



DRIVEN BY CARQUEST

Advance Auto Parts has been a preferred vendor TBC Retail for over 15 years. Advance prides itself on having knowledgeable and dependable Team Members, superior service levels, and the best quality and availability of parts in the after-market industry. With over 4,000 stores, more than 8,500 delivery trucks, and a superior parts assortment, we know the Big O Tires & TBC Retail partnership will be successful in the years to come.

www.advanceauto.com

PRODUCTS/SERVICES OFFERED

- Hot shot delivery
- Dedicated commercial counter and phone lines
- Name brand aftermarket products

BEST FEATURE

- Advance is a Fortune 500 company, with 70,000+ knowledgeable and dependable Team Members, located near you with the inventory you need at competitive prices.
- We have been serving customers for over 81 years.
- We have over 4,000 (company-owned) Advance Auto Parts stores to service Big O Tires

HOURS OF OPERATION

- Open 7 days a week

MARKETS SERVED

- 39 states within the United States including Puerto Rico
- Over 4,000 Advance Auto Parts Stores
- To find a local store, go to www.advanceauto.com / "Find A Store"

PRICING

- Competitive National Account pricing available for Big O Tires & TBC Retail.
- Core banking

Rebates

5% = Net Purchase Rebate on hard part purchases. This rebate is paid quarterly. No minimum purchases apply.
3% = Electronic Order Rebate. Additional rebate for all electronic ordering. This rebate is paid quarterly.
No minimum purchases apply.

WARRANTY AND LABOR CLAIMS

- All labor claims are handled through our in house warranty claim team.
- Warranty Claims Hotline: 1-88-286-6772
- Contact: 188-286-6772

DELIVERY OPTIONS

- Hot shot to all stores

HOW TO PLACE ORDERS

- Dedicated commercial phone line at your local store
- Online ordering

RETURNS PROCEDURE

- Easy no hassle return policy
- Any purchase whether new or defective can be returned for full credit with NO restocking fees

PAYMENT TERMS

- All Big O Tires locations can pay using the following choices:
A. Net 30 Terms
B. Approved Credit using our in-house Advance Commercial Credit program

C. Credit Card, Cash, or Check at the time of purchase

TECHNICAL HOTLINE

- Toll-free technical line for all manufacturers provided
- Call us at 1-877-ADVANCE (238-2623)

CONTACT INFORMATION

Field:

- Local Commercial Account Manager (CAM)
- Store Commercial Parts Pro (CPP)
- Store General Manager (GM)
- District Leader (DL)

Corporate:

- Joe Caruthers, National Accounts Manager, jcaruthers@advance-auto.com, Phone: 816-547-5370