

Bridgestone Passenger Tyre Warranty Policy

1. This warranty policy is applicable to Bridgestone brand new passenger car & light truck tyres and tubes manufactured and/or imported by Bridgestone India Pvt. Ltd.
2. This warranty is valid for original purchaser of the tyres & tubes and cannot be transferred to any other party.
3. This warranty is only applicable in India.
4. Tyres & Tubes shall be covered under Warranty for manufacturing defects only for a period of 5 years from date of manufacturing; or 3 years from date of purchases; or till the exposure of tread wear indicators, whichever is earlier, irrespective of kilometer covered.
5. At the end of the relevant period stated above, all warranties, express or implied are terminated.
6. 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.
7. In assessing the damage, the final decision after investigation shall be made by authorized representative of Bridgestone India.
8. Claim will be attended only when presented along with the warranty certificate.
9. Liability of Bridgestone India for tyres having manufacturing defect is limited to the costs of the replacement of the product on a pro-rata basis based on remaining tread wear.
10. The amount to be compensated will be calculated from the degree of wearing. In other words, the so called "remaining tread depth" measurement system will be applied.
11. When tube is replaced under warranty it will be on free of charge basis.
12. All claims shall be lodged with the authorized dealer of Bridgestone India Pvt. Ltd. from whom tyres/tubes are purchased and in case of OE fitment with OE manufacturer from whom vehicle is purchased.
13. Bridgestone India is not responsible for any loss or damage while the claim tyre is in possession of dealer.
14. All rejected claimed tyres/tubes if not collected within 21 days of intimation of rejection to customer will be disposed off due to limited storage space. Bridgestone India or its authorized dealer will not be liable for any loss due to such disposal.
15. All applicable taxes on the new tyre, service charges incurred and cost of mounting and balancing service shall be borne by the customer.
16. Bridgestone India is not liable for payment of compensation for any direct or indirect losses, damages, incurred on account of failure/ damage in tyre/tube.
17. Warranty is not offered on following categories:
 - a. Damage to tyres/tubes caused by improper use or storage.
 - b. Tyres of which tread wear indicators (1.6mm height) are exposed.
 - c. Tubes used for more than one life span.
 - d. Tyres/tubes which have been repair or re-capped.

- e. Improper application of tyres/tubes size and/or specification.
- f. Tyres/Tubes damaged due to vehicle mechanical irregularities or vehicle accident.
- g. Tyres that have been installed on any vehicle other than the vehicle on which they were originally installed.
- h. Damage from misalignment, wheel imbalance, defective brakes or shock absorbers, improper inflation, 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.), running flat or wilful damage or abuse.
- i. Damage from road hazards e.g. cut, impact damage, puncture, snag, bruise, stone drill or bulge.
- j. Tyres and tubes not manufactured and/or imported by Bridgestone India Pvt. Ltd. and/or spurious tyres and tubes.
- k. Tyres purchased from unauthorized sellers.
- l. Illegally imported Tyres.

18. Bridgestone India is not liable for any statement, commitment, promise or agreement made by its dealers, employees or representatives or OEMs binding upon Bridgestone, except as stated herein.

19. Bridgestone India on its own discretion may discontinue any product at any time without any notice in advance to existing tyre purchaser. In case where the exact claimed product is not available for replacement during warranty period (if applicable), due to any reason, suitable product with available appropriate size/pattern will be offered as replacement during warranty period. The price difference applicable for replaced product/tyre shall be borne by the customer.

20. * T&C apply "Bridgestone India shall comply with its privacy policy in respect of any information provided by its customers" URL- <https://www.bridgestone.co.in/en/customer-care/privacy>

21. Bridgestone India reserves the right to cancel and/or change part and/or the entire warranty policy without notice in advance.

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CIN:U25111PN1996PTC147267 Website: www.bridgestone.co.in

Bridgestone Passenger Tyre Xpress Unconditional Warranty Policy

Claim under this Policy is subject to:

- a. Tyre purchase from Bridgestone India authorised dealer only.
 - b. Online warranty registration via Bridgestone India authorised dealer within 15 days of purchase of the tyre.
2. If the warranty is not registered within 15 days from the date of the purchase invoice, "only Standard warranty would be applicable:"
3. This warranty is applicable in India only on domestically produced tyres by Bridgestone India Pvt. Ltd. on following patterns:
- a. B & S Series namely B250, B290, B390, B800, S322 and S248: Valid for tyres purchased by the customer during the period 01.09.2019 to 31.12.2023.

b. Sturdo, Potenza, Alenza, Turanza*, Dueler**: Valid on tyres manufactured from Apr- 2022 onwards and tyre purchased by the customer during the period 01.07.2022 to 31.12.2023.

* Turanza: 215/55R17 T001 & T005A: Unconditional warranty not applicable.

** Dueler 195/80R15 H/L 852: Unconditional warranty not applicable.

**Dueler 215/75 R15: Valid on tyres manufactured from year 2020 onwards and tyres purchased by the customer during the period 01.09.2020 to 31.12.2023.

c. For below-mentioned tyre size and patterns: Valid on tyres manufactured from Jan- 2022 onwards and tyre purchased by the customer during the period 01.07.2022 to 31.12.2023.

Size	Pattern
245/45 R18	Potenza RE050
235/50 R18	Turanza T001
225/55 R16	Turanza T005
225/45 R17	Turanza T005
225/50 R17	Turanza T005
225/55 R17	Turanza T005
245/45 R17	Turanza T005
235/55 R18	Dueller D684
235/55 R17	Alenza 001
255/55 R18	Alenza 001
255/50 R19	Alenza 001

4. Warranty is not applicable for OE fitted tyres.

5. Warranty is non-transferable.

6. Replacement will be offered for non-manufacturing defects on pro-rata basis within a period of 3 years from the date of purchase or up to 60% tread wear, whichever is earlier.

7. Standard warranty 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 shall continue binding in case of manufacturing defect alone. At the end of the relevant period as stated above, all warranties, express or implied are terminated.

8. 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.

9. All claims shall be lodged with the authorized dealer of Bridgestone India Pvt. Ltd. Claim will be attended only when presented along with warranty card.

10. Claim tyre inspection shall be done by authorized representative of Bridgestone India. In assessing the damage, the decision after investigation shall be made by authorized representative of Bridgestone India and his findings will be final.

11. 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.

12. The amount to be compensated will be calculated from the degree of wear. In other words, the so called "remaining tread depth" measurement system will be applied.

13. Bridgestone India is not responsible for any loss or damage while the claim tyre is in possession of dealer.

14. All rejected claimed tyres if not collected within 21 days of intimation of rejection to customer will be disposed off due to limited storage space. Bridgestone India or its authorized dealer will not be liable for any loss due to such disposal.

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

16. Bridgestone India is not liable for payment of compensation for any direct or indirect losses, damages incurred on account of failure /damage in tyre /tube.

17. Warranty is not offered in following categories:

a. Tyres of which tread wear indicator is exposed.

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

c. Improper application of tyres size and/or specification.

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

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

f. Damage from misalignment, wheel imbalance, defective brakes or shock absorbers, improper inflation, 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.

g. Tyres purchased from unauthorized sellers.

h. Tyres and tubes not manufactured and/or imported by Bridgestone India Private Limited and/or spurious tyres and tubes.

i. Illegally imported Tyres.

18. Bridgestone India is not liable for any statement, representation, commitment, promise or agreement made by its dealers, employees or representatives or OEMs that in any way varies with the terms of this warranty.

19. Bridgestone India on it's own discretion may discontinue any product at any time without any notice in advance to the existing tyre purchaser. In case where the exact claimed product is not available for replacement during the warranty period (if applicable), due to any reason, a suitable product with the available appropriate size/ pattern will be offered as a replacement during the warranty period. The price difference applicable for replaced product/tyre shall be borne by the customer.

20. * T&C apply "Bridgestone India shall comply with its privacy policy in respect of any information provided by its customers" URL- <https://www.bridgestone.co.in/en/customer-care/privacy>

21. Bridgestone India reserves all rights to change this policy at any point in time without any prior notice.

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Bridgestone Truck and Bus/Commercial Tyre Warranty Policy

This warranty policy is only applicable to truck and bus tyres, tubes and flaps manufactured and/or legally imported by Bridgestone India Pvt Ltd.

2) This warranty is valid for original purchaser of the tyres/tubes/flaps and cannot be transferred to any other party.

3) This warranty is only applicable in India.

4) Tyres/Tubes/Flaps must be installed and used according to the vehicle manufacturer's (OEM) and Bridgestone India's recommendations.

5) Tyres/Tubes/Flaps shall be covered under warranty for manufacturing defect only.

6) Tyres/Tubes/Flaps will be covered for manufacturing defect for a period mentioned below:

Product		Warranty Period
(a)	Tyre	3 years from the date of manufacturing.
(b)	Tube/Flap	12 months from the date of manufacturing

At the end of the relevant periods stated above, all warranties, express or implied are terminated.

7) In assessing the damage, the final decision after investigation shall be made by authorized representative of Bridgestone India.

8) Liability of the manufacturer for tyres having manufacturing defect is limited to the cost of the replacement of the product on pro-rata basis based on the tread wear.

9) The amount to be compensated will be calculated from the degree of wear. In other words, the so called "remaining tread depth" measuring will be applied.

10) All claims shall be lodged with the authorized dealer whom the tyres/tubes/flaps are purchased and in case of OE fitment with OE manufacturer from whom vehicle is purchased.

11) Bridgestone India does not warrant any work performed by a dealer, including, but not limited to, such dealer's selection, fitment, mounting and balancing, inspection or repair of any tire and loss or damage to tyres/tubes/flaps which are in the custody or control of dealer for inspection.

12) All rejected claim tyres/tubes/flaps if not collected within twenty one days of intimation of rejection to customer will be disposed off. Bridgestone India or authorized dealer will not be liable for any loss after disposal.

13) All applicable taxes on the new tyre, services charges incurred and cost of mounting and balancing shall be borne by the customer.

14) All obligations or liabilities for incidental or consequential damage are hereby excluded, including loss of use of vehicle, loss of time, inconvenience or commercial loss.

15) Bridgestone India do not offer warranty on claim for any one of the following categories: a) Damage to tyre/tube/flap caused by improper use and storage.

b) Tyres of which tread wear indicators are exposed.

- c) Tubes and flaps used for more than one life span.
- d) Tyre/tube/flap which have been repaired or retreaded.
- e) Improper application of tyre/tube/flap size and/or specification.
- f) Tyre/Tube/flap damage due to vehicle mechanical irregularities, vehicle defect or vehicle accident.
- g) Tyre that have been installed on any vehicle other than the vehicle on which it was originally installed.
- h) Damage from misalignment, wheel imbalance, defective breaks or shock absorbers, improper inflation pressure, overloading, improper mounting or dismounting, oil or chemical action, fire, tyre alteration, tampering (e.g., tampered serial number, size of tyre, ply rating, etc.), running fault, racing, willful damage or abuse.
- i) Damage from road hazards e.g., cut, impact damages, puncture, tread wear, snag, bruise, stone drill or bulge.
- j) Tyre/Tube/flap purchased from unauthorized seller.
- k) Illegally imported Tyre/Tube/flap.

16) Bridgestone India will not be liable for any statement, commitment, promises or agreement made by its dealers, employees or representatives or OEMs binding upon Bridgestone India except as stated herein.

17) Bridgestone India reserves the right to cancel/ or change part and/or the entire policy without notice in advance.

18) * T&C apply “Bridgestone India shall comply with its privacy policy in respect of any information provided by its customers” URL - <https://www.bridgestone.co.in/en/customer-care/privacy>

19) Bridgestone India reserves the right to cancel and/or change part and/or the entire warranty policy without notice in advance.

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