

Feb. 2020

Customer Satisfaction Trial:

All General brand passenger and LT tires bearing the General name and D.O.T. numbers are covered by the 45-Day Customer Satisfaction Trial. If for any reason, other than an excluded condition listed under Section 4, you are not satisfied with your new set of four tires within 45 days from the date of purchase - or the first 2/32nds of an inch (whichever comes first) - you may exchange all or any one of them for a corresponding number of the same tires or for another set of a different type of General brand tires. Mounting and balancing are included free of charge (excluding online orders). Owner pays all applicable taxes. If you wish to exchange for another set of General brand tires which is a higher cost, you must pay the upgrade from the original purchase price, including shipping and all applicable taxes. If you wish to exchange for another set of tires which is at a lower cost, you will receive a refund of the difference in cost.

This satisfaction guarantee only applies to the original new set of four (4) General Tire Brand passenger tires purchased and not to the tires provided under this guarantee. Tires received as original equipment on a new vehicle are not covered by the Customer Satisfaction Trial.

Within the authorized time frame from the date of purchase or the first 2/32nds of an inch tread you must return your tires to the authorized General brand tire dealer where you purchased your tires or an alternate authorized General brand tire dealer. You must present the original sales receipt and proof-of-purchase. Reason for dissatisfaction must be explained to the dealer (i.e., appearance, ride, handling, etc.) and noted on the dealer-supplied copy of the General Tire Limited Warranty Complaint Form.