



# TYRE WARRANTY POLICY

*Your Safety ,Our Mission*

**Q. Does BAYGOLD GROUP offer a warranty on the tyres they sell?**

A. Yes. BAYGOLD GROUP offers tyre warranty on all tyres as long as you are buying from BAYGOLD GROUP.

**Q. For how long is the manufacturer's warranty valid?**

A. The warranty is valid within 4 years of the date from manufacture date or 100,000km(whichever comes first) and the tyre must have at least 50% of tread left on it.

**Q. What kind of objects can damage a tyre?**

A. Sharp objects like nails, pieces of metal, potholes, curb walls and stones-just to name a few.

**Q. How can i use my tyre incorrectly?**

A. By not having the correct amount of air pressure in the tyre; the size and type of tyre is not suitable to your vehicle and what you are using the vehicle for; the vehicle is overloaded and is not mechanically sound.

**Q. If the tyre fails and it is not a manufacturer's defect, it the tyre still covered under any warranty?**

A. Unfortunately no. BAYGOLD dose not offer a warranty that protests against objects (road hazards) damaging tyres or the incorrect use of the tyre.

**Q. How can i redeem my manufacturer's warranty?**

A. Simply take the damages tyre along with the original invoice to the BAYGOLD dealer location at which you bought the tyre. A member of your customer service team will ask you a few question about what happened before and after the tyre failed and also you contact information. They will then give you a copy of receipt for the tyre returned.

**Q. So what happens after that?**

A. The tyre is returned to our head office where a team of highly trained experts will read your report of what happened, inspect the tyre and then based on all information available, arrive at the most likely reason for the tyre failing. An adjustment report is then sent back to the location to which you returned the tyre and then they will contact you.

**Q. How long does this take?**

A. The team meets at least once per week and so the process should not take longer than ten (15) working days.

**Q. Will i be able to talk directly to a member of the assessment team?**

A. We always try our best to ensure complete customer satisfaction. Most of our customers are satisfied with the process of our warranty policy. To ensure the safety of our employees. We are unable to extend our customer service to direct contact between the assessment team member and you our valued customers.

**For further information please do not hesitate to speak to our Branch Manager.**

We thank you for your continued support and remind you to check your tyre pressure regularly.

Have a safe day!

**BAYGOLD GROUP-Tyre Team**

**[www.baygold.cn](http://www.baygold.cn)**



# Inspection procedures for tyres

1st step	Confirm the product
Check and confirm that tyre is an product from BAYGOLD GORUP LIMITED	
2nd step	Check the tyre size, pattern and ply rating
Examine that the tyre is correct in size, pattern and ply rating for use on vehicle. Failures due to improper use can not be accepted for adjustment consideration.	
3rd step	Check the rim size and mounting conditions
Damage due to the wrong rim-size or poor mounting is not acceptable for compensation.	
4th step	Confirm the D. O. T. NO. and Serial NO.
Check the Serial number and DOT number and identify when to be manufactured. If the Serial number and DOT number has been removed, the adjustment for this tyre has already been considered.	
5th step	Measuring the remaining tread depth
See the additional remarks for details on "Method Of Measuring The R. T. D." (Ask your nearest BAYGOLD dealer to explain)	
6th step	Inspect whether the tyre has been retreaded or repaired
tyres, which have been repaired or retreaded are not acceptable for compensation.	
7th step	Check the operation conditions
Tread	If there is more rapid wear on the shoulder than the tread center, the tyre was probably run under low inflation pressure and overloading.If irregular wear is found, the tyre may be used under defective wheel alignment, low inflation pressure or poor tyre rotations.
Sidewall and Beads	The tyre with many cuts or block tearing on the shoulders denotes that it must have been traveled on bad roads or under mis-use. Check the tyre for rim cuts due to defective rim or rusted rim.
Inside of tyre	Inspect whether cord plies have been damaged from under-inflation pressure or overloading. Check whether there is any sign of repairing cut or holes inside of the tyre.
Mounting position	The driving direction of the wheel may be recognized by checking the direction of the irregular wear.Once the driving direction is known, the mounting position can be surmised from the wear conditions.
8th step	Inspect the damaged parts
Examine the tyre and determine the nature and extent of the trouble, listening to everything the customer says. If necessary, arrange to have the tyre removed from the wheel to conduct a through examination.	

## METHOD OF MEASURING THE REMAINING TREAD DEPTH

### 1.Measuring method

It is the proper method for measuring the remaining tread depth (here in after "R. T. D." ) on tyres to find out the greatest worn-out point. At this point, read the graduated depth on your guage as "A" on the following illustration. Also read two other points "B" and "C" spaced 120` or one-third of the way around the tyre in each direction from the first measurement. And add all three measuring point together and divide by three, then you will have the average of the remaining tread depth.

### 2. Where to measure

When taking measurement on tyres, be sure measure the two points in the groove between the centerline and both edges of tread. Not on the shoulder. When there is no groove on the measuring points, measure the groove in the nearest centerline. The point of the depth guage should rest the basis of the groove.



## Tyre Claim Form

Your Company					
Your Address					
<b>Claims Requirements ( by Distributor &amp; Customer)</b>					
Claim Date	Brand	Size & Pattern	Ply		
DOT No.	Series NO.	Original Tread Depth(OTD)	Remained Tread Depth(RTD)		
Claims Sum	(RTD/OTD) * Price =				
Defects Description ( defects parts and nature of defects、 reason in brief )					
Picture Description ( Attached photo Number and simply description for each picture )					
Total Picture No.	No.One	No.Two	No. Three	No.Four	
Customer signature	Signature Date	Distributor signature		Signature Date	
<b>Claim Feedback ( by Distributor's name )</b>					
1、 Fully Agreed	2、 Partial agreed		3、 Rejected ( Reason )		
(reason)	compensate sum(reason)				

Sale

Examined

Authorized