

# Tire Spot Solutions LLC – Terms and Conditions

**Effective Date:** 1st-july-2025

**Last Updated:** 12th-july-2025

**Company Name:** Tire Spot Solutions LLC

**Website:** <https://tirespotsolutions.com/>

**Contact:** tirespot2025@gmail.com

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## 1. Introduction

Welcome to Tire Spot Solutions LLC. These Terms and Conditions ("Terms") govern your use of our mobile application ("App"), website, and the services we offer, including the purchase of used and new tires, warranty services, and order placement through our platforms.

By using our app or services, you agree to be bound by these Terms. If you do not agree with any part of these Terms, do not use our services.

## 2. Services Overview

We offer:

- Online listing and ordering of used and new tires
- Local or regional tire spot services via authorized partners
- In-app ordering and scheduling
- Three-day limited warranty on used tires
- Three-month warranty on new tires

## 3. Ordering Process

### a. Placing an Order

- Orders must be placed through the app or approved third-party partner platforms
- After selecting a product, customers proceed to checkout and provide payment details
- Orders are not confirmed until you receive an email or in-app notification confirming the order and estimated delivery/pick-up time

## **b. Approval or Purchase Order (PO)**

- For businesses or fleet services, we accept formal Purchase Orders (PO)
- POs must be submitted to [orders@tirespotsolutions.com](mailto:orders@tirespotsolutions.com) and will be reviewed within 24 hours
- Tire Spot Solutions LLC reserves the right to approve or decline any PO

## **4. Warranty Policy**

### **a. Used Tires**

All used tires come with a 3-day limited warranty from the date of purchase or installation.

Warranty covers manufacturing defects or structural issues not disclosed at purchase.

**The warranty does not cover:**

- Road hazards
- Improper installation or maintenance
- Misuse or off-road use

### **b. New Tires**

- All new tires come with a 3-month limited warranty from the date of purchase or installation
- Includes manufacturer warranty if applicable
- Customers must retain their proof of purchase and installation

### **c. Warranty Claims**

- Claims must be submitted via the app or at [tirespot2025@gmail.com](mailto:tirespot2025@gmail.com)
- Photos, proof of purchase, and a brief explanation are required
- Warranty replacements or refunds are at the discretion of Tire Spot Solutions LLC

## **5. Payment Terms**

We accept major credit/debit cards, Apple Pay, Google Pay, and approved purchase orders. All payments are processed through secure third-party gateways. Upon order confirmation, your card will be charged, and an invoice will be sent to your registered email.

### **a. Refunds**

- Full refund available prior to fulfillment (within 1 hour of order confirmation)

- After fulfillment, only warranty-based refunds or replacements are permitted
- Used tires are non-refundable after 3 days

## 6. App Use Guidelines

- You must be 18 years or older to use the app
- Users must provide accurate, up-to-date account and payment information
- You are responsible for maintaining the confidentiality of your login credentials

## 7. Privacy Policy and Data Use

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Your privacy is important to us. This Privacy Policy explains how Tire Spot Solutions LLC ("we," "us," or "our") collects, uses, shares, and protects your personal information when you use our mobile application and services.

### 7.1 Information We Collect

#### **Personal Information:**

- Name, email address, phone number
- Billing and shipping addresses
- Payment information (processed securely through third-party processors)
- Account login credentials

#### **Location Information:**

- GPS coordinates when you use location services
- Service addresses for tire installation and delivery
- Location data for finding nearby service providers

#### **Device Information:**

- Device type, operating system, and version
- App usage analytics and crash reports
- Push notification tokens

#### **Service Information:**

- Order history and preferences
- Vehicle information (tire sizes, specifications)
- Service appointment details

- Warranty claims and communications

## 7.2 How We Use Your Information

We use your information to:

- Process orders and deliver tire services
- Schedule appointments and coordinate service delivery
- Process payments and send invoices
- Provide customer support and handle warranty claims
- Send service updates and appointment reminders
- Improve our app functionality and user experience
- Comply with legal obligations

## 7.3 Location Data Usage

We collect location data to:

- Provide mobile tire services at your specified location
- Connect you with nearby authorized service providers
- Calculate delivery times and service fees
- Enhance route optimization for our service technicians

**Location Permission:** You can enable or disable location services in your device settings. Disabling location services may limit some app functionality.

## 7.4 Information Sharing

We may share your information with:

### Service Providers:

- Authorized tire installation technicians
- Payment processors (Stripe, Square, etc.)
- Delivery and logistics partners

### Third-Party Services:

- Google Maps (for location services)
- Analytics providers (Firebase, etc.)
- Customer support platforms

### Legal Requirements:

- When required by law or legal process
- To protect our rights and prevent fraud

- In connection with business transfers

We do not sell your personal information to third parties.

## 7.5 Data Security

We implement industry-standard security measures:

- Encryption of data in transit and at rest
- Secure payment processing through PCI-compliant processors
- Regular security audits and updates
- Limited access to personal information on a need-to-know basis

## 7.6 Your Privacy Rights

You have the right to:

- **Access:** Request a copy of your personal information
- **Update:** Modify your account information through the app
- **Delete:** Request deletion of your personal information
- **Opt-out:** Unsubscribe from marketing communications
- **Data Portability:** Request your data in a portable format

To exercise these rights, contact us at: [tirespot2025@gmail.com](mailto:tirespot2025@gmail.com)

## 7.7 Data Retention

We retain your information for:

- Account information: Until account deletion
- Order history: 7 years for business records
- Location data: 30 days unless required for ongoing services
- Payment information: As required by payment processors
- Analytics data: 24 months

## 7.8 Children's Privacy

Our services are not intended for users under 18. We do not knowingly collect personal information from children under 18.

## 7.9 International Data Transfers

Your information may be transferred to and processed in countries other than your own. We ensure adequate protection through appropriate safeguards.

## **7.10 Cookies and Tracking**

Our app and website may use:

- Essential cookies for app functionality
- Analytics cookies to improve user experience

You can manage cookie preferences in your device settings.

## **7.11 Privacy Policy Updates**

We may update this Privacy Policy periodically. We will notify you of material changes through:

- In-app notifications
- Email notifications to your registered address
- Updated version posted on our website

## **7.12 Contact Information**

For privacy-related questions or requests:

Tire Spot Solutions LLC

Privacy Officer

Email: [tirespot2025@gmail.com](mailto:tirespot2025@gmail.com)

Phone: +17707438029

Website: <https://tirespotsolutions.com/privacy>

## **8. Limitation of Liability**

To the maximum extent permitted by law:

- Tire Spot Solutions LLC shall not be liable for any indirect, incidental, or consequential damages
- All services and products are provided "as is" without warranties beyond those explicitly stated herein
- Our liability is limited to the price paid for the tire or service

## **9. User Conduct**

By using our services, you agree not to:

- Violate any local, state, or federal laws
- Use our services for fraudulent or harmful purposes
- Attempt to hack, reverse-engineer, or modify the app or website

## **10. Termination of Access**

Tire Spot Solutions LLC may suspend or terminate your account if:

- You violate these Terms
- Fraudulent activity is detected
- Required payments are not fulfilled

## **11. Changes to Terms**

We reserve the right to update these Terms at any time. Updates will be posted on our website and effective upon posting. Continued use of our app or services after changes means you accept the updated Terms.

## **12. Governing Law**

These Terms are governed by the laws of the State of [Insert State], without regard to conflict of laws principles.

## **13. Contact Information**

For questions, warranty requests, purchase orders, or customer support:

Tire Spot Solutions LLC  
Email: [tirespot2025@gmail.com](mailto:tirespot2025@gmail.com)  
Phone: +17707438029  
Website: <https://tirespotsolutions.com/>

## **14. Public URL Requirement (for App Submission)**

To comply with Google Play and Apple App Store policies, these Terms and Conditions must be publicly accessible online.

## **15. Privacy Policy Integration**

This Terms and Conditions document incorporates our Privacy Policy by reference. Our Privacy Policy is available at <https://tirespotsolutions.com/privacy> and within the app's settings menu.

## **16. Acceptance**

By using our app or purchasing from us, you acknowledge you have read and agree to these Terms and Conditions.

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