

## Adjusting tires w/ Certificates for Refund or Replacement

### **Purpose:**

To perform the action of adjusting tires with Certificates

### **Guidelines:**

Follow these steps when a customer has an adjustable tire covered by Certificates

### **Process:**

STEP	ACTION
A)	If a customer with Certificates is claiming an adjustment for the first time we will do so as advertised and make it a completely hassle-free experience
B)	If a customer with Certificates is claiming an adjustment for the second time, we will honor the same expectation as the first time, but we will set an expectation for the customer that any future claims will need to be verified by a tire shop
C)	The expectations will be entered into the notes of the customer's order in FSA (Fiori Sales App)
<b>Note:</b>	This practice will allow us to continue to meet or exceed our customers' expectations and provide a world class experience while responsibly keeping our customers safe

### **Contact:**

Please see an assistant manager or manager with questions.