: \$ 187.00

Was tire requested for shipment? ☐ YES ☒ NO

DOCUMENTATION REQUIRED FOR CLAIM PAYMENT:

- ☒ Copy of Original Invoice
- ☒ Copy of Repair Invoice
 - ☒ If you are selling new Road Hazard to cover the replacement tire, make sure to include it on the Repair Invoice.
 - ☒ The Repair Invoice must be signed by the customer.
- ☐ Damaged Tire (if requested by Program Administrator)

Make sure that you collect all sales tax, mounting, balancing, disposal, and other related fees from the customer. Reimbursement is based on Original Purchase Price of the tire and is prorated based on the original date of purchase.

NOT YOUR STORE

123 N Main St.
Some Other Town, US 86420
Phone: 888.555.5555 Fax: 888.555.5551
www.notyourstore.com

Customer Information:
Heather Thomas
7265 North Sheridan Blvd.
Arvada, CO 80001
Home: (303) 555-6923
Work: (303) 555-8988

Vehicle Information:
Year: 2018
Make: Honda
Model: Accord Coupe EX
Color: Silver
License Number: 745-CVZ/CO
Mileage In/Out: 13426/13426

INVOICE: 363205-22
Service Date: 12/26/2021

Time In: 16:48
Time Out: 17:01

Customer ID: HT03021998

Emp: 02/02

Slsm/Tech	Product Code	Qty.	Description	Price	F.E.T.	Total
02/28	044-801	1	Flat Repair, Right Front Tire	18.95	0.00	18.95

SONSIO WILL REIMBURSE FOR THIS

Note:

- Flat Repairs are covered up to \$25.00 when the customer is outside of a 25-mile radius of the original facility and do not require prior authorization.
- Customer is responsible to pay all sales tax, mounting, balancing, disposal, and other related fees.
- Customer is to submit the original invoice and a copy of the repair invoice signed by the customer for reimbursement.
- These documents can be sent to TechNet Customer Care by mail or fax (with a coversheet) to 1.866.449.7301.

Customer Signature

H. Thomas

Payment Information:

Cash/Check: \$20.36, Cash
Credit Card:
Charge:

CUSTOMER IS RESPONSIBLE FOR THIS

Subtotal:	\$18.95
Sales Tax (7.45%): Invoice	\$1.41
Total:	\$20.36

Claim Submittal Worksheet for Tire Replacement

Send to: TechNet Customer Care
P.O. Box 17659
Golden, CO 80402-6027

BEFORE CALLING FOR AUTHORIZATION:

- ☐ Customer's Original Invoice: Obtain a copy of the customer's original invoice.
- ☐ Inspect Tire: Note damage and remaining tread depth as well as the DOT Number. Compare DOT Number to the number recorded on the original invoice to ensure that this is a covered tire.
 - ☐ DOT Number of Damaged Tire: _____
 - ☐ Remaining Tread Depth: _____ /32nds
 - ☐ Briefly Describe Damage: _____
- ☐ Vehicle Mileage: Record Vehicle's Current Mileage: _____

CALL 1.866.588.0728 FOR AUTHORIZATION PRIOR TO REPLACING THE TIRE

- ☐ Claim Number: _____
 - ☐ Eligible Amount: \$ _____
- Was tire requested for shipment? ☐ YES ☐ NO

DOCUMENTATION REQUIRED FOR CLAIM PAYMENT:

- ☐ Copy of Original Invoice
- ☐ Copy of Repair Invoice
 - ☐ If you are selling new Road Hazard to cover the replacement tire, make sure to include it on the Repair Invoice.
 - ☐ The Repair Invoice must be signed by the customer.
- ☐ Damaged Tire (if requested by Program Administrator)

Make sure that you collect all sales tax, mounting, balancing, disposal, and other related fees from the customer. Reimbursement is based on Original Purchase Price of the tire and is prorated based on the original date of purchase.



Fax Cover Sheet

To:	TechNet Customer Care	From:	
Fax:	1.866.449.7301	Phone:	
Phone:	1.866.588.0728	Date:	
Re:	Road Hazard Claim Submittal	Pages:	
Claim #:		Contact Name:	

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Pay by Credit Card**

Comments:

36-MONTH TECHNET® PROFESSIONAL AUTO SERVICE TIRE ROAD HAZARD PROTECTION PLAN

YOU MUST PRESENT YOUR ORIGINAL TIRE PURCHASE INVOICE TO SUBMIT REQUESTS FOR BENEFITS

This 36-Month TechNet® Professional Auto Service Tire Road Hazard Protection Plan ("Road Hazard Program") is provided by the TechNet Auto Service facility identified on your invoice for the new tires you purchased ("Original Selling Facility") as part of a service package.

WHAT IS COVERED: This Road Hazard Program covers only the new tires that you purchased from the Original Selling Facility and that are (i) listed clearly on your original purchase invoice by brand, type, and size and Department of Transportation ("DOT") numbers, and (ii) for which you purchased the Road Hazard Program ("Eligible Tires"). This Road Hazard Program is limited to the repair or replacement of tires damaged as a result of a road hazard.

TERM OF COVERAGE: This Road Hazard Program covers eligible tires for a term of 36 months from the tire purchase date on your original invoice, 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 IS ROAD HAZARD DAMAGE? Road hazard damage occurs when a tire fails during the course of driving in a legal manner on a road maintained by state or local authority. Nails, glass, and potholes are the most common examples of road hazards.

WHAT ARE THE BENEFITS? This Road Hazard Program provides reimbursement for (i) flat tire changing assistance up to \$75.00 per incident; (ii) flat tire repair up to \$25.00 per tire, per occurrence; and/or (iii) tire replacement up to the lesser of the original purchase price of the tire, the replacement tire cost, or \$399.99, per tire per occurrence, as set forth below (collectively the "Benefit Limits") during the Coverage Term, when an Eligible Tire is damaged by a road hazard.

WHAT ARE THE LIMITATIONS?

- Your original purchase invoice must include the following:
 - Original Selling Facility name, address, and phone number
 - Your full name, address, and signature
 - The year, make, model, and mileage of your vehicle
 - The brand, type, size, and DOT number of each tire
 - Purchase of the Road Hazard Program at the time of tire purchase
- Under no circumstances will the eligible reimbursement amount exceed the Benefit Limits.
- The Road Hazard Program reserves the right to limit reimbursement to the generally accepted retail replacement costs
- If you do not follow the instructions provided, the Road Hazard Program is not obligated to reimburse or pay for the cost of any repairs or replacements.

WHERE YOU CAN OBTAIN SERVICE: Whenever you are within 25 miles of the Original Selling Facility you must return your vehicle to the Original Selling Facility. If you are not within 25 miles of the Original Selling Facility, or you are not sure, contact Customer Care at 1-866-588-0728 during normal business hours to receive assistance locating the nearest tire servicing facility.

FLAT TIRE CHANGING ASSISTANCE: During first year of the Coverage Term, you are eligible for reimbursement up to \$75.00 for roadside flat tire changing assistance provided by a licensed service provider of your choice when an Eligible Tire is damaged by a covered road hazard and you are more than 25 miles from the Original Selling Facility. Flat tire changing assistance is strictly limited to the roadside installation of your useable spare tire. You must have a useable spare tire. You are solely responsible for towing or other parts and services. This benefit applies only to motorized passenger vehicles and specifically excludes trailers. You may contact the service provider of your choice.

FLAT TIRE REPAIR: If an Eligible Tire is damaged due to a covered road hazard during the Coverage Term and can be safely repaired per industry standards and guidelines, and you are within 25 miles of the Original Selling Facility, you must return to the Original Selling Facility. The Original Selling Facility will repair your tire at no charge to you. When you are more than 25 miles from the Original Selling Facility, contact the Customer Care at 1-866-588-0728 for assistance locating the nearest tire servicing facility. When a repair is performed by a different facility, the permanent patch/plug and the labor to perform the tire repair is reimbursable up to \$25.00 per tire, per occurrence. You are responsible for any additional amounts including, but not limited to, mounting, balancing, taxes and miscellaneous fees. The Road Hazard Program will remain in effect for the repaired tire for the remainder of the Coverage Term. **You must contact Customer Care at 1-866-588-0728 before having a flat tire repaired if you are not returning to the Original Selling Facility.**

TIRE REPLACEMENT: If an Eligible Tire is damaged due to a covered road hazard during the Coverage Term 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.

If you are within 25 miles of the Original Selling Facility, you must return to the Original Selling Facility. When you are more than 25 miles from the Original Selling Facility, you must contact Customer Care at 1-866-588-0728 for assistance locating the nearest tire servicing facility.

When a tire failure occurs during the first 12-month period of the Coverage Term, it will be replaced with coverage up to 100% of the original purchase price of the tire or the replacement tire cost, whichever is less. When a tire failure occurs during the second 12-month period, it will be replaced with coverage up to 50% of the original purchase price of the tire or the replacement tire cost, whichever is less. When a tire failure occurs during the third 12-month period, it will be replaced with coverage up to 25% of the original purchase price of the tire or the replacement tire cost, whichever is less. Under no circumstances will 100% coverage exceed \$399.99 per covered tire. You are responsible for any additional charges including, but not limited to, mounting, balancing, valve stem, taxes, disposal, and miscellaneous fees. **WHEN AN ELIGIBLE TIRE IS REPLACED, THE ROAD HAZARD PROGRAM COVERAGE FOR THAT TIRE ENDS. IF YOU DESIRE TO INCLUDE THE REPLACEMENT TIRE IN THE ROAD HAZARD PROGRAM, YOU MUST PURCHASE A NEW ROAD HAZARD PROGRAM FOR THE REPLACEMENT TIRE.**

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. When you are not returning to the Original Selling Facility, you must contact Customer Care at 1-866-588-0728 for prior authorization and a claim number before replacing a damaged tire.
4. Furnish such information as may be required.
5. Incur only expenses which are authorized in advance.
6. Payment of all expenses and costs not covered by this Road Hazard Program.
7. If a tire needs to be replaced and the damage has occurred outside of the Original Selling Facility's normal business hours, you may elect to wait for the Original Selling Facility to provide service or proceed with a tire repair or replacement. In order to be eligible for reimbursement by the Original Selling Facility: (1) if replaced, the damaged tire must be retained, AND (2) the Original Selling Facility must be contacted within 2 business days. There is no guaranteed eligibility by the original selling facility.
8. If a tire needs to be replaced and you are more than 25 miles from the Original Selling Facility, and prior authorization cannot be obtained because the damage has occurred outside of Customer Care's normal business hours, you may elect to wait for authorization or proceed with a tire repair or replacement. In order to be eligible for reimbursement: (1) if replaced, the damaged tire must be retained, AND (2) Customer Care must be contacted at 1-866-588-0728 within 2 business days. There is no guaranteed eligibility.

WHAT YOU MUST DO TO REQUEST REIMBURSEMENT FOR FLAT TIRE CHANGING ASSISTANCE:

Submit a copy of your original invoice that clearly shows the information required above under Limitations and a copy of the paid invoice from a licensed service provider showing the location of your vehicle at the time assistance was rendered. The invoice must be dated and include the service provider's name, address and telephone number and the year, make, and model of your vehicle. Submit requests for reimbursement by fax to 1-866-449-7301, by email to mechclaims@soncio.com, or by postal mail to TechNet Customer Care, P.O. Box 17659, Golden, CO 80402.

WHAT YOU MUST DO TO RECEIVE BENEFITS WHEN AN ELIGIBLE TIRE IS DAMAGED: If you are within 25 miles of the Original Selling Facility, you must return to the Original Selling Facility.

WHAT YOU MUST DO TO RECEIVE BENEFITS WHEN YOU ARE AT A DIFFERENT FACILITY AND AN ELIGIBLE TIRE IS DAMAGED:

1. If you have presented an Eligible Tire during the Coverage Term, the tire servicing facility must verify that the damage to the tire is due to a road hazard as defined above.
2. The tire servicing facility must contact Customer Care at 1-866-588-0728 for prior authorization and to obtain a claim number (not required for flat tire repair). Prior authorization and a claim number must be obtained before replacing the damaged tire or your claim may be denied.
3. You must sign the repair or replacement invoice.
4. You must present your original purchase invoice identifying the tires and showing the purchase of the Road Hazard Program. Your original purchase invoice must include the information listed above in the Limitations section.
5. The tire servicing facility will make a copy of the original invoice and the repair/replacement invoice and return the original invoices to you.
6. Submit a copy of the original invoice that clearly shows the information required above under Limitations and a copy of the signed repair or replacement invoice. Documents may be sent by fax to 1-866-449-7301, by email to mechclaims@soncio.com, or by postal mail to TechNet Customer Care, P.O. Box 17659, Golden, CO 80402. You must include the claim number provided to you if the tire was replaced.
7. You are responsible for all expenses and costs not covered by this Road Hazard Program.

8. Tires that require replacement must be made available for inspection if requested by Customer Care. If the tire is required for inspection, you will be informed during the call to obtain prior authorization.
9. Tires being replaced must be surrendered to the tire servicing facility or to the inspection center if requested for inspection.
10. ALL DOCUMENTATION MUST BE RECEIVED BY CUSTOMER CARE (INCLUDING THE TIRE IF REQUESTED) WITHIN SIXTY (60) DAYS OF SERVICE, OR THE BENEFIT REQUEST MAY BE DENIED.

EXCLUSIONS: THIS ROAD HAZARD 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" (1.6mm) or less.
2. Replacements made without Customer Care's prior authorization if you have not returned to the Original Selling Facility.
3. Repairs or replacements made by anyone other than a licensed service provider, 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 and Canada.
6. Fees charged by the roadside assistance provider when (i) the driver is not with the Covered Vehicle when the roadside assistance provider arrives; (ii) the Covered Vehicle is not at the location given to the dispatcher when the roadside assistance provider arrives; or (iii) if you do not call back to cancel the requested service within the window given by the roadside assistance provider.
7. Tire repair, replacement, or flat tire changing assistance if the original purchase invoice does not include: (1) the Original Servicing Facility name, address, and phone number; (2) the customer's full name, address, and signature; (3) the year, make, model, and mileage of the vehicle on which the tires are installed; (4) the brand, type, size, and DOT number of each tire; (5) the purchase of the Road Hazard Program.
8. Cosmetic damage, i.e. damage that does not affect the structural integrity or safety of the tire.
9. Damage caused by mechanical failures (e.g., failed shocks, struts, alignment, balancing) or interference with vehicle components (e.g., fenders, exhaust, springs).
10. Damage due to misuse, abuse, negligence, improper application, improper towing, improper balancing or alignment, improper inflation, brake lock up, wheel spinning, torque snags, etc.
11. Damage to tires either in the sidewall or tread area due to dry rot, peeling, or cracking.
12. 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. 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, etc.
14. Michelin PAX® system, PAX® tires, and tires and wheels of similar construction and purpose.
15. 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.
16. 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.
17. 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.
18. 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.
19. Repair or replacement of any tire(s) used or installed on vehicles with a manufacturer's load rating capacity greater than one-ton.
20. Repair or replacement of tire pressure monitoring systems (TPMS) and/or devices and components associated with TPMS.
21. Repair or replacement of tires that have been repaired in a manner other than per tire manufacturer guidelines and industry approved methods.
22. Repair or replacement of tires that have been re-treaded, re-capped, re-grooved, remolded, or tubed.
23. 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.
24. Personal expenses arising because your vehicle is not available for use, including storage or freight charges.

25. PRE-EXISTING, CONSEQUENTIAL, INCIDENTAL, AND/OR SECONDARY DAMAGES.

26. Traffic fines, citations, or penalties.

27. Unreasonable costs that a customer may suffer as a result of the need to repair or replace a tire.

The benefits of this Program are secondary to any other benefits you may have purchased including motor club contracts and vehicle service contracts that provide tire and/or wheel coverage. 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 of their reimbursement.

This Road Hazard Program gives you specific legal rights; you may have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of consequential or incidental damages, therefore such limitations may not apply to you.

THE ROAD HAZARD PROGRAM RESERVES THE RIGHT TO DENY ANY REQUESTS FOR BENEFITS SUBMITTED WITH FALSE OR MISLEADING INFORMATION OR IF THE PAPERWORK DOES NOT CLEARLY IDENTIFY THE ORIGINAL PURCHASER, VEHICLE AND TIRES. 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 benefit request may be denied. All requests for benefits must be submitted within 60 days of service or your benefit request may be denied. All documentation, including the tire(s) if requested, must be submitted within 60 days of service in order for benefit requests to be considered for reimbursement.

GENERAL:

1. The terms and conditions outlined herein are the full and complete agreement between the parties. No oral representations should be relied upon, including any oral statements of the Original Selling Facility or any other tire servicing facility.
2. The Road Hazard Program assumes no obligation or responsibility with regard to the vehicle.
3. The Road Hazard Program neither assumes nor authorizes anyone to assume additional liability on its behalf.
4. If any payment is made under this Road Hazard Program and you have a right to recover against another party, your rights shall become our rights and you shall do whatever is necessary to enable enforcement of these rights.

CANCELLATION: If no requests for benefits have been made, you may cancel this Road Hazard Program by returning to the Original Selling Facility and requesting cancellation within 10 days for a full refund of the amount paid for the Road Hazard Program. The Road Hazard Program reserves the right to cancel your Road Hazard Program Stamps by refunding the original purchase price to you.

TRANSFER: This Road Hazard Program is extended only to you, the original purchaser, and not to anyone who may purchase your vehicle or tires during the term of this Road Hazard Program. Coverage is not transferable to any other vehicle or tires.

DISCLAIMER: YOU ARE NOT REQUIRED TO PURCHASE THIS ROAD HAZARD PROGRAM AS A CONDITION TO THE PURCHASE OF ANY PRODUCT OR AS A CONDITION TO THE EXTENSION OF CREDIT. THIS PROGRAM IS NOT AVAILABLE IN WASHINGTON, NEW YORK, OR OHIO.

How to Contact Us

We are here to be of assistance to you, and especially to help ensure your success.

For help with sales training 1.877.334.0325

To submit a claim 1.866.588.0728

For help with an existing claim 1.866.588.0728
or send us your question by email to mechclaims@sonsio.com.

Make sure you include:

- Your Name
- Facility Name
- Facility Phone Number
- Claim Number
- Customer Name
- Repair Invoice Number

We will respond to your question within 2 business days.

To fax in a flat repair claim 1.866.449.7301

For questions on a shipped tire 1.888.468.2262
or send us your question by email to shippedtires@sonsio.com.

Make sure you include:

- Your Name
- Facility Name
- Facility Phone Number
- Claim Number
- Customer Name
- Repair Invoice Number

We will respond to your question within 2 business days.

Frequently Asked Questions

Q: WHY SHOULD I SELL THE TECHNET ROAD HAZARD PROGRAM VERSUS ANOTHER ROAD HAZARD PROGRAM?

The TechNet Road Hazard Program was put in place so there would be a universal warranty throughout the TechNet locations. This program allows you to increase your profit margin on tires sold with road hazard. Best of all, you keep all of the proceeds from each sale.

Q: WHAT SHOULD THE COST OF THE ROAD HAZARD WARRANTY BE?

Most facilities will set a minimum price for the warranty, or others will sell it for a certain percentage of what the tire cost is. Example: 10% or 12% of the cost of the tire. This is your program; you get to decide the price.

Q: HOW DO I INDICATE WHICH CONSUMERS HAVE PURCHASED ROAD HAZARD?

The purchase of the Road Hazard Warranty must be listed on the customer's invoice.

Q: WHO PAYS FOR THE TIRE WHEN THE CUSTOMER RETURNS TO THEIR ORIGINAL SELLING FACILITY, OR HAS A ROAD HAZARD OCCUR WITHIN 25 MILES OF THE ORIGINAL LOCATION?

A customer within 25 miles (40 kilometers) of the original selling facility, or at a facility which is owned by the original selling facility (regardless of distance), must return to the original selling facility for repair or replacement service. The expense of the repair or replacement service will be paid by the original selling facility.

When a customer has a claim within 25 miles of your facility, you are responsible for the claim cost. Sonsio is not responsible for a claim unless the customer is more than 25 miles from your facility. This is the same process as the nationwide repair warranty.

It is extremely important that you set aside a portion of the proceeds from the sale of the road hazard to cover the cost for the replacement tires.

Q: HOW DOES THE CUSTOMER GET A COPY OF THE PROGRAM TERMS AND CONDITIONS?

- Terms and Conditions can be printed at technetprofessional.com.
- The customer **MUST** be given the Terms and Conditions at the time of the road hazard purchase.
- Encourage the customer to keep the Terms and Conditions in the glove box of the vehicle at all times.

Q: WHAT IS CONSIDERED ROAD HAZARD DAMAGE?

A road hazard occurs when a tire fails during the course of driving in a legal manner on a road maintained by state or local authority. Nails, glass, and potholes are the most common examples.

Q: HOW MUCH DOES THIS COST ME?

The TechNet RHP is provided as part of your TechNet membership fees.

Q: DO I NEED TO SELL THIS ON EVERY TIRE?

Road hazard is an add-on sale. It is not mandatory that the customer purchase the road hazard.

Q: WHAT IS THE BEST WAY TO SELL THIS TO A CUSTOMER?

Include it with the quote for tires.

Q: WHAT IF I ALSO SELL MY OWN IN-HOUSE PROGRAM?

To avoid customer confusion, you cannot offer two different road hazard programs.

Q: CAN I SELL THIS TO ANY CUSTOMER?

Yes, provided the customer is purchasing tires and their vehicle is eligible. (See complete program Terms and Conditions for details.)

Q: CAN I SELL THIS TO CUSTOMERS WITH NEW CARS?

No, they must be purchasing tires.

Q: DO I SELL MY CUSTOMERS ADDITIONAL ROAD HAZARD COVERAGE ON THE REPLACEMENT TIRE?

Yes, the road hazard coverage ceases once a tire is replaced by the warranty. So, the customer would need to purchase coverage for the replacement tire in order to have road hazard coverage on it.

Q: IS THIS PROGRAM AVAILABLE EVERYWHERE?

No, it is not available in Washington, New York, and Ohio.

Frequently Asked Questions

Q: WHAT HAPPENS WHEN MY CUSTOMER CAN'T GET BACK TO MY FACILITY?

If the customer is within 25 miles of your shop, you are responsible for customer claims. Outside of 25 miles, Sonsio will assume responsibility for claims.

Q: WHAT HAPPENS IF THE CUSTOMER NEEDS A TIRE REPLACED AND I AM CLOSED?

It's a good idea to establish internal guidelines on how to handle that situation (when the customer is within 25 miles of your shop).

Q: WHAT DOES THE CUSTOMER GET AS PROOF OF PURCHASE?

You will provide the customer an original invoice from your location showing the following:

- a) Purchase of the tires
- b) Road Hazard Warranty purchase
- c) Complete tire info (type, brand, size, and DOT number)

Q: Can I tell my customer this is only valid when they are more than 25 miles away from my location?

No, this road hazard protects them nationwide. Your location assists within 25 miles, and Sonsio assists beyond 25 miles.

Q: During what hours can my customers contact Customer Care (for claims outside 25 miles of my facility)?

Customer Care Hours:

Monday - Friday: 6 a.m. - 5:30 p.m. MST

Saturday: 6 a.m. - 2:30 p.m. MST

Q: What if the customer loses his or her repair order?

Your store may reprint the original invoice as long as it has all of the required information in it.

Q: When my customer has a warranty claim that is handled by another location more than 25 miles away, will Customer Care bill me for the cost of the tire?

No. Sonsio pays the cost of claims outside 25 miles of the original facility.