

Claim Procedure

Date: 2014-01

To choose a RIGHT tyre is important for your safety and extend a tyre using life. However, everyday we are facing a lot of different and complicated conditions which may comes from vehicles, road condition, weather and drivers happiness, etc.

It is FOCUSTYRE (FocusTyreCo.,Ltd.) continuous policy to pay prompt and carefully attention at all times to providing our customers with first-rate after-sale services.

To further improve our services, this manual has been prepared to provide FOCUSTYRE's customers with an idea of how to file a claim.

It will include the following two parts:

1. Inspection Procedure for Tyres
2. Filling a claim chart.

For some tyre damage and its possible cause, please visit [Tyre Damage Analysis](#) in the Appendix file.

1.INSPECTION PROCEDURE FOR TYRES

Procedures for investigation to be conducted when a claim has been filed:

When a claim has been filed on a damaged tyre, investigations must be conducted to check the degree of the damages as well as the conditions under which the damaged tyre was used. If necessary, steps should be taken to request our users to prevent the recurrence of the same sort of damages in the future.

When a claim chart has been forwarded:

1. Check and confirm that the chart contains all important information, such as tyre size, ply rating, pattern, serial number, DOT number, RTD(remain tread depth) and damage description.
2. It is often difficult to judge the cause(s) of damage from photographs alone. Therefore, correctly asses to the damage, taking the customer's account into consideration and if necessary by consulting our technical team.

When you visit for inspection on site:

Check every item listed in the claim chart according to the following procedures, and examine the tyre for which a claim has been filed:

CHECK STEPS:

1. Confirm the brand of tyre
2. Confirm the tyre classification (which tyre belongs: such as passenger, truck, bias/Radial, OTR, Agriculture, Industrial) and its origin
3. Check the tyre size, pattern, ply rating, speed symbol and load index.(check if they are using the proper tyre on the vehicle. Damages due to improper use is not acceptable for compensation)
4. Confirm DOT number (which contain date of manufacture. If DOT number has been erased, it means the claim for this tyre has already been considered)
5. Measure the RTD (remain tread depth)
6. Check whether the tyre has been already retread or repaired. (Tyres once retread of repaired are not acceptable for compensation)
7. Check the operation conditions:
 - a. Tread (wear, uneven wear, excessive wear, cuts, block tear, ...)
 - b. Sidewall and beads (entire surface check, cut, scrape, cracks...).
 - c. Inside the tyre (inside surface check, ply cords exposed/damaged, patches, foreign objects...)
 - d. Position mounted (revolving direction, pattern used...)
8. Check the damage(check the damaged parts thoroughly with consideration the used conditions. If necessary, the irregular part may be disassembled for further examination)
9. Explanation thoroughly to the user (explain thoroughly to user about the cause of damage, and how the claim will be adjusted. The explanation should enable the user to gain a better know of the proper use on our products)

2. FILLING A CLAIM CHART

For each pcs of damaged tyre claimed, the following information is to be provided on the Claim Chart filled by user.

1. **Basic information on damaged tyre:** tyre size, pattern, DOT number, Serial number...
2. **Details of damage:** damage description, RTD, photographs of damaged parts..
3. **NINE Photographs required:** tyre size, tyre pattern, DOT, serial number, all sidewall, tyre tread(with tread depth), damage points (outside, inside, closed details)
4. Amount of compensation requested for the loss

For each pcs of damaged tyre sold by FOCUSTYRE, please kindly fill below chart, thanks!

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FIELD: TYRE CLAIM CHART

Date : 2014- -

Sales Agent or User		Country:	
Size and Pattern of tire			
Operation Condition:			
Serial Number:		Vehicle Type	
Date of Instalment of tire		Date of Removal	
Total Running Hours/KMs		Tread Depth of New tire	
		Remaining Tread Depth	
Tire Location Installed		Actual Air Pressure	
Actual Load per Tire		Max Speed of Vehicle	
Type of Operating Environment			

Description of Failed Tires (Photos of the failed tire should be attached)

attach with photographs

Compensation will be 100% as tire was new and hardly use.

Customer's Comment	
Conclusion: <i>(for factory to fill only)</i>	engineer sign:

NOTE: In order for us to judge the real reason of failed tire correctly and promptly, you are kindly requested to fill out the form submit detailed information as fully as possible.