



WHEEL EXCHANGE PROGRAM

BOOK NOW



1-844-HD-TIRES

Guide Book



A WORD FROM OUR CEO, BRIAN FINZ

Hello,

Our Wheel Exchange Program is designed to make the tire replacement process seamless and efficient while promoting sustainability. When you purchase new tires from us, we offer the opportunity to return your old wheels—as long as they're in usable condition—so they can be repurposed or responsibly handled.

This program is about more than convenience; it reflects our commitment to reducing waste and creating value for our customers. By exchanging your old wheels, you're not only simplifying your upgrade process but also contributing to a cycle of efficiency and care.

We've made it easy to participate. If you need assistance with scheduling a return or have questions about preparing your wheels for pickup, our dedicated team is here to guide you every step of the way.

The Wheel Exchange Program is just one of the ways we prioritize exceptional service and innovation. If you're ready to take part or need further details, feel free to reach out.

We're here to keep you moving,
Brian Finz
Chief Executive Officer





HEAVY DUTY TIRE WHEEL EXCHANGE PROGRAM

INSTRUCTIONS FOR WHEEL EXCHANGE

(Included on All Orders)

(Please Note: Wheels must be in good working condition—no damage allowed. Additional charges may apply for wheels that don't meet this standard.)**

Your new tires have arrived—now it's time to get rid of those old ones. Let's keep this process as simple and straightforward as possible. Just follow these three easy steps

Step 1



HEAVY DUTY TIRE WHEEL EXCHANGE PROGRAM

Once your new tires have arrived, give yourself about a week to schedule the return. If your machine isn't on-site yet, no worries—just give us a call to set up a pickup date. Usually, we allow no more than two weeks after delivery to get those old wheels back. After that, charges might apply.



Step 2



HEAVY DUTY TIRE WHEEL EXCHANGE PROGRAM

Ready to schedule your return? Call us at 1-844-HD-Tires or email info@heavydutytires.com. Be sure to provide your pickup address, contact number, and email address, along with the best day and time for the pickup. Let us know if your tires are air or foam filled, and if you need the carrier driver to call ahead before they arrive. We're here to make it as easy as possible for you!



Step 3



HEAVY DUTY TIRE WHEEL EXCHANGE PROGRAM

PREPARING YOUR WHEEL RETURN FOR SHIPPING:

Make sure the tires are securely tied to each pallet to prevent any damage during transit (just like when you received them—use the same pallets if possible). This is crucial to keeping things smooth and safe.



Step 4



HEAVY DUTY TIRE WHEEL EXCHANGE PROGRAM

After you've provided your preferred pickup date and time, you'll receive an email with two copies of the bill of lading ("BOL")—one for the driver and one for your records, as proof of pickup.





HEAVY DUTY TIRE WHEEL EXCHANGE **PROGRAM**

Is that it? **YES**, it's that simple! If you've got any questions or need help, do not hesitate to contact us at 1-844-HD-TIRES or email info@heavydutytires.com. We appreciate your business and hope to be your first call the next time you need a new tire!

