

Warranty Policy

Bridgestone / Firestone / Dayton Products

The Products are warranted by Bridgestone Sales (Thailand) Co., Ltd. and Thai Bridgestone Co., Ltd. in accordance with the terms and conditions stated in this Warranty Policy.

1. DEFINITION

- 1.1. **"Products"** means tires, tubes or flaps under brand Bridgestone, Firestone and Dayton which are sold by Bridgestone Sales (Thailand) Co., Ltd., or Thai Bridgestone Co., Ltd. except retreaded tire.
- 1.2. **"Bridgestone Sales (Thailand) Co., Ltd."** means authorized distributor in the replacement market in Thailand who resells the Products to Tire Shops.
- 1.3. **"Thai Bridgestone Co., Ltd."** means the company that manufactures and supplies Products to Bridgestone Sales (Thailand) Co., Ltd. or to car manufacturer.
- 1.4. **"Price"** means the price of the Products as indicated on the receipt. If there is no receipt, it shall mean the price set by the Tire Store. For Products that are equipped with a new vehicle, it shall mean the price set by car dealers.
- 1.5. **"Purchase Date"** means the date of vehicle registration for a new vehicle, or the date indicated on the receipt for the purchase of the Products. If there is no proof of purchase, the Purchase Date shall refer to the Product manufacturing date.
- 1.6. **"User"** means the person who purchased the Products from a Tire Shop or a new vehicle equipped with Bridgestone, Firestone, or Dayton Products.
- 1.7. **"Tire Shop"** means the place that sells Bridgestone, Firestone or Dayton Products to User such as car dealer, tire dealer or sub-dealer, etc.

2. WARRANTY PERIOD

The warranty period of Bridgestone, Firestone and Dayton Products are as follows;

Type of Products	Warranty Period
Passenger Car Tire Light Van Tire	5 years from the Purchase Date
Other Tires, Tubes or Flaps	5 years from the month/year of manufacture

3. TERMS AND CONDITION OF WARRANTY

- 3.1. Products under brand Bridgestone, Firestone and Dayton will be warranted by Bridgestone Sales (Thailand) Co., Ltd. or Thai Bridgestone 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.
- 3.2. Products will be covered by this Warranty Policy against **defects in design, production and/or material used in production only**.
- 3.3. Thai Bridgestone Co. Ltd. will conduct measurements and inspections to determine if the defects are covered by this Warranty Policy, including assessing the remaining tread depth. The inspection conducted by Thai Bridgestone Co. Ltd. will be conclusive and final.

- 3.4. If the result of inspection indicates that the defects are under the Warranty Policy, Bridgestone Sales (Thailand) Co., Ltd. or Thai Bridgestone Co., Ltd. will compensate to User as follows;

Amount of compensation for **Tire** shall be calculated basing on "Level of remaining tread depth" as the formula below;

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

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

- 3.5.1 Tube or Flap that claimed together with Tire ;

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

- 3.5.2 Tube or Flap that claimed alone without Tire ;

$$\text{Amount of Compensation} = 100\% \text{ of Tube or Flap Price (THB)}$$

- 3.6 The compensation will be provided by offering User a discount through the sale of new Products or monetary compensation equivalent to the compensation specified in this Warranty Policy.

4. **EXCLUSIONS**

Products under following conditions shall not be covered by this Warranty Policy;

- 4.1 Products damaged as a result of improper assembly or storage.
- 4.2 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.*
- 4.3 Tires that have been repaired, recapped, or reclaimed. Tubes or Flaps that have been repaired or re-used.
- 4.4 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.
- 4.5 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.
- 4.6 Products damaged as a result of weather and impact of atmosphere.
- 4.7 Products which resold or owner changed.
- 4.8 Products damaged after Warranty Period.

5. **PRODUCTS CLAIMS VALIDATION**

- 5.1 Bridgestone Sales (Thailand) Co., Ltd. or Thai Bridgestone Co., Ltd. reserves the rights to request the User to provide proof of purchase and / or proof of tire warranty registration to validate claims. In this regard, the User must deliver the damaged Products to the Tire Shop, along with the 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 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 and/or insufficient information for the inspection and/or are not covered by this Warranty Policy, Thai Bridgestone Co., Ltd. shall reserve the right to return the tire claimed to Tire Shop without inspection.

- 5.2 The consideration of compensation by Bridgestone Sales (Thailand) Co., Ltd. or Thai Bridgestone Co., Ltd. shall be final.
- 5.3 The compensable Product claimed shall become the property of Bridgestone Sales (Thailand) Co., Ltd. or Thai Bridgestone Co., Ltd.