

BRIDGESTONE FREE 1 YEAR TYRE DAMAGE GUARANTEE

On selected Bridgestone products

Overview

This Bridgestone Free Tyre Damage Guarantee is only valid for Bridgestone branded passenger, 4x4 and SUV tyre/-s purchased from Bridgestone family stores (Supa Quick, Bridgestone Commercial, Bridgestone Mining Solutions and Speedy) as well as Tiger Wheel & Tyre or Tyres & More fitment centers within the boundaries of South Africa and neighbouring countries Namibia and Swaziland. The guarantee is valid for 1 year and is limited to tyre sizes ranging from 17 inch and above only (excl. run flats).

Terms & Conditions

1. Items Covered Under This Guarantee

Bridgestone South Africa guarantees to the purchaser of new Bridgestone branded passenger, 4x4 and SUV tyre/-s from 17 inch and above(excl. run flats), purchased from an authorised fitment centers (Bridgestone Commercial, Bridgestone mining solutions , Supa Quick, Speedy, Tiger Wheel and Tyre and Tyres and More) within the boundaries of South Africa and neighbouring countries; Namibia and Swaziland that for a period of 1 (one) year after the purchase of the tyre/-s (Date reflected on the invoice) should the Bridgestone branded passenger, 4x4 and SUV tyre/-s become unserviceable as a result of road hazards encountered during transit, and due to no fault or defect of the tyre, the tyre/-s will be replaced with the customer only paying for the tread they have used. The purchaser should refer to Bridgestone's Warranty Policy found at <https://s7g10.scene7.com/is/content/bridgestoneeu/website/documents/footer-header/Bridgestone-warranty-policy-2022.pdf> should the purchaser wish to know the policy applicable to defects or faults found in the tyre.

2. Guarantee Period

The Bridgestone Free Tyre damage guarantee is only valid for 1 year from the date of purchase and registration of a new qualifying tyre/-s.

3. How The Guarantee Works

The Bridgestone Free tyre damage guarantee covers Bridgestone branded passenger, 4x4 and SUV tyre/-s from 17 inch and above(excl. run flats) for road hazard damage subject to the state of the usable tread, with the customer only paying for the tread they have used.

"Road Hazards" are cuts, bruises, impact or irreparable punctures, and tyre damage caused by rocks, broken glass, potholes or curbs.

The remaining tread depth will be used to determine the value payable, if any, by the end consumer.

Tyre/-s with a tread depth equal to the tread depth indicator will not be eligible for a claim.

4. Registration and Verification

You are required to **register** a qualifying tyre/-s **within 48hrs** of purchase, once 48hrs have lapsed the system will not allow for new registration. After purchasing your Bridgestone branded passenger, 4x4 and SUV tyres from 17 inch and above (excl. run flats tyres) from authorized fitment centers you are required to register your tyre/-s by completing the entire registration process, including the uploading of invoices.

To complete the registration process you will need to fill in the digital form, the following information is mandatory to complete registration;

- A. Invoice number
- B. Invoice date
- C. Full Name
- D. Mobile number
- E. Email Address
- F. Vehicle Registration
- G. Store Name
- H. Current ODO reading
- I. Tread Pattern
- J. Tyre Size
- K. Number of tyres to register
- L. Upload a copy of the invoice

Follow the prompts on the screen, once you click submit you will receive an OTP via SMS and email, this OTP is required to complete the registration. Once the registration is complete, the form is uploaded onto an online database in real-time. You will receive a confirmation SMS, and an email with your unique TDG code from Bridgestone, and a request to upload a copy of your sales invoice to complete the registration process.

If all sections on the new guarantee registration are not completed in full and correctly, including the invoice upload, the registration will not be valid. Incorrect information may affect the validity of your claim.

5. Claiming Process

Should your registered Bridgestone branded passenger, 4x4 and SUV tyres from 17 inch and above (excl. run-flat tyres) become damaged by a road hazard during transit, **return to the fitment center where you purchased your tyre/-s**, however, if this is not possible then visit your nearest authorised fitment center **that is part of the same network of stores** where the original purchase was made.

The Assessment procedure is as follows:

- A. The fitment centers will establish whether the registration was complete and the transaction appears on the database by searching using the information provided during registration
- B. The fitment centers will establish the average remaining tread depth by taking several measurements with a tread depth gauge. (Should any part of the tyre/-s be equal to the treadwear indicator the tyre/-s will not qualify for a claim).
- C. Once the claim information is loaded on the system the customer will receive an OTP to confirm lodging of a TDG claim together with the amount payable for the replacement tyre/-s, **excluding fitting, balancing, VAT and other fitment charges**.
- D. You will be required to pay the outstanding amount and the fitment center will process the claim and replace the damaged Bridgestone tyre/-s.
- E. The new tyre/-s will need to be registered using the same process outlined in point 4.

NB: Without a completed and valid registration, claims will not be recognised.

6. User Obligation

The guarantee is void if the tyre/-s have not been properly maintained. Proper care is necessary to obtain maximum use from a tyre and to ensure driver safety on the road. Making it a habit to check your tyre/-s could save you money and even your life.

Customers should do the following:

- A. Check your tyre/-s for wear and tear like cracks and bubbles
- B. Check your tyre/-s for uneven wear that results from incorrect alignment
- C. Check your tyre pressure to ensure that your tyre/-s are inflated to the correct pressure
- D. Check to see that your tyre/-s and wheel assemblies are in balance

7. Exclusions

- 7.1. Tyre/-s damaged due to incorrect usage and damage caused by vehicle mechanical defects, and flat spots caused by hard braking.
- 7.2. Bridgestone run flat tyre/-s
- 7.3. Tyre/-s damaged during an accident/collision
- 7.4. Tyre/-s that have not been adequately maintained
- 7.5. Tyre/-s that have been transferred to another vehicle.
- 7.6. Tyre/-s that are not correctly registered on the TDG portal
- 7.7. No registration appears on the system
- 7.8. Tyre/-s with a tread depth that is level with the tread wear indicator.
- 7.9. Tyre/-s that exceed the 1 year period after the purchase date on the original invoice

8. General Conditions

- 8.1. The participating fitment centers are Bridgestone Commercial, Bridgestone Mining Solutions, Supa Quick, Speedy, Tiger Wheel and Tyre and Tyres and More. Purchases made from other fitment center/networks will not qualify for the guarantee.
- 8.2. The territories covered by this tyre damage guarantee are South Africa, Namibia and Swaziland, tyre/-s purchased outside of these territories may not be registered
- 8.3. The credit amount cannot be exchanged for cash and **can only be used towards a Bridgestone replacement tyre/s**
- 8.4. This Tyre Damage Guarantee is only valid for a period of 1 (one) year. If damage occurs after this period, the tyre/-s will no longer be covered by the tyre damage guarantee
- 8.5. The credit amount will be calculated in the currency of the country in which the claim is taking place and it excludes VAT.
- 8.6. Bridgestone South Africa may change or abandon this guarantee from time to time
- 8.7. Registration should be done no later than 48hrs after the purchase
- 8.8. It is mandatory to attach a clear picture of the invoice. A registration will not be complete without an invoice
- 8.9. In the event that there is no stock available for the replacement tyre/-s as confirmed with a Bridgestone representative, a cash refund will be given that is equivalent to the adjustment value of the tyre/-s based on the tread used
- 8.10. The adjustment credit cannot be transferred to a store that is not part of the TDG fitment centers network
- 8.11. The tyre damage guarantee covers irreparable damage, in the event where the tyre/-s has a repairable puncture, the tyre/-s should be repaired and a claim must not be processed
- 8.12. A claim cannot be processed if there is no invoice included on the registration

Frequently Asked Questions

- 1. How long is the Tyre Damage Guarantee valid for?**
The Bridgestone Tyre Damage Guarantee is valid for 1 year from date of purchase.
- 2. Are all Bridgestone tyre/-s covered by the Tyre Damage Guarantee?**
No. Only passenger, 4X4 and SUV tyre/-s with a rim diameter of 17 inch and above are covered (excl. run flats tyres)
- 3. When does the Guarantee cover take effect?**
Your tyre/-s will be covered by the Bridgestone SA TDG once they have been registered
- 4. Can an invoice be used in the case where no TDG registration Number is available?**
In the case where the customer has lost their unique TDG code, their phone number, vehicle registration or email, can be used to retrieve their details from the portal if a registration was completed for the tyre/-s in question, however if there was no registration completed then those tyre/-s are not covered.
- 5. Will BSAF honour a TDG claim on tyre/-s that has been repaired during the guarantee period?**
Yes. BSAF will honour the TDG claim if the tyre/-s has previously been repaired during the guarantee period.
- 6. What happens if my tyre/-s were registered on the lifetime guarantee?**
Previously registered Bridgestone Ecopia tyre/-s will keep their lifetime TDG
- 7. How long does the claim process take?**
Once the tyre/-s has been assessed and credit due to you calculated, you can immediately purchase a replacement tyre/-s.
- 8. Is mechanical wear covered?**
No. The Tyre Damage Guarantee only covers tyre/-s that are damaged by road hazards during transit.
- 9. Where can I make a claim?**
In the event where your tyre/-s gets damaged by a road hazard try and return to the fitment center where you purchased your tyre/-s, however if this is not possible then visit your nearest authorised fitment center that is part of the same network of stores where the original purchase was made
- 10. If my tyre/-s gets damaged whilst I am outside the country can I still claim?**
Yes. You can claim for tyre/-s in any of these countries Namibia and Swaziland provided there is a fitment center in that country.
- 11. Can I still claim for my tyre/-s if the fitment center I purchased my tyre/-s at didn't register my tyre/-s?**
No, you cannot claim for a tyre/-s that was never registered. ***The responsibility is on you as the consumer to ensure that your tyre/-s are registered after purchasing***, the fitment center is only there to guide or give assistance if needed while ***you*** complete the registration.
- 12. Should a claim be processed if a tyre/-s has a repairable puncture?**
No, the cover is for irreparable damage, in an instance where a tyre/-s can be repaired a claim should not be processed
- 13. Can I get my adjustable credit as a cash refund?**
No, the adjustable amount is NOT exchangeable for cash
- 14. Can I use my adjustment credit to buy a different tyre/-s brand?**
No. The adjustment credit can only be used towards purchasing new Bridgestone tyre/-s
- 15. Can the adjustment credit be transferred to any store that sells Bridgestone tyre/-s?**
No. The adjustment credit can only be used at a Supa Quick, Speedy, Bridgestone Commercial, Bridgestone Mining Solutions, Tiger Wheel & Tyre and Tyres and more.