



## **FIRESTONE WARRANTY POLICY ("Policy")**

### **1. DEFINITIONS:**

- 1.1 "**BSID**" or "**Bridgestone India**" refers to Bridgestone India Private Limited, having its registered office at Plot No. A43, Phase-II, MIDC Chakan, Village Sawardari, Taluka Khed, Dist. Pune, Maharashtra – 410501, India.
- 1.2 "**Customer**" means the person who purchased the Product from the BSID Dealer or a new vehicle fitted with Products.
- 1.3 "**Date of Purchase**" means the date of vehicle registration for new vehicle in case of OEM fitted tyre, or the date indicated on the receipt/invoice of purchase of the Products. If there is no proof of purchase, the Date of Purchase shall refer to the manufacturing date of the Product in question.
- 1.4 "**BSID Dealer**" means and includes a legal person, proprietorship concern, partnership firm, LLP (limited liability partnership) or a company, or any other legal entity, authorized by BSID to sell Products to Customers.
- 1.5 "**Product**" means brand new passenger car & light truck tyres and tubes manufactured and/or imported by Bridgestone India Private Limited ("**BSID**" or "**Bridgestone India**"), except re-treaded tyre.

### **2. WARRANTY PERIOD:**

- 2.1 For FS100, FR500, LE2 and LE02 patterns:

a. **Unconditional warranty** - Replacement will be offered for non-manufacturing defects on pro-rata basis within a period of 2 years from the date of purchase or up to 50% tread wear, whichever is earlier.

b. **Standard warranty** - Replacement will be offered for manufacturing defects within a period of 5 years from the date of manufacturing or 3 years from the date of purchase or till the exposure of tread wear indicators, whichever is earlier, irrespective of kilometre covered.

- 2.2 For Roadhawk 2z pattern:

a. **Unconditional warranty** - Replacement will be offered for non-manufacturing defects on pro-rata basis within a period of 5 years from date of manufacturing or 5 years from the date of purchase or up to 50% tread wear, whichever is earlier.

b. **Standard warranty** - Replacement will be offered for manufacturing defects within a period of 5 years from the date of manufacturing or till the exposure of tread wear indicators, whichever is earlier, irrespective of kilometre covered.

- 2.3 At the end of the relevant period as stated above, all warranties, express or implied shall be terminated.

2.4 Exposure of Tread wear indicators means the original tread worn out to the level of tread wear indicators i.e. at a remaining tread depth of 1.6 mm.

### **3. TERMS & CONDITIONS OF WARRANTY:**

3.1 Claim under unconditional Policy is subject to:

- a) Tyres being purchase from BSID Dealers only.
- b) Warranty registration via such BSID Dealer.

3.2 It is recommended to get the warranty registered within 15 days from the date of the purchase.

3.3 Subject to clause no 2, this warranty on Firestone brand Tyres is applicable in India only on domestically produced tyres by Bridgestone India.

3.4 For OEM fitted tyres, only standard warranty will be applicable as stated in clause number 2.1 (b) and 2.2 (b).

3.5 This warranty is valid for original purchaser of the tyres only, who has purchased the tyres on or before 31.12.2026 and cannot be transferred to any other party or subsequent buyers.

3.6 All claims shall be lodged with a BSID Dealer and in case of OE fitment with OE manufacturer's dealer from whom vehicle fitted with Product is purchased.

3.7 Claims under Unconditional warranty will qualify based on the formula mentioned below:

Claim Qualification Formula = 
$$\frac{(\text{Original Tread Depth} - \text{Remaining Tread Depth})}{(\text{Original Tread Depth})} \times 100$$

3.8 Once a claim is duly made with respect to a Product, all assessments/investigations relating to the damage alleged in said claim shall be made by authorized representative of Bridgestone India. Any decision of such authorized representative of Bridgestone India and his/her findings will be final.

3.9 Liability of Bridgestone India for tyres is limited to the costs of the replacement of the tyres on a pro-rata basis, based on remaining tread wear as per the formula mentioned in 3.10.

3.10 The amount to be compensated for tyres will be calculated based on the "remaining tread depth" measurement system as per the formula mentioned below:

Amount chargeable to Customer = 
$$\frac{(\text{Original Tread Depth} - \text{Remaining Tread Depth})}{(\text{Original Tread Depth}-1.6\text{mm})} \times \text{Tyre Price (₹)}$$

3.11 All applicable taxes on the new Product, service charges incurred, and cost of mounting and balancing service shall be borne by the customer.

3.12 Bridgestone India on it's own discretion may discontinue any Product at any time without any notice in advance to existing Customer. In case the exact replacement for the Product under claim is not available during Warranty Period (if applicable), due to any reason, a suitable Product with available appropriate size/ pattern will be offered as replacement during Warranty Period. The price difference applicable for replaced Product shall be borne by the Customer.

3.13 BSID is not responsible for any loss or damage while the Product under claim is in possession of BSID Dealer.

3.14 All Products with respect to which a claim has been rejected, if not collected within 21 (Twenty-one) days of intimation of rejection to Customer will be disposed off. BSID or BSID Dealer will not be liable for any loss due to such disposal.

3.15 BSID is not liable for payment of compensation for any direct or indirect losses, damages, incurred on account of failure/damage in Products.

3.16 BSID is not liable for any representation, assurance, covenant, statement, commitment, promise or agreement etc., made by BSID Dealers, employees or representatives or OEM and shall not be bound by the same under any circumstance, except as stated herein.

3.17 \* T&C apply "Bridgestone India shall comply with its privacy policy in respect of any information provided by Customers" as per the policy of which a link is provided below:

**URL** - <https://firestonetyre.co.in/privacy-policy.php>

3.18 Bridgestone India reserves the right to cancel and/or change a part and/or the entire Policy without prior notice.

3.19 This Policy shall in no circumstance be construed as insurance.

#### **4. EXCLUSIONS:**

Warranty is not offered in the following categories:

4.1 Tyres of which tread wear indicator is exposed.

4.2 Tyre damaged due to improper repair or re-capping.

4.3 Improper application of tyres size and/or specification.

4.4 Tyres damaged due to vehicle mechanical irregularities or vehicle accidents.

4.5 Tyres that have been fitted in the vehicle other than vehicle on which they were originally fitted.

4.6 Damage from misalignment, wheel imbalance, defective brakes, or shock absorbers, improper inflation, running-flat, overloading, improper mounting or demounting, oil or chemical action, fire, use for racing, tyre alteration, tampering (e.g. tampered serial number, size of tyre, ply rating, etc.), or wilful damage or abuse.

4.7 Tyres purchased from unauthorized sellers.

4.8 Tyres and tubes not manufactured and/or imported by Bridgestone India and/or spurious tyres and tubes.

4.9 Illegally imported Tyres.

4.10 Tyres which have serviceable damages.

**5. LIMITATION OF LIABILITY:** Notwithstanding anything contrary contained herein, in no event shall BSID be liable or responsible for any direct, indirect, special, incidental or consequential losses, damages, suits, claims etc., to any person (including any third party/ies) or property/ies in any manner whatsoever. BSID's overall liability shall under no circumstances exceed the approved amount of compensation under a warranty claim as stated under this Policy.

#### **6. PRODUCTS CLAIMS VALIDATION:**

6.1 Bridgestone India reserves the rights to request the Customer to provide proof of purchase to validate claims. In this regard, the Customer must deliver the damaged Products to a BSID Dealer, along with the correct, complete, and real Customer's information and usage conditions.

6.2 The decision of compensation by Bridgestone India Pvt Ltd. shall be final.

6.3 The compensable Product claimed shall become the property of Bridgestone India Pvt Ltd.

**6.4 This Warranty Policy shall be governed by and construed in accordance with the laws of India and the courts at Pune shall have exclusive jurisdiction to entertain any disputes arising hereunder.**

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