



**Firestone**

**FIRESTONE WARRANTY POLICY**

1. This warranty policy is applicable to 'Firestone' brand new passenger car & SUV tyres manufactured by Bridgestone India Pvt. Ltd.
2. This warranty is valid for original purchaser of the tyres only, who has purchased the tyres on or before 31.12.2024 and cannot be transferred to any other party.
3. For OE fitted tyres, only standard warranty will be applicable as stated in clause number 4 (ii) and 5 (ii).

4. For FS100, FR500 and LE02 patterns:

- (i) Unconditional warranty is offered for a period of 2 years from the date of purchase or up to 50% tread wear of the tyre, whichever is earlier.
- (ii) 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.

5. For Firestone Road Hawk 2z:

- (i) Unconditional warranty is offered for a period of 5 years from date of manufacturing or 5 years from date of sale or up to 50% tread wear of the tyre, whichever is earlier.
- (ii) Standard warranty of 5 years from the date of manufacturing or till exposure of tread wear indicator, whichever is earlier shall continue binding for manufacturing defect alone.

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

6. Claim under unconditional Policy is subject to:

- a. Tyre purchase from Bridgestone India authorised dealer only.
- b. Warranty registration via Bridgestone India authorised dealer.

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

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.
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 product 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 on 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 accident.
  - (e) Tyres that have been fitted in 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 Pvt. Ltd. and/or spurious tyres and tubes.
- (i) Illegally imported Tyres.
- (j) Tyres which have serviceable damages.

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 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://firestonetyre.co.in/privacy-policy.php>

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

Registered Office: Bridgestone India Private Limited, Plot No. A43, Phase-II, MIDC Chakan, Village Sawardari, Taluka Khed, Dist. Pune, Maharashtra – 410501, India

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