TBR TIRES LIMITED WARRANTY FOR OVERSEA MARKET

In order to adapt to the current changes in the marketplace of radial tires and enhance the competitiveness of our products, the Claim Policy is updated as follows by referring to the relevant industry standards and optimizing the interests of both distributors and end-users. All previous versions of the claim policy shall automatically become invalid upon issuance of this new version

1. The Range of Normal Claim Coverage

1.1 The all steel radial tires produced and supplied as quality goods by our company are covered by the claim policy within 3 years (36 months)after the production date (That can be identified by the standard DOT markings branded on the lower sidewall of every tire)

1.2 The tires that are properly used according to national standards, but are damaged in earlier period due to defect as confirmed by technical examination.

2. Standards of Claim Settlement

Hawk tire will compensate as 100% of the cost, if it is worn less or equal to 10% of the original non-skid, and if it is worn 10%-100%, our company will compensate according to the remaining of non-skid(below ratio calculation)

Ratio is calculated as follows:

$$\text{Ratio} = 100\,\% * \frac{\text{Current tread depth (mm)}}{\text{Original tread depth (mm)}}$$

Compensation= Current FOB Price*Ratio

3. The definition of defects under the normal claims coverage

3. 1 Tread: tread separation, tread crack, splice break of tread, tread rubber separation.

3.2 Shoulder: shoulder pocket (bulge of shoulder); shoulder separation (shoulder area separation to a large area); shoulder separation blow-out in addition to shoulder separation, there is large area separation caused by delamination of belt plies or shoulder rubber

3.3 Sidewall： sidewall separation and explosion, sidewall bugle, ”U” cracking

3.4 Bead: bead separation(at turn-up, sidewall rubber cracking caused by separations in bead filer carcass cord and bead chafer or carcass and bead chafer turn-ups) bead to rupture, bead toe cracking(carcass turn-up and bead chafer delamination caused sidewall rubber cracking), bulge at bead turn up area

3.5 Bead blow-outs: problems of bead blow-out without obvious outer damage or without the cause-and-effect relationship as mentioned in the articles 4, 8.4 and 4.8.6 below.

3.6 Inside casing: separation inside casing (carcass cords separation, bulge) inside casing exposed cords; inside casing cracking, inner liner separation(bulge or small bubble)

4. The Range Outside of Claim Coverage

4.1 The claim will be rejected if the tires are not properly used according to normal standards, causing damages

in earlier period

4.2 The claim will be rejected if the remaining tread depth is less than the minimum claims policy of tread depth 50%, the tire is worn out and this warranty ends.

4.3 The claim will be rejected if the tires are not supplied as quality goods

4.4 The claim will be rejected for retreaded tires and repaired tires.

4.5 The claim will be rejected for tires with fake brand, tires series number, ply-rating, product marking or defects of quality.

4.6 The claim will be rejected for tires that have undergone improper usage, improper mounting, improper inflation, overload, over-speed, improper load placement.

4.7 The claim will be rejected for tires with intentionally made damage to their markings or production notes

4.8 The definition of defects outside claims coverage
4.8.1 Crown: block tear, pattern damage, crown cut, irregular wear,

4.8.2 Shoulder: external damage of shoulder, shoulder blow-out, chunking caused by overload or impact (external damage that caused carcass or shoulder tears)

4.8.3 Sidewall: mechanical cut, twin tires stone trapping, circumferential casing rupture, punctured, damage caused by low pressure, bulge and rupture caused by external impacting, sidewall blow-out(tire cavity blow-out with carcass steel cord, bead filler and turn-up steel cord outside of exposed sidewall)

4.8.4 Bead: bakelisation, deterioration(bead damages caused by brake overheating); deterioration and other bead damages caused by damaged rim, rim with nonstandard shape or dimension after repair or obsolete; unsuitable rim dimensions or shapes or in poor or abnormal conditions; accidental damages and usage of improper accessories (including thick padding at the rim flange joints)during fitment and usage, with bead defects caused by external damage bead defects caused by improper matching of rim (of too big or too small dimension)with the tire; tires with bead defects caused by external damage.

4.8.5 The claim will be rejected for any failure as follows(even the ones obviously due to technical reason):
--Low inflation/ over inflation
--Overloading/Flat-running/excessive temperature
--Careless or insufficient maintenance (i.e. sense of running is not respected, interchange-rotation positions under the vehicle is not done, wrong rim)
--Incorrect tire storage /incorrect and/or prolonged vehicle's packing
--Wrong combination tire/rim/vehicle/performances/load
--Invisible damage caused by careless fitting or removal
--Mechanical irregularities on the vehicle and/or incorrect wheel alignment angles (even if after they were fixed-up)
--Pre-existing accidental damages: impact, perforations, twin-fitment tires "kissing", cuts, scratching, rubbing,

etc. (no matter how minor)
--Vandalism / fire burning
--Incorrect balancing/ incorrect fitting/ shipping on the rim
--Unsuitable matching of tires on the same axle
--For racing or misapplication
-- Liquids, solid or gas, air, nitrogen, carbon dioxide and other materials resulting in tire damage.

4.9 Tires sold across regions are not eligible for compensation.

5. The Depth Measurement on the Remaining Tread

5.1 Measurement method - Place the tread-depth caliper on the tread base, vertically measure the tread depth,

5.2 Measurement Position
5.2.1 Rib pattern
A.3-rib pattern- Select the outer rib for measurement.
B.4-rib pattern- Select the two middle ribs for measurement.

5.2.2. Mixed pattern: Select the place between two blocks in rib direction for measurement.

5.2.3. Calculation of remaining tread depth: Different four positions should be selected and measured, then take the average value.

6. To assert a warranty claim, you should provide clear and complete information of the claimed tires according to our <Damaged tires information sheet>. Our company has the right not to settle the claim when the technical appraisal is affected by incomplete data.

7. No additional warranties other than those expressly stipulated herein are granted by our company.