

## **WARRANTY POLICY OF BRIDGESTONE RETREAD TIRE**

(The **"Warranty Policy"**)

This Warranty Policy applies to any **"Bridgestone Bandag"** retread tires for trucks, buses, and light trucks which manufactured by Thai Bridgestone Co.,Ltd. (**"TBSC"**) and sold by Bridgestone Sales (Thailand) Co., Ltd. (**"BSTL"**) to Bridgestone Authorized Dealers or End Users in Thailand (the **"Products"**).

### 1. Definition

**"Bridgestone Authorized Dealers"** means dealers that have official permission to sell products from BSTL;

**"COC"** means any customer case; customer-owned tire casing;

**"CBB"** means any stock case; stock casing provided by BSTL; and

**"End Users"** means the ultimate consumers of products regardless of the seller.

2. This Warranty Policy covers the Products against failure due to defects in workmanship, materials, and casing and subject to certain exceptions as set forth in Sections 8-14 below. Any damage attributable to normal wear and tear and/or improper usage, incorrect or improper mounting, dismounting, storage, labor, or service charges will be out of warranty scope.

### **Claim Process**

3. The End Users must contact a Bridgestone Authorized Dealers or a sales representative of BSTL, from which the Products were purchased, as the case may be, to start the claim process.

4. The End Users must submit the claim application form provided by BSTL and deliver the Products to the Bridgestone Authorized Dealers, from which the Products were purchased from, then BSTL will arrange transportation and conduct the tire inspection.

5. To consider whether the defects are covered by this Warranty Policy, the Products shall be inspected by a Technical Service personnel designated by Thai Bridgestone Co., Ltd. (**"TBSC"**), and the inspection result from TBSC shall be final.

### **Warranty Credit Calculation**

#### 6. Credit Calculation for Failure in Workmanship or Material

6.1 The Products that display failure in workmanship or material under warranty conditions shall be credited at the warranty credit amount, which is determined by the purchase price (including Bridgestone brand tube & flap if the End Users purchased a complete set). The credit calculation will be based on the remaining tread on a pro-rata basis pursuant with the below table:

Table 6-1

<b>Remaining Tread</b>	<b>% Credit to Customer</b>
100%-80%	100% of purchase price
79% Below	Remaining tread depth% x purchase price
Rim Size 20"-22.5" less than 3 mm.	0%
Rim Size 16"-19.5" less than 2 mm.	

6.2 If the Products display no measurable tread for the inspection, the credit calculation will be based on the production date and adjustment date following below table:

Table 6-2

<b>Retread Production Date to Adjustment Date</b>	<b>% Credit to Customer</b>
1-12 week	100% of purchase price
13-24 weeks	80% of purchase price
25-52 weeks	50% of purchase price
More than 52 weeks	0% of purchase price

## 7. Credit Calculation for Failure in Casing

7.1 Retread Tire displaying a casing related failure under warranty conditions shall be credited at Warranty credit amount, which is determined by the purchase price (including Bridgestone Brand tube & flap if the End Users purchased a complete set). The credit calculation will be based on the remaining tread on a pro-rata basis pursuant with the below tables:

Table 7.1-1 % Credit to COC End Users

<b>Remaining Tread</b>	<b>Bridgestone and Firestone Brand Casing</b>	<b>Other Brand Casing &amp; *C Grade Type</b>
100%-80%	100% of purchase price	0%
79% Below	Remaining tread depth% x purchase price	0%
Rim Size 20"-22.5" less than 3 mm.	0%	0%
Rim Size 16"-19.5" less than 2 mm.		

Table 7.1-2 % Credit to CBB End Users

Remaining Tread	Bridgestone and Firestone Brand Casing	Other Brand Casing
100%-80%	100% of purchase price	Limited Warranty Upon agreement with End users on a case- by-case basis.
79% Below	Remaining tread depth% x purchase price	
Rim Size 20"-22.5" less than 3 mm.  Rim Size 16"-19.5" less than 2 mm.	0%	

7.2 If the Products display no measurable tread for the inspection, the credit calculation will be based on the production date and adjustment date following below table:

Table 7.2-1 % Credit to End Users

Retread Production Date to Adjustment Date	Bridgestone and Firestone Brand Casing	Other Brand Casing & *C Grade <sup>1</sup>
1-12 weeks	100% of purchase price	0% of purchase price
13-24 weeks	80% of purchase price	0% of purchase price
25-52 weeks	50% of purchase price	0% of purchase price
More than 52 weeks	0% of purchase price	0% of purchase price

### **Exclusions of Warranty**

8. Products damaged due to improper assembly or storage.

9. Products damaged due to misuse or used in other than normal operating conditions (such as wheel misalignment, wheel unbalanced, defect of brake system, shock absorber, improper tire inflation pressure, overloading, curbing, flat spots caused by skidding or panic stops, vandalism, effected from oil/chemicals/fire, destroyed or crashed, running during no air pressure, damage by intention, or any other misuse).

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

11. Failure of non-Bridgestone tube or Flap leading to retread tire failure.

12. Products damaged due to incorrect rim fitment.

13. Due to many variable factors affecting tire life, any claim for short tread life will not be considered.

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<sup>1</sup> C Grade means the COC Products with the second retread and more and beyond, or the COC Products with specific casing condition(s) that agreed by End Users to retread with limited warranty conditions.

14. Products damaged or claimed outside warranty period, please refer to table 14-1. The warranty period starts from manufacturing week and year located at retread tire sidewall.

Table 14-1, TBR Retread (Warranty Period from Manufacturing Date)

Type of Defects	COC		CBB Stock Case
	Grade A-B	Grade C	
Workmanship, Material	4 Years	1 Year	4 Years
Casing (BS&FS)	4 Years	No Warranty	4 Years
Casing (Other Brand)	Upon agreement with End users on a case by-case basis	No Warranty	1 Year