

3-YEAR NATIONWIDE

Tire Road Hazard Protection

Customer Terms, Coverage & Claims Guide

Important: This protection is optional and applies only to eligible new tires for which the Road Hazard Protection Plan was purchased and shown on the original invoice. This guide summarizes the current PAC/Worldpac program. The official plan terms and conditions control if there is any conflict.

Coverage at a Glance

Coverage term	36 months from tire purchase date, or until tread reaches 2/32 in., whichever comes first.
Typical road hazards	Nails, glass, potholes, punctures, bruises and breaks caused during normal legal driving on maintained roads.
Permanent tire repair	Covered when the tire can be safely repaired according to industry and tire-manufacturer guidelines.
Tire replacement	100% in Year 1, 50% in Year 2, 25% in Year 3, subject to program limits.
Maximum replacement benefit	Up to \$399.99 per covered tire, subject to the lesser of original tire purchase price or replacement tire cost.

Replacement Benefit by Coverage Year

YEAR 1	YEAR 2	YEAR 3
100%	50%	25%
Months 1-12	Months 13-24	Months 25-36

One-time replacement per covered tire: Once a tire is replaced under the plan, coverage for that tire ends. A new Road Hazard Protection Plan must be purchased for the replacement tire if continued coverage is desired.

Replacement benefit does not include: mounting, balancing, valve stems, disposal, taxes or other related/miscellaneous charges.

How to Make a Road Hazard Claim

The process depends on where you are when the tire is damaged.

WITHIN 25 MILES OF EUROTECH

1. Return to Eurotech Auto Service & Repair.
2. Bring or provide your original tire purchase invoice showing the Road Hazard Protection Plan.
3. Eurotech will verify the covered tire, inspect the damage and determine whether the tire can be safely repaired or must be replaced.
4. If the tire qualifies for a covered permanent repair, the eligible repair is performed at no charge under the plan. If replacement is required, the applicable Year 1 / Year 2 / Year 3 benefit applies.

MORE THAN 25 MILES FROM EUROTECH

1. Before replacing the tire, call PAC/Worldpac Customer Care at 1-866-541-9805.
2. Customer Care will assist with locating a tire servicing facility and, when required, provide authorization and a claim number.
3. Present your original purchase invoice showing the covered tires and Road Hazard Protection Plan.
4. Keep the damaged tire if replacement is performed, unless Customer Care instructs otherwise. The tire may be required for inspection.
5. Make sure the repair or replacement invoice is signed and keep copies of all documents.

Flat Tire Changing Assistance

During the first year of coverage, the plan provides reimbursement up to \$75 for roadside flat-tire changing assistance when you are more than 25 miles from Eurotech and a licensed provider installs your usable spare tire. Towing and other services are not included.

If Damage Happens After Hours

If a tire must be repaired or replaced outside normal business hours and prior authorization cannot be obtained, retain the damaged tire if it is replaced and contact Eurotech or Customer Care within 2 business days. Eligibility is not guaranteed until the claim is reviewed.

Documents to Keep

- Original tire purchase invoice showing the Road Hazard Protection Plan
- Proof of coverage / program certificate, if provided
- Signed repair or replacement invoice
- Claim number for replacement claims performed away from Eurotech
- Damaged tire and/or photos if requested by the program administrator

Terms & Conditions - Customer Summary

Eligible Tires

- Coverage applies only to eligible new tires purchased from Eurotech and clearly listed on the original invoice by brand, type/model, size and DOT number.
- The Road Hazard Protection Plan must be purchased at the time of the tire purchase and shown on the original invoice.
- Coverage is for the original purchaser and is not transferable to another owner, vehicle or tire.

What Qualifies as Road Hazard Damage

- Damage caused during normal legal driving on a road maintained by a state or local authority. Common examples include nails, glass and potholes.
- The tire must have more than 2/32 in. of tread remaining and must otherwise satisfy the plan terms.

Repair Requirements

- A covered tire may be repaired only when it can be safely repaired according to tire-manufacturer guidelines and industry-approved methods.
- Repairs performed in a manner that does not follow manufacturer guidelines or industry-approved methods are excluded from coverage.
- When a covered tire is permanently repaired, coverage continues for the remainder of the original coverage term.

Replacement Requirements

- Replacement is available only when a covered tire cannot be safely repaired according to applicable industry standards and guidelines.
- If the exact make/model is not available, a comparable-quality tire may be used.
- Benefit is based on the lesser of the original tire purchase price or replacement tire cost, subject to the Year 1 / Year 2 / Year 3 percentage and the \$399.99 per-tire maximum.
- Coverage for that tire ends after a replacement benefit is used. Continued protection on the new replacement tire requires purchase of a new plan.

Key Exclusions

The Road Hazard Protection Plan does not pay or reimburse for, among other things:

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| • Manufacturer defects, recalls, material/workmanship failures, or conditions covered by a tire manufacturer warranty. | • Cosmetic damage that does not affect tire safety or structural integrity. |
| • Damage caused by misuse, abuse, negligence, improper application, improper towing, improper inflation, improper balancing/alignment, brake lock-up, wheel spinning or vehicle/mechanical interference. | • Dry rot, peeling or cracking in the tread or sidewall. |

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| <ul style="list-style-type: none"> • Off-road use; accidents/collisions; theft; vandalism; fire; flood; hurricanes; other listed environmental or casualty events. | <ul style="list-style-type: none"> • Michelin PAX systems or tires/wheels of similar construction or purpose. |
| <ul style="list-style-type: none"> • Motorcycles, trailers, racing/competitive use, police/emergency service, snow removal, passenger-for-hire, commercial towing, construction or postal-service applications. | <ul style="list-style-type: none"> • Farm/ranch/agricultural vehicles and vehicles with a manufacturer load rating greater than one ton, as described in the official terms. |
| <ul style="list-style-type: none"> • TPMS systems, sensors or related components. | <ul style="list-style-type: none"> • Tires repaired using methods that do not follow tire-manufacturer guidelines and industry-approved methods. |
| <ul style="list-style-type: none"> • Retreaded, recapped, regrooved, remolded or tubed tires. | <ul style="list-style-type: none"> • Pre-existing, consequential, incidental or secondary damages, and personal expenses caused by loss of vehicle use. |

Customer Responsibilities

- Maintain proper tire inflation and reasonable tire care.
- Take reasonable steps to prevent additional damage after a road-hazard event.
- Provide the information and documentation required to verify coverage.
- Obtain prior authorization before replacement when service is performed away from Eurotech, except as specifically allowed by the official after-hours provisions.
- Pay charges not covered by the plan, including mounting, balancing, valve stems, disposal, taxes and miscellaneous fees.
- Submit required claim documentation within 60 days of service. Late or incomplete claims may be denied.

Original Invoice Requirements

Keep your original tire purchase invoice. It should clearly identify:

- Eurotech facility name, address and phone number
- Customer full name, address and signature
- Vehicle year, make, model, mileage and plate or VIN
- Each tire brand, type/model, size, DOT number and purchase price
- Purchase of the Road Hazard Protection Plan

Important Program Notes

Optional purchase	You are not required to purchase Road Hazard Protection as a condition of purchasing tires or receiving credit.
State availability	The current official terms state that the program is not available in Washington, New York or Ohio.
Other coverage	Benefits are secondary to other tire/wheel coverage or service contracts that may reimburse the same loss.
No vehicle coverage	The Road Hazard Protection Plan covers eligible tire road-hazard benefits only and does not assume responsibility for the vehicle or other property.

NEED TO MAKE A CLAIM?

Within 25 miles: return to Eurotech | More than 25 miles: call 1-866-541-9805

More details: eurotechfl.com/tires

Customer-facing summary based on the 36-Month Worldpac Professional Automotive Community Tire Road Hazard Protection Plan supplied to Eurotech. Official plan terms and conditions govern all benefits, eligibility, limitations and exclusions.