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青岛豪凯威轮胎有限公司  
海外市场质量保证及理赔标准

**QINGDAO HAWKWAY TYRE CO., LTD**

**LIMITED WARRANTY FOR OVERSEAS MARKET**

制表人(copywriter):

审核人(auditor)

批准人(approver)

本标准自2019年1月1日起执行。

This Claim Policy shall come into effect as of 1<sup>st</sup> January, 2019

青岛豪凯威轮胎有限公司  
Qingdao Hawkway Tyre Co., Ltd  
2019年1月1日  
1<sup>st</sup> January, 2019



本公司本着对所售产品负责任的态度，参照相关行业标准，特制定本理赔政策，使之能最大限度维护经销商及用户的基本权益。具体理赔条款如下：

Based on an attitude of responsibility for the products sold, and with reference to relevant industry standards, we make this claim policy to offer maximum protection for the rights and interests of our dealers and users.

The specific claim terms are as follows:

## 1. 受理范围 The Range of Normal Claim Coverage

1.1 本条款涉及的轮胎是指自生产之日起 3 年(36 个月)内的全钢子午线卡客车轮胎。如果胎号缺损，则生产日期可以根据订单号进行时间追溯。

1.1 The tires involved in this policy refer to all-steel radial truck and bus tires within 3 years (36 months) from the production date. If the DOT number is missing, the production date can be traced back according to the order number.

1.2 本条款只适用于我公司轮胎产品的初始购买者即第二方，合同外第三方不在本理赔条款范围内。

1.2 This Claim Policy is only applicable to the initial purchaser of our tire products (the second party), and third parties outside the sales contract are excluded.

1.3 由于工作条件等诸多不可控因素，无论何种品牌轮胎，无论轮胎质量多好，都可能因为使用条件问题而造成轮胎损坏。因此，本条款并不表明在任何条件下都不会发生轮胎损坏，也不表明所有损坏轮胎都在我司受理范围。

1.3 Due to many uncontrollable factors such as working conditions, tires can be damaged due to the usage conditions, regardless of the brand name or quality. Therefore, this policy does not indicate that tire damage will not occur under any conditions, nor does it indicate that all damaged tires will be compensated.

1.4 本条款只涉及在已经对外公布的工艺设计允许的条件范围内正常使用的轮胎。任何超出该范围和违规使用所造成的损坏，均不在本条款受理范围内。

1.4 This Claim Policy is only applicable to the tires that are used within the standard application range according to their technical process and design. Any damage caused by misuse or use beyond the range of application is not covered by this policy.

## 2. 不予理赔的范围 Exclusions of Claim Coverage

2.1 超过轮胎理赔期限的产品，不予理赔。

2.1 Tires more than 36 months from the date of manufacture.

2.2 剩余花纹深度低于 50%的轮胎不予理赔。

2.2 Tires with remaining tread depth of less 50%.

2.3 按非正品等级销售的轮胎、低价促销轮胎不予理赔。

2.3 Tires sold as substandard goods, or low-price promotional goods.

2.4 任何形式的对轮胎的修改（包括且不限于翻新、修补、更改商标、胎侧参数标识）不予理赔。

2.4 Tires that have been modified in any way (Including but not limited to retread, repair, change of trademark, change of sidewall parameter and marks.).

2.5 超出合同约定的市场范围所销售的轮胎不予理赔。



2.5 Tires sold beyond the market scope that is agreed in the sales contract.

2.6 由于对轮胎存放不当造成的损坏,对轮胎使用不当造成的损坏,装配操作不当造成的损坏,错误的使用环境造成的损坏,使用错误的轮辋造成的损坏,充气气压不正确、负荷不均、超载及缺气而造成的损坏,轮胎装配与轮胎配合不到位而造成的损坏,车速过快、刹车不当、非正当驾驶等其他人为因素和车辆部件原因而造成的轮胎损坏,油类、化学品、火源以及其他外界物质接触而造成的轮胎损坏,因车辆本身损坏(如车轴、刹车鼓、轮辋、减震器等故障)或者路面情况恶劣(如岩石切割、刺扎,严重撞击,变形过大而造成轮胎破裂)等情况而造成的轮胎非正常损坏,均不予理赔。

2.6 Damage resulting from misuse, improper storage, improper mounting, misapplication, use of non-approved rims, improper inflation, overloading, running flat, misalignment or imbalance of wheels/rims, defective brakes or shock absorbers, abuse, willful damage, oil, chemical action, fire or other externally generated heat, use of studs, water or other material entrapped inside the tire, vehicle damage or road hazards (such as rock cuts, punctures, cut separations, impacts, flex breaks).

2.7 轮胎出现以下损坏现象时不予理赔

2.7 The definition of defects outside claims coverage

2.7.1 冠部:冲击爆破、花纹啃坏、冠划伤、畸形磨损、刺透、因外伤引起冠花纹损坏

2.7.1 Crown: impact blow-out, pattern chunking, crown cut, irregular wear, puncture, and other pattern damage caused by external damage.

2.7.2 肩部:肩部外伤、超负荷或撞击引起肩爆、掰花(花纹沟因外伤造成肩部胎体胶撕裂)。

2.7.2 Shoulder: external damage of shoulder, shoulder blow-out caused by overloading or impact, chunking (shoulder carcass tears caused by external damage)

2.7.3 胎侧部位:机械划伤、双胎夹石、拉链爆、刺伤刺透、缺气碾坏、外力撞击引起鼓包及爆破、侧爆(胎体丝布在胎里圈部位断裂爆破,三角胶条及反包钢丝都在爆破的胎侧上面)。

2.7.3 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)

2.7.4 趾口部位:磨趾口,烧趾口(刹车过热引起趾口损害),趾口损坏或修补后外形尺寸不标准及过时型号轮辋造成趾口缺陷,在安装和使用时的意外损坏和不当的配件使用(包括在轮钢缘使用垫胶片),轮辋与轮胎配合不当(型号过大或小)引起趾口缺陷,内外伤引起趾口缺陷的轮胎。

2.7.4 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; 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.

2.8 我司不承担因轮胎损坏而产生的未经我司允许的第三方鉴定费用。

2.8 We are not responsible for any appraisal costs of the damaged tires from the third-party which is not approved by us.

2.9 我司不承担因轮胎损坏而造成的间接的、连带的、惩罚性的或相应而生的诸如经济损失、利润损失、设备停用、时间损失、运费损失、税费损失以及人身伤亡等相关责任。



2.9 All obligations or liabilities for indirect, incidental, punitive or consequential damage are hereby excluded, including economic loss, loss of profit, loss of use of vehicle, loss of time, personal injury or death.

### 3.正常理赔的缺陷范围 The definition of defects under the normal claims coverage

轮胎按技术规范使用，出现以下病象范围时，我司予以受理。

We will accept the claim, if the tires used in accordance with the technical specifications have the following defects.

3.1 冠部:冠空、冠脱、花纹沟裂、胎面接头开、胎冠胶起层。

3.1 Tread: tread separation, tread crack, splice break of tread, tread rubber separation.

3.2 肩部: 肩空(指肩部鼓包)、肩脱(指肩部周向大面积脱层)、肩脱爆破(除肩脱特征外还有因带束层引起大面积脱层或肩胶掉)。

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 or loss of shoulder rubber).

3.3 侧部: 侧脱爆、侧鼓包、“U”型口爆。

3.3 Sidewall: sidewall separation and explosion, sidewall bulge, “U” cracking

3.4 趾口部位: 趾口脱(指三线部位, 三角胶条与胎体帘线以及趾口包布松散脱开或者反包以及包布脱, 造成胎侧胶撕开)、趾口脱爆(除与趾口脱的特征相同外, 胎体线局部抽出)、趾口裂(在三线部位, 反包或包布端点松散造成胎侧胶裂开)、三线成包。

3.4 Bead: bead separation(at turn-up, sidewall rubber cracking caused by separations in bead filler carcass cord and bead chafer or carcass and bead chafer turn-ups), bead rupture (similar as bead separation except that there is partial extraction of carcass lines), bead cracking(carcass turn-up and bead chafer delamination caused sidewall rubber cracking), bulge at bead turn-up area.

3.5 趾口: 无明显外伤的趾口爆或在条款 2.8.4 中未提到的有因果关系的趾口爆破。

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 2.8.4.

3.6 胎里部位:胎里脱层(指胎体帘线脱层鼓包)、胎里显线、胎里包布开裂、气密层脱(鼓包或有小气泡)。

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.理赔标准 Standards of Claim Settlement

经技术鉴定属于轮胎制造原因的, 按以下方式进行理赔处理。

If the tire defects are appraised as manufacture failure, the claims shall be settled in the following way.

4.1 花纹磨损在 10%以内, 按 100%赔偿; 当花纹磨损在 10%~50%, 按下面的剩余花纹深度比率计算。

4.1 We will compensate as 100% of the cost, if it is worn less or equal to 10% of the original tread depth, and if it is worn 10%-50%, our company will compensate according to the remaining tread depth (below ratio calculation). Ratio is calculated as follows:

理赔比率=100% \*  $\frac{\text{当前花纹深度(mm)}}{\text{初始花纹深度(mm)}}$



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Ratio=100 % \* Current tread depth (mm)

Original tread depth (mm)

理赔金额= 轮胎 FOB 价格 \* 理赔比率

Compensation= FOB Price\*Ratio

理赔方式: 客户下新订单时, 将按照该理赔规格/花纹的最新 FOB 价格, 折价处理, 并在新订单完成理赔金额抵扣。

Compensation method: When place a new order, it will be processed at a discount according to the latest FOB price of the claimed size/pattern, and the claim amount will be deducted on the new order.

## 5. 轮胎剩余花纹深度的测量 The Depth Measurement on the Remaining Tread

5.1 测量方法: 将花纹深度卡尺放在花纹沟上, 垂直测量花纹深度。

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

5.2 测量位置 Measurement Position

5.2.1 条形花纹:

A. 三道花纹沟以外侧花纹沟为准。

B. 四道花纹沟以中间两道花纹沟为准。

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 混合花纹:以顺向两花纹块之间花纹沟为准

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

5.2.3 花纹深度计算: 每条轮胎在不同位置测量四点, 花纹深度取平均计算值。

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

## 6. 索赔流程 Procedure of Claim

6.1 提出索赔的, 应按照我公司规定的《故障轮胎信息表》和照片要求提供索赔资料, 必要时提供视频资料。不配合提交资料, 或不能提供使用情况说明, 或提供的情况说明与事实不符, 或提供的照片资料不能满足技术鉴定要求时, 我司有权不予理赔。

6.1 All claim applications should be applied with complete information according to our "Defective Tire Information Sheet" and photo requirements, and with video information as well when necessary. If there's any noncooperation in submission of the information, or failure in providing description of the tire usage, if the information provided does not match the facts, or cannot meet the technical appraisal requirements, we have the right to reject the claim application.

7. 除本政策明示内容外, 本公司不作其他保证。

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