

Shipping Procedure for Adjustable Warranty Complaint Tires

Ship all passenger and light truck adjustable warranty complaint tires and documents to the following address:

Continental Tire Service Center, 854 Paragon Way, Rock Hill, SC 29730

FOR PASSENGER AND LIGHT TRUCK TIRES.

1. For six (6) tires or less contact:

CONTINENTAL TIRE SERVICE CENTER AT 1-800-266-5139

The Continental Tire Service Center will prepare a SMALL PARCEL call tag for your shipment. *Please ensure that a copy of the ContiCarLink Complaint Form or a copy of the LIMITED WARRANTY Complaint Form and an identifying barcode (provided with both forms) is secured to EACH tire within the shipment.*

2. For seven (7) tires or more contact:

THE CONTINENTAL TIRE RETURN CENTER AT 1-800-357-9199

The Continental Tire Return Center will schedule a pickup of the return tires. *Please ensure that a copy of the ContiCarLink Complaint Form or a copy of the LIMITED WARRANTY Complaint Form and an identifying barcode (provided with both forms) is secured to EACH tire within the shipment.* Preferred return form is on a wooden pallet, shrink wrapped.

Always ship warranty tires as "Warranty Return Tires". You must stipulate this on the Bill of Lading in the following manner:

"Warranty Return Tires" "Actual Value Not Exceeding \$1.00 Per Pound"

Failure to classify warranty tires properly on the Bill of Lading and not using one of the above shipping options will result in the shipment being misclassified. The total number of tires must be specified on the Bill of Lading within the shipment. Any additional charges, by the carrier, due to errors in classification or not calling the above numbers to schedule pick-ups will be charged back against your freight allowance.

CONTINENTAL BRAND OR GENERAL BRAND DEALERS LOCATED IN ALASKA, HAWAII, AND PUERTO RICO.

Mail all required documentation to the Continental Tire Service Center in Rock Hill, SC. Documentation includes: completed Warranty Complaint Form or ContiCarLink On-Line Complaint form, pictures of the suspect tire, and the cut out D .O .T. serial numbers.