

Wheel Repair Request Process Instructions

Working with vendor: Alloy Wheel Repair Specialists (AWRS)

Discount Tire Program

Alloy Wheel Repair Specialists is pleased to provide a wheel repair program for Discount Tire locations in the US.

Wheel repair service will be provided by AWRS company owned, Franchise locations and approved network vendors.

Repair Types

	Pricing:
Basic Cosmetic Repair	\$100 / wheel
Basic Straighten Repair (Backside Bend Only)	\$100 / wheel
Reman (Where Available)	\$150 / wheel
Standard color change -	start at \$150 / wheel
Reman and new Wheels	start at \$150 / wheel

Specialty Finishes: Hyper Silver, Machined, Two Toned Finishes -Prices start at \$150.

Polished Wheels: Prices start at \$150/wheel. Reman can run up to \$250/wheel.

Please email a photo of the wheel with YMM information to claimsteam@alloywheel.com for estimate.

Note: There will be a \$75 Inspection Fee if a technician is dispatched, and no work performed. Inspection Fee will be waived if a replacement wheel is purchased from AWRS.

Process

To receive a wheel repair, please send all pertinent non-merchandise PO information to AWRS Claims. AWRS Claims will confirm receipt of the repair request. An AWRS technician will be in contact with your customer within 1-2 business days to schedule a repair.

Options to reach AWRS claims department:

Call 877-743-2977

Jot form, <https://www.awrswheelrepair.com/discounttire>

Email DiscountTire@awrswheelrepair.com

Repair Request Information Required:

12 digit Non-Merchandise PO#

Customer First, Last Name

Contact Number for the customer

YMM of the Vehicle

Requested Repair : Cosmetic, Bend, Crack, Combo?

Wheel Finish: Painted, Machined, Polished, Hyper, Custom, etc.

Repair Location: LF/LR/RR/RF

Would you like the wheel to be picked up at your Discount Tire location or should the AWRS technician schedule with the customer? Please note, mobile repair can be performed when possible. Some finishes or damage types may require reman even if damage appears to be minimal.

In order to better serve your customer, please attach a photo of the damaged wheel if available.

Billing

Please provide the information outlined above at time of initial service call. Billing will be by AWRS corporate office through Discount Tire corporate.

The following steps are taken upon receipt of a service call:

- AWRS will ensure all necessary information is received, to sufficiently dispatch the service call.
- AWRS will source a technician in the requested area.
- AWRS compose the dispatch and ensure the information is accurately dispatched to the technician in the requested area.
- AWRS will monitor the service call to ensure it is accepted, scheduled, and finalized/completed.
- Once the service call is finalized an invoice will be sent to your office for the services.

Expect service calls to be sent to the appropriate technician within 30 minutes of receipt.

Once a service call is dispatched, an AWRS representative or technician will be in contact with your customer regarding their repair request within 1-2 business days.

All service calls will be dispatched at the base agreed price. Photos will be provided to validate any upcharges or additional repairs, excluding mount and balance.

In some area, our technicians can provide services outside of their territory. In these cases, due to the amount of travel time invoiced, a travel fee may be requested prior to any wheel service completion.

Non-covered areas are serviced with a ship & repair or wheel swap model. Prices can be quoted once photos are received from the Discount Tire location.

In the event a customer is not able to take the vehicle back to the Discount Tire location for mobile repair, an AWRS Network Member may collaborate, with the customer, on an agreeable commercial location to have the services rendered.