

Tire Rack Preferred Installer

As Discount Tire and Tire Rack become one company to deliver an Inviting, Easy and Safe experience, Discount Tire will now be listed as Tire Rack's Preferred Installer. As customers purchase tires through Tire Rack and have them installed at Discount Tire, they are a Discount Tire customer and will be treated as such. We are One Discount Tire and will work together as a team in every situation.



**CRITICAL TO
SAFETY**

Fitment Validation:

- Must validate the vehicle/product fitment for every Tire Rack order prior to service



**CRITICAL TO
QUALITY**

Contacting the Customer:

- Keep in contact with the customer throughout the process

Tire Rack Support:

- Reach out to Tire Rack Support for any order related issues
- Reach out to Tire Rack Support to obtain shipping labels for return or shipping to another installer

Inventory:

- Label and set aside the inventory

Identifying the Customer:

- Use customer identification and order confirmation to validate the customers identity before beginning installation

The Whys

- When customers purchase their tires from Discount Tire, all products are filtered through the fitment validation process. However, when a customer orders through the Tire Rack website, they are put through a different requirement of fitment validation.
- We label and set aside Tire Rack inventory, not only to make it easy when the customer arrives, but to also avoid it getting mixed in with inventory processes.