



LSW-WP-01 - VERSION 1.0

Forged Wheel Warranty Policy Guide

General guidance on warranty scope, claim materials, assessment process, logistics and customer responsibilities.

Scope	General process guidance for LSW forged wheel customers
Revision	August 2026
Important	Order documents, formal warranty terms and mandatory local law control

01 / SCOPE AND PRINCIPLES

Confirm the document boundary before judging a case

General process guidance

This guide helps customers prepare evidence and understand the assessment process. It does not promise a fixed warranty period, amount, remedy, transport arrangement or completion time.

Priority of documents

The order, proof of sale, formal warranty supplied with the product and mandatory local law are the direct basis for an individual case. Where they differ from this guide, the documents valid for that order and applicable law control.

Basic conditions

- Source, model and serial number can be verified, together with proof of purchase or equivalent transaction evidence.
- The wheel was used on the vehicle, axle load, tyre, brake system and use case confirmed for the order.
- Installation, fastening, recheck and maintenance were completed by competent personnel under formal instructions.
- Use stopped promptly after an abnormal condition and the product and evidence were preserved.

Four principles

01 Safety first	02 Identify first
Stop for cracks, deformation, air loss, vibration or severe impact.	Match model, serial, order and vehicle configuration.
03 Determine cause	04 Apply the terms
Consider material, manufacture, installation, use and external forces together.	Scope and responsibility follow the order and local policy.

02 / COVERAGE GUIDE

Separate the type of issue

The categories below support initial triage only. A manufacturing defect requires assessment of the product, records, evidence and formal terms.

Category	General meaning	Assessment focus
Potential manufacturing defect	A confirmed deviation in material, forging, heat treatment, machining or finish related to the reported condition.	Serial and batch, original condition, measurements, records, location and morphology.
Normal wear or appearance change	Minor scratches, stone chips, staining, gloss change and normal service wear are not automatically defects.	Time in use, environment, cleaner, structural or sealing effect, and delivery condition.
Misuse, impact or overload	Potholes, kerbs, collisions, unapproved use, overload or wrong tyre pressure are generally external causes.	Impact marks, tyre state, vehicle event, load and use.
Installation or fitment	Wrong PCD, offset, bore, hardware, torque, tyre or clearance may cause damage.	Installation record, seats and faces, caliper or suspension clearance and dynamic interference.
Modification or unauthorised repair	Welding, heating, straightening, cutting, drilling or unapproved refinishing changes product condition.	Extent of change, heat, material removal, later use and causation.

Appearance and structure are assessed separately

A coating or cosmetic change does not automatically prove structural defect, and cosmetic damage does not rule out internal damage. Stop use for a crack, visible deformation, persistent air loss, steering shake or severe impact.

03 / CLAIM MATERIALS

Better evidence supports a more reliable decision

Keep the original product condition. Do not wash away key traces or weld, heat, cut, straighten or remove identification before receiving guidance.

Identification and transaction

- Wheel model and serial or batch marking for every wheel.
- Proof of purchase, order number, purchase date and selling channel.
- Vehicle make, model, year, generation and exact configuration.
- Contact person, region and usable contact details.

Photographs and condition

- Full front and rear views, close-ups of serial and specification markings, problem area and a scaled overall view.
- Tyre, valve and leak location; wheel relationship to caliper, suspension and wheel arch; full vehicle and affected corner.

Installation and event information

- Installer, date, hardware, torque source and recheck record; tyre specification, pressure and balance information.
- When the issue began, mileage or service phase, symptoms, speed, road, load and weather where relevant.
- Disclose pothole, kerb, collision, puncture, towing, off-road, track, overload or recent repair honestly.

Match each wheel

For multiple wheels, link each serial number, installed position and photograph set. Do not submit one mixed image set.

04 / ASSESSMENT PROCESS

A standard path from intake to conclusion

Registration or document submission does not mean a claim is approved. The result depends on evidence completeness, product condition, causation and the applicable terms.

01 Intake and reference

Record contact, order, model and serial, confirm immediate safety and create a service record.

02 Completeness review

Check proof of purchase, vehicle and installation information and photographs; request missing items.

03 Preliminary technical assessment

Consider manufacture, external force, installation, wear, corrosion, modification and other causes.

04 Physical inspection if needed

After return authorisation, inspect dimensions, runout, cracks, deformation, finish and identity; arrange further testing where justified.

05 Conclusion and option

Explain the basis. Available action, cost, transport and timing depend on the valid terms and local policy.

Possible outcomes

The matter may be outside warranty, need more evidence, receive maintenance or installation guidance, qualify for repair or replacement under valid terms, or reach another agreed solution. This guide does not promise a particular result, amount or date.

05 / LOGISTICS AND RESPONSIBILITIES

Do not return a product without authorisation

Whether a return is required, destination, packaging and responsibility for cost must be confirmed in writing after intake.

Item	Customer confirmation
Return authorisation	Service reference, receiving details, approved product or accessory scope and packaging instructions.
Packaging and condition	Follow written tyre-removal or deflation directions; protect rim, face and bolt holes; preserve serial and photograph before sealing.
Cost and risk	Removal, tyre work, balancing, transport, insurance, tax, storage and refitting follow the order, case authorisation and local policy.
Unauthorised shipment	Unconfirmed collect freight, wrong address or poor packaging may cause delay, refusal or new damage.

Customer use and preservation

- Install, fasten, recheck and maintain under formal vehicle, wheel, tyre and hardware requirements.
- Maintain pressure and approved load and use; recheck fitment after changing vehicle, brakes, suspension or tyres.
- Stop use for safety concerns rather than continuing while waiting for a service reply.
- Preserve the wheel, parts, packaging, purchase and installation records until guidance is received.

06 / SAFETY AND RIGHTS

Safety first, statutory rights preserved

This guide provides a clear process. It does not exclude, limit or replace mandatory consumer rights that applicable law does not allow parties to waive.

Stop-use signals

- Crack, visible deformation, persistent or rapid air loss, tyre separation signs, loose hardware, vibration or abnormal noise.
- Unknown condition after severe impact, or interference with the brake caliper, suspension or wheel arch.

Frequently asked questions

Does registration automatically create warranty coverage?

No. Registration creates a record. Eligibility, period and responsibility still require the valid proof of sale, formal warranty, order terms and local policy.

Is a scratch, fading or corrosion automatically a manufacturing defect?

No. Delivery condition, environment, cleaning, maintenance, impact and finish requirements must be considered. Cosmetic and structural concerns are assessed separately.

Can I drive after a pothole impact if I cannot see a crack?

Visual inspection alone is not enough. Stop for vibration, air loss, deformation or another abnormal condition, and arrange competent inspection after a severe impact.

Can I weld or straighten first?

No. Welding, heating, cutting or straightening changes the product and evidence and may create safety risk. Obtain guidance first.

Claim route

Submit through the seller, authorised dealer or official LSW service channel. Include Warranty Assessment + model + serial in the subject. Use the contact method published for the order or market.