

## **TireMobile Terms of Service:**

Fountain Tire TireMobile is a mobile tire service, limited to passenger cars, SUVs, and light trucks with single rear axle and with tire sizes ranging from 13" to 22" wheels and overall tire diameters up to 35". The scope of work covered includes seasonal tire changeovers, seasonal wheel swaps (bolt-on wheels), new tire installations and tire repairs. This work can only be performed on private property where permission has been granted. Our Mobile Vans require a minimum vertical clearance of 2.8 metres (9 feet, 2 inches) to access any covered/underground areas.

Appointments for Fountain Tire TireMobile may be booked via [FountainTire.com](http://FountainTire.com), at any Fountain Tire store location within our service area or by contacting the Mobile Service Manager directly.

During the appointment booking, the vehicle information, address, contact information (both phone and email) and service(s) required (tire size info if for new tire installation) are mandatory. The TireMobile Manager will review the appointment requirements and location for the service(s) requested. All appointments will be confirmed once reviewed. An alternate appointment time may be suggested based on tire availability.

On the day of the appointment, our technician will communicate via text or phone call that a TireMobile Van is en route to the given address. At that time, the technician will also advise if there are any delays to the expected arrival time. Once onsite, the customer will review the work required, the working area and any concerns with the technician before work commences.

Please ensure the vehicle is parked on private property, on level ground and with a minimum of 2 metres (6 feet) clearance on both the passenger and driver's side of the vehicle. The area must be free of debris, snow and/or ice. The vehicle's emergency brake must function to ensure our technicians can work safely. The technician reserves the right to refuse any work should the vehicle or surroundings be deemed unsafe to work. This includes installing tires that are worn beyond legal limits, stripped lug nuts and/or studs, damaged wheels, wheels seized onto hubs and/or wheels or tires that do not meet the vehicle manufacturer's specifications.

If the vehicle has a wheel lock, the wheel lock key is to be placed in the center console/cupholder or in an area where it can be easily accessed by the technician. For seasonal changeovers or swaps (bolt-on wheels), the tires or wheels must be brought out of storage (if applicable) and placed in an unobstructed area within proximity (3 metres/10 feet) to the vehicle being worked on.

Once all the work has been completed, the technician will review the work performed, process the payment onsite (if necessary) and provide an invoice. Within 100 km of service, a wheel retorque is required and a reminder will be placed inside the vehicle. Any Fountain Tire store can provide this follow up service at no charge to the customer.

We understand that a scheduled appointment may need to be changed. This can be done via phone or email at no charge up until 8:00 am on the day of the appointment. If the appointment is cancelled after 8:00 am on the day of service or if no one is present 15 minutes after our technician's arrival at the appointment location, a service call fee of \$189 will be charged.