Terms and Conditions

1. General Terms

These Terms and Conditions govern the use of the GTIRES.ca website, membership plans, online booking system, mobile tire services, and related products and services.

By booking a service, purchasing a product, or subscribing to a membership plan, the customer agrees to the applicable terms and conditions. These terms are subject to applicable laws and consumer rights in British Columbia and Canada.

2. Services Provided

GTIRES.ca provides mobile tire services, including:

- On-site flat tire repair, where repair is safe and appropriate.
- Tire changes and seasonal tire rotation.
- Off-rim tire installation and wheel balancing.
- Tire pressure monitoring system (TPMS) sales, installation, and replacement.
- Brake pad and rotor replacement, where offered.
- Sale and installation of new tires and wheels.

Service availability depends on vehicle compatibility, location, equipment, weather conditions, parts availability, and the technician's assessment.

3. Membership and Subscription

1. Customers may subscribe to an available GTIRES.ca membership plan to access the benefits listed for that plan.
2. Membership fees, service charges, discounts, eligible services, and applicable restrictions will be disclosed before purchase.
3. Membership benefits are limited to the services expressly included in the selected plan. Additional work, parts, products, and non-covered services may incur additional charges.
4. Membership is associated with the registered customer and eligible vehicle(s), subject to the selected plan's conditions.
5. Customers are responsible for maintaining accurate contact, vehicle, and payment information.
6. Membership does not guarantee immediate service, unlimited repairs, or coverage for every tire-related issue.
7. Membership renewal, cancellation, refunds, and payment terms will be governed by the applicable membership agreement and consumer protection laws.

4. Booking and Appointment Policy

1. Customers may request appointments through the GTIRES.ca website or other available booking channels.
2. A booking request is not confirmed until GTIRES.ca provides confirmation.
3. Customers must provide accurate vehicle information, tire size, service requirements, service address, and contact details.
4. Appointment times are estimates and may be affected by traffic, weather, emergencies, equipment issues, or delays at previous appointments.
5. GTIRES.ca will make reasonable efforts to notify customers of significant delays or rescheduling.
6. Customers must ensure that the vehicle is accessible and that the service location is safe and suitable for the requested work.

5. Service Charges and Payment

1. Applicable membership fees, service charges, parts costs, taxes, and additional fees will be communicated before the customer authorizes the work.
2. Additional work outside the original booking requires customer authorization before it is performed.
3. Payment is due according to the invoice or agreed payment terms.
4. Customers must maintain valid payment information when using an authorized recurring payment method.
5. If a payment fails, GTIRES.ca may contact the customer to arrange payment and may suspend future bookings or membership benefits where legally permitted and in accordance with the membership agreement.
6. Any applicable deposit, travel fee, call-out fee, or cancellation charge will be disclosed before the customer becomes committed to the booking.

6. Customer Responsibilities

Customers must:

- Provide accurate vehicle and service information.
- Disclose known tire damage, previous repairs, wheel damage, and relevant vehicle issues.
- Remove personal belongings that obstruct access to the wheels or work area.
- Provide safe, legal, and reasonable access to the vehicle.
- Inform the technician of wheel-lock keys, special wheel fittings, security requirements, or other relevant equipment.
- Follow the technician's safety instructions.
- Authorize the quoted work before it begins.

GTIRES.ca may decline or stop work if the vehicle, wheel, tire, work area, or surrounding conditions present an unreasonable safety risk.

7. Tire Repair and Service Limitations

1. Not every flat tire can be repaired safely. Repair eligibility depends on the location and extent of damage, tire condition, previous repairs, and applicable tire-industry standards.
2. If a tire is unsafe to repair, GTIRES.ca may recommend replacement or another suitable option.
3. A temporary repair, where appropriate and clearly identified, is not a guarantee of permanent tire performance.
4. Tire installation and balancing services depend on the condition and compatibility of the tire and wheel.
5. Damaged, corroded, modified, incompatible, or previously improperly repaired wheels or tires may prevent completion of the requested service.
6. GTIRES.ca will explain material service limitations and obtain authorization for additional work where required.

8. Vehicle Compatibility

Unless otherwise agreed in writing, certain services may be limited to personal vehicles with standard factory wheels and wheels up to 20 inches in diameter.

Specialty vehicles, commercial vehicles, modified wheels, oversized tires, run-flat tires, low-profile tires, and unusual wheel configurations may require separate approval, equipment, pricing, or a different service provider.

Customers should confirm eligibility before booking.

9. Cancellation, Rescheduling and Missed Appointments

1. Customers should provide reasonable advance notice when cancelling or rescheduling.
2. Any cancellation fee, late-cancellation fee, or missed-appointment charge must be disclosed before the booking is accepted.
3. If the customer is unavailable, provides an incorrect address, or fails to provide reasonable access, GTIRES.ca may need to reschedule the appointment.
4. If GTIRES.ca must cancel or reschedule, it will make reasonable efforts to notify the customer and offer an alternative appointment.
5. Refunds and cancellation rights are subject to the applicable agreement and consumer protection laws.

Nothing in this section limits any mandatory cancellation or refund rights provided by law.

10. Parts, Tires and Product Warranty

1. New tires, wheels, TPMS components, and other products may be subject to the manufacturer's warranty and eligibility requirements.
2. Manufacturer warranties are governed by the applicable manufacturer's terms.
3. Warranty coverage may depend on proof of purchase, maintenance records, tire condition, mileage, and the cause of the issue.
4. Installation workmanship warranties, if offered, will be described on the invoice or in a separate written warranty.
5. Damage caused by misuse, road hazards, improper maintenance, unauthorized modifications, or circumstances excluded under the applicable warranty may not be covered.
6. GTIRES.ca will not represent a manufacturer's warranty as covering an issue unless the applicable warranty terms support that coverage.

Customers should retain invoices and warranty documentation.

11. Wheel, Tire and Vehicle Condition

GTIRES.ca will take reasonable care when performing authorized services.

Customers should inform the technician of existing scratches, cracks, corrosion, damaged wheel nuts, seized components, or other known issues before work begins.

Where reasonably possible, pre-existing damage and material concerns will be documented before service. If a component appears unsafe or is at risk of damage during removal or installation, the technician may stop work and explain the available options.

Nothing in these terms excludes liability for damage caused by GTIRES.ca's negligence or other liability that cannot lawfully be excluded.

12. Safety and Weather Conditions

Mobile service may be delayed, relocated, or declined because of severe weather, unsafe roadside conditions, inadequate lighting, unsuitable ground surfaces, restricted access, or other hazards.

GTIRES.ca may recommend moving the vehicle to a safer location or arranging an alternative service when on-site work cannot be performed safely.

13. New Tire Sales and Returns

1. Product specifications, availability, pricing, delivery arrangements, and installation charges will be confirmed at the time of purchase.
2. Customers should verify tire size, load rating, speed rating, and vehicle compatibility before authorizing a purchase.
3. Return, exchange, refund, and special-order conditions will be disclosed before purchase.
4. Installed, used, or specially ordered products may be subject to specific return limitations where permitted by law.
5. Nothing in this section removes any non-waivable statutory rights or remedies available to the customer.

14. Limitation of Liability

GTIRES.ca will perform authorized work with reasonable care and skill.

To the extent permitted by applicable law, GTIRES.ca is not responsible for loss or damage arising from pre-existing defects, undisclosed vehicle conditions, ordinary wear and tear, road hazards, or circumstances outside its reasonable control.

Nothing in these terms excludes or limits liability where such exclusion or limitation is prohibited by law, including applicable consumer protection rights.

15. Privacy and Customer Information

GTIRES.ca may collect and use customer information required to manage memberships, process payments, schedule appointments, perform services, issue invoices, communicate with customers, and maintain appropriate business records.

Personal information will be handled in accordance with applicable privacy laws and the GTIRES.ca Privacy Policy.

Payment information will be handled through applicable payment-processing systems and in accordance with relevant security requirements.

16. Website and Online Booking

GTIRES.ca makes reasonable efforts to keep its website and booking system available and accurate. However, temporary outages, technical issues, pricing errors, or booking errors may occur.

GTIRES.ca will take reasonable steps to resolve confirmed errors and communicate material changes to affected customers.

17. Guest Services — Advance Payment and Cancellation Policy

1. **Advance Payment Required:** Customers booking services as guests without an active GTIRES.ca membership must pay the full cost of the selected service in advance to confirm and secure their appointment.
2. **Appointment Confirmation:** An appointment will be confirmed once the required advance payment has been successfully received and confirmation has been provided by GTIRES.ca.
3. **Late Cancellation Fee:** If a guest customer cancels an appointment less than three (3) hours before the scheduled appointment time, a cancellation fee of **$50 plus applicable taxes** will apply.
4. **Rescheduling:** Requests to reschedule an appointment made less than three (3) hours before the scheduled appointment time may be subject to the same $50 plus applicable taxes fee.
5. **Refunds:** Any eligible refund of the advance payment will be processed after deducting applicable, properly disclosed cancellation fees, where permitted by law. Any remaining refund will be issued using the original payment method where reasonably possible.
6. **GTIRES.ca Cancellations:** If GTIRES.ca cancels an appointment and cannot provide the booked service, the customer will be offered rescheduling or a refund for the service not provided, as applicable.
7. **Customer Acknowledgment:** By making a guest booking and submitting payment, the customer acknowledges and agrees to this advance payment and cancellation policy, subject to applicable consumer protection laws.

18. Changes to Terms and Conditions

GTIRES.ca may update these Terms and Conditions from time to time.

Updated terms will be published on the website with an effective date. Changes to existing memberships or other ongoing contracts will be handled in accordance with the applicable agreement and legal requirements.

19. Governing Law

These Terms and Conditions are governed by the laws applicable in British Columbia and the applicable laws of Canada.

Nothing in these terms prevents a customer from exercising a legal right or remedy available under applicable law.

20. Contact Information

For questions about services, memberships, payments, cancellations, or these Terms and Conditions, please contact:

GTIRES.ca
Website: www.gtires.ca
Email: info@gtires.ca
Phone: 672-762-4488

Acceptance: By proceeding with a booking, purchasing a product, or enrolling in a membership, the customer acknowledges that the applicable terms have been made available for review and agrees to the terms that lawfully apply to the transaction.