

WARRANTY POLICY FOR TIRE/TUBE/FLAP PRODUCTS

(Effective from 15/7/2026)

1. **Warranty Coverage:** This warranty policy applies to tires, tubes, flaps of Bridgestone, Firestone and other brands under Bridgestone Corporation, used for trucks and buses, light trucks, passenger cars, industrial and agricultural vehicles (1) manufactured by companies within Bridgestone Corporation or by manufacturers authorized by Bridgestone Corporation; and (2) distributed to end-users by (i) Bridgestone Tire Sales Vietnam Limited Liability Company (hereinafter "BSTVN") directly or indirectly through BSTVN's official distribution channels in Vietnam or (ii) by distribution or maintenance parties of original equipment (OE) (vehicles manufactured with Bridgestone tires) through distribution, maintenance of such original equipment to customers.
2. **Warranty scope:** Claims for tire/tube/flap damage proved to be caused by manufacturing defects will be accepted for warranty. Damages listed in Section 4 below shall not be accepted under this Warranty Policy.
3. **Warranty period:** Products shall be warranted for **7 years** from the manufacturing date of each product in accordance with this Warranty Policy.
4. Claims related to any of the following items shall not be compensated under this Warranty Policy:
 - 4.1 Damage of tires/tubes/flaps caused by improper use, mounting or storage.
 - 4.2 Tires used beyond the original tread life (Tire of which the wear indicators are exposed).
 - 4.3 Tires that have been repaired, changed, recapped, retreaded; tubes and/or flaps that have been repaired or reused.
 - 4.4 Tires used with tubes and/or flaps that have been repaired or reused.
 - 4.5 Damage from misalignment, wheel imbalance, defective brakes or absorbers; damage from improper inflation, overloading, oil or chemicals, fire; damage from use of tire chains, use for racing or other competition events, use on improper roads; damage from willful damage or impact, operational faults, or other damage and abuse.
 - 4.6 Damage from road hazards.
 - 4.7 Complaints about vibration, imbalance, pull-out, irregular wear, abnormal noise when remaining tread depth is lower than 95% of original tread depth.
 - 4.8 Any damage caused by the buyer's or user's failure to comply with technical specifications or the manufacturer's instructions.
5. **Conditions for warranty consideration under this Policy:**



- 5.1 The customer shall register an account and provide information on BSTVN's Official Bridgestone Tire Warranty Activation System at <https://dangkysanpham.bridgestone.com.vn/> or on BSTVN's "Bảo hành sản phẩm" mobile application (collectively referred to as "**Warranty Activation System**").
- 5.2 The customer shall provide and allow BSTVN to process necessary personal data to handle the customer's warranty claim such as name, phone number, email address and other necessary information for warranty process. BSTVN's data processing shall comply with legal regulations, ensuring customer's rights and data security.
- 5.3 The customer shall provide necessary information about the claimed product as requested by BSTVN including but not limited to: tire size, tread pattern, usage conditions, tire photos,... and prepare the claimed product before BSTVN's inspection.
- 5.4 If the items in this Section 5 are not fully met, BSTVN will not have sufficient basis to verify warranty eligibility; therefore BSTVN may not be able to perform warranty for the customer.

6. Warranty handling procedure:

- 6.1 The customer may request product warranty at any store within BSTVN's official distributor network.
- 6.2 Within 3 working days from receipt of the customer's warranty request, BSTVN and/or BSTVN's distributor will confirm the receipt of warranty request and notify the customer of the estimated warranty time. Upon request, the customer shall bring the product to the store handling the warranty for BSTVN and/or BSTVN's distributor to inspect.
- 6.3 Timeline from the receipt of the customer's warranty request and claimed product to the inspection: Within 5 working days for Ho Chi Minh City and Hanoi; Within 30 days for other provinces/cities.
- 6.4 Timeline from the completion of inspection to the warranty response to the customer:
 - For rejected cases: BSTVN (directly or through BSTVN's distributor) sends the warranty response to the customer within 3 working days.
 - For accepted cases or other cases: Within 30 days (excluding time for shipping replacement tire or monetary payment to the customer and excluding force majeure delays). BSTVN will specify the expected timeline for warranty fulfilment in the warranty response.

7. Warranty performance method (Form and value of compensation):

- 7.1 For products distributed by BSTVN in the market (listed in BSTVN's effective price list at the compensation time):
 - If remaining tread depth is equal or higher than 70% of original tread depth, the compensation is made by (i) replacement with an equivalent new product; or (ii) monetary compensation based on BSTVN's price list of a new product at the compensation time (if the equivalent new product is not available).
 - If remaining tread depth is lower than 70% of original tread depth, the compensation is made by monetary compensation, calculated by BSTVN's price list at the compensation time multiplied by remaining tread depth percentage.

- 7.2 For original equipment (OE) tires not distributed by BSTVN, the compensation is made by monetary compensation, calculated by BSAPIC (Bridgestone Asia Pacific, India and China) compensation value multiplied by remaining tread depth percentage. If BSTVN distributes an equivalent product to the OE tire in Vietnam's market, the compensation shall follow the form and value under Section 7.1 above.
- 7.3 The price list used to calculate the compensation value above is product price including VAT, applicable at the compensation time.
- 7.4 All defective products accepted for compensation under this Warranty Policy for any reason shall become the property of BSTVN from the time when the customer receives replacement product or monetary compensation.
- 7.5 If BSTVN compensates customers with equivalent new products, BSTVN will transport new products to BSTVN's distributor store for delivery to customers. Transportation costs are borne by BSTVN. Additionally, any costs incurred for mounting/dismounting, balancing and other service fees at the store shall be borne by the customer, subject to the agreement with the distributor.
8. After investigation, BSTVN's representatives or authorized persons shall assess the damage and make the final decision on all warranty claims under this Warranty Policy.
9. In case this Warranty Policy is changed or cancelled, BSTVN shall notify BSTVN's official distribution channels, and post on BSTVN's website and other official channels of BSTVN (if any) at least 03 months before the effective date of the change or cancellation.

For any warranty matters or questions about this Policy, please contact: bstvn.cskh@bridgestone.com.

For and on behalf of Bridgestone Tire Sales Vietnam Limited Liability Company



MR. NAOKI INUTSUKA
Managing Director

