

2 November 2018

Dear Valued Customer

Warranty Policy for products sold by Bridgestone South Africa

With regard to any "Bridgestone", "Firestone" and /or other brand tyres and flaps for trucks, buses, light trucks, passenger cars, industrial and agricultural vehicles which tyres sold to you by Bridgestone South Africa directly or indirectly through the authorized sales channels, Bridgestone South Africa warrants within five (5) years from the date of manufacture of each as follows:

Agricultural radial tyres made in USA will have a nine (9) year manufacturing warranty provided that those tyres are purchased in South Africa, neighbouring countries (Namibia, Lesotho, Swaziland, Botswana and Zambia) and are OE fitted with Firestone tyres.

1. An adjustment for tyre, tube and/or flap damage, cause of which is proved to be attributed to manufacturing fault.
2. In assessing the damage, the final decision after the investigation shall be made by Bridgestone's representatives or persons who are authorized by Bridgestone South Africa
3. The amount to be compensated will be calculated from the degree of wearing. In other words, the so called "**Remaining Tread Depth (R.T.D)**" measurement system will be applied. The cost of mounting, balancing and other service charges are payable by the customers.
4. An adjustment involving any one of the following categories will not be compensated.
 - 1) Damage of tyres, tubes and flaps caused by improper use, mounting or storage.
 - 2) Tyres used beyond the original tread life (tyres wherein the tread wear indicator is exposed).
 - 3) Tyres that have been repaired, re-treaded or reclaimed and tube and/or flaps that have been repaired.
 - 4) Damage from misalignment, wheel imbalance, defective brakes or absorbers, improper inflation, events, collision, running flat or wilful damage and/or abuse.
 - 5) Damage caused from road hazards
 - 6) Any other damaged cause by the buyer or users acts or omissions not in conformity with the manufacturer's specifications
5. Bridgestone South Africa may change or abandon this warranty from time to time by giving Three (3) months prior written notice.

**Dries Venter****Technical Manager**

Bridgestone South Africa, Cnr. Isando & Quality Roads, Isando, 1609, PO BOX 515, Isando, 1600