

Warranty Policy

Bridgestone / Firestone / Dayton Products

Upon this warranty policy, “**Products**” means tires, tubes or flaps under brand Bridgestone, Firestone and Dayton which are sold by Bridgestone Sales (Thailand) Co., Ltd., except retreaded tire.

1. Products will be warranted by Bridgestone Sales (Thailand) Co., Ltd. according to terms and condition stipulated in this Warranty Policy. Any expense for taking off or wearing tire, demurrage, damage of vehicle unused or damage of inconvenience are not covered by this Warranty Policy.
2. Products will be covered by this Warranty Policy against **defects in design, production and/or material used in production only**.
3. To consider whether the defects are covered by this Warranty Policy, Products shall be inspected by Thai Bridgestone Co. Ltd.¹
4. If the result of inspection indicates that the defects are under the Warranty Policy, Bridgestone Sales (Thailand) Co., Ltd. will compensate to user as follows;

4.1 Amount of compensation for **Tire** shall be calculated basing on “Level of remaining tread depth²” as the formula below;

$$\text{Amount of Compensation} = \frac{\text{Remaining Tread Depth}}{\text{Original Tread Depth}} \times \text{Tire Price}^3 \text{ (THB)}$$

4.2 Amount of compensation for **Tube** or **Flap** shall be calculated basing on the condition of claim as the formula below;

4.2.1) Tube or Flap that claimed together with Tire ;

$$\text{Amount of Compensation} = \frac{\text{Remaining Tread Depth of Tire}}{\text{Original Tread Depth of Tire}} \times \text{Tube or Flap Price}^3 \text{ (THB)}$$

4.2.2) Tube or Flap that claimed alone without Tire ;

$$\text{Amount of Compensation} = 50\% \text{ of Tube or Flap Price}^3 \text{ (THB)}$$

4.3 The compensation shall be performed by selling new Products to user.

5. **Exception:** Products under following conditions shall not be covered by this Warranty Policy;

5.1 Products damaged as a result of improper assembly or storage.

5.2 Tires used until level of remaining tread depth is less than stipulated as follow;

- Passenger Car / Light Van tire
Level of remaining tread depth is less than 2 mm.
- Light Truck tire
Level of remaining tread depth is less than 3 mm.
- Truck / Bus tire
Level of remaining tread depth is less than 4 mm.

5.3 Tires that have been repaired, recapped, or reclaimed. Tubes or Flaps that have been repaired or re-used.

5.4 Products damaged due to misuse such as wrong wheel alignment, wheel unbalanced, defect of break or shock absorber, wrong tire inflation pressure or over loading, effected from oil/chemicals/fire, non-standard alloy wheel, destroyed or crashed, running during no air pressure, damage by intention, or any other misuse.

5.5 Products damaged from road hazards such as nail, bolt, rock, glass, curb or anything stuck into tire groove or tire case, or vehicle parts falling off.

5.6 Products damaged as a result of weather and impact of atmosphere.

5.7 Products which resold or owner changed.

5.8 Products damaged after warranty period.

The warranty period of Bridgestone, Firestone and Dayton products is as follows;

Type of Tire	Warranty Period
Passenger Car Tire Light Van Tire	5 years from the month/year of purchase. ^{4, 5}
Other Tires, Tubes or Flaps	5 years from the month/year of production

6. The user⁶ must deliver claimed products together with proof of purchase and / or proof of tire warranty registration to dealers or organizations designated by Bridgestone Sales (Thailand) Co., Ltd. In this regards, the user has to provide correct, complete and real user's information and usage conditions as following;

User's Information	Claimed Tire Information	Usage Condition Information
1) User's name	1) Tire size or Tube/Flap size	1) Vehicle type
2) User's contact	2) Tire pattern	2) Using period
3) Vehicle registration number	3) Serial number	3) Operating inflation pressure
4) Vehicle model	4) Dismounted position	4) Speed
5) Mileage of claim products	5) Damage area	5) Goods
6) Tire shop ⁷ name or Car dealer name	6) Original equipment tire/Replacement tire	6) GVW
	7) Damage description	7) Road condition
		8) Rim size

In case of incorrect or insufficient information for the inspection, Thai Bridgestone Co., Ltd. shall reserve the right to return the tire claimed to dealer without inspection.

7. The consideration of compensation by Bridgestone Sales (Thailand) Co., Ltd. shall be final. The compensable product claimed shall become the property of Bridgestone Sales (Thailand) Co., Ltd.
8. Bridgestone Sales (Thailand) Co., Ltd. shall reserve the right to cancel and/or amend, wholly or partially, terms and conditions herein without prior notification.

Remarks:

- 1) Thai Bridgestone Co., Ltd. is a company to sell the products and/or to provide the services to Bridgestone Sales (Thailand) Co., Ltd.
- 2) Level of remaining tread depth of Tire measured by Thai Bridgestone Co., Ltd. shall be final.
- 3) The price of Tires, Tube and Flap are defined by Bridgestone Sales (Thailand) Co., Ltd.
- 4) For new vehicle, we will refer to registered vehicle date or date of receipt.
- 5) In case of no proof of purchase, warranty period will be referred to month/year of production.
- 6) User means the person who purchased new tire from tire shop or new vehicle with Bridgestone, Firestone or Dayton product.
- 7) Tire shop means the place that sells Bridgestone, Firestone or Dayton products to users such as tire dealer or sub-dealer, etc.