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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 tyres purchased from Bridgestone family stores (Supa Quick, Bridgestone Commercial and Speedy) as well as Tiger Wheel & Tyre or Tyres & More dealers 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 tyres from 17 inch and above (excl. run flats), purchased from an authorised dealer (Bridgestone Commercial, 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 (Date reflected on the invoice) should the Bridgestone branded passenger, 4x4 and SUV tyres become unserviceable as a result of road hazards encountered during transit, the tyres will be replaced with the customer only paying for the tread they have used.

2. Guarantee Period

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

3. How The Guarantee Works

The Bridgestone Free tyre damage guarantee covers Bridgestone branded passenger, 4x4 and SUV tyres 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 tyre’s remaining tread life (usable tread) is established using a tread depth gauge. The average remaining depth of the tread is then divided into the tyre’s tread depth when new. The result of this calculation gives us a ratio and the ratio is used to determine the credit amount.

Calculation example for credit amount:

A Bridgestone branded 17 inch passenger tyre costs R1000 and has an original tread depth of 8mm. When the tyre is submitted there is 6mm tread remaining.

=remaining tread depth / original tread depth = usable tread %
=usable tread % x tyre purchase price
= credit amount

= 6mm/8mm=75%
=75% * R1000
= R750

You will receive a credit of R750 towards the purchase of your new tyre; therefore you would only pay R250 towards a new tyre.

Tyres with a tread depth that is 1mm or less are not legible for a claim.

4. Registration and Verification

The responsibility is on you as the consumer to ensure that your tyres are registered. After purchasing your Bridgestone branded passenger, 4x4 and SUV tyres from 17 inch and above (excl. run flats) from an authorized dealer you are required to register your tyre, to complete the registration visit <https://www.bridgestonesa.mobi/> on your mobile phone or computer.

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

- A. Invoice number,
- B. Personal particulars,
- C. Vehicle details,
- D. Tyre details including the serial number and
- E. Dealer details and

Follow the prompts on the screen. Once the registration is complete, the form is uploaded onto an online database in real time and you will receive a welcome sms from Bridgestone as well as your unique TDG code, keep this code safe as it will be required to process a claim.

5. Claiming Process

Should your Bridgestone branded passenger, 4x4 and SUV tyres from 17 inch and above (excl. run flats) become damaged by a road hazard during transit, try and return to the dealer where you purchased your tyre, however if this is not possible then visit your nearest authorised dealer that is part of the same network of stores where the original purchase was made. Your ID and TDG number will be required processing the claim.

The Assessment procedure is as follows:

- A. The dealer will establish the average remaining tread depth by taking several measurements with a tread depth gauge
- B. Once this is established, the dealer will inform the amount payable by you based on the remaining tread calculation
- C. The new tyre will need to be registered.

NB: Without the TDG registration number, claims will not be recognised. If all sections on the new guarantee registration are not completed in full and correctly, the guarantee will not be valid.

6. User Obligation

The guarantee is void if the tyres 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 tyres could save you money and even your life.

Customers should do the following:

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

7. Exclusions

- 7.1. Tyres damaged due to incorrect usage and damage cause by mechanical vehicle defects, and flat spots cause by hard braking.
- 7.2. Bridgestone run flat tyres
- 7.3. Tyres damaged during an accident/collision
- 7.4. Tyres that have not been adequately maintained
- 7.5. Tyres that have been transferred to another vehicle other than the one on which it was originally installed.
- 7.6. Tyres that aren't correctly registered on the TDG portal
- 7.7. Tyres with a tread depth that is less than 1mm
- 7.8. Tyres that exceed the 1 year period after the purchase date on the original invoice

8. General Conditions

- 8.1. The participating dealers are Bridgestone Commercial, Supa Quick, Speedy, Tiger Wheel and Tyre and Tyres and More, purchases made from other dealers either than the ones listed will not qualify for the guarantee
- 8.2. The territories covered by this tyre damage guarantee are South Africa, Namibia and Swaziland, tyres 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
- 8.4. This Tyre Damage Guarantee is only valid for a period of 1 (one) year, if damage only occurs after this period you will be required to pay for the full replacement cost as the tyre will no longer be covered by the 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

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 and registration.
2. **Are all Bridgestone tyres covered by the Tyre Damage Guarantee?**
No. Only passenger, 4X4 and SUV tyres with a rim diameter of 17 inch and above are covered (excl. run flats)
3. **When does the Guarantee cover take effect?**
Your tyres will be covered by the Bridgestone SA TDG from the day of purchase as soon as they have been registered.
4. **When taking the average tread depth and any part of the tyre tread is below 1mm, will a claim still be granted?**
When any part of the tyre is below 1mm the tyre will be considered worn and no claim will be granted.
5. **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 ID or invoice number can be used to retrieve their details from the portal if a registration was done for the tyre in question, however if there was no registration done then an invoice may not be used for a claim.

6. Will BSAF honour a TDG claim on a tyre that has been repaired during the guarantee period?

Yes. BSAF will honour the TDG claim if the tyre has previously been repaired during the guarantee period.

7. Does the 1 year TDG only apply to new purchases?

Previously registered Bridgestone Ecopia tyres will keep their lifetime TDG

8. How long does the claim process take?

Once the tyre has been assessed and credit due to you calculated, you can immediately purchase a replacement tyre.

9. Is mechanical wear covered?

No. The Tyre Damage Guarantee only covers tyres that are damaged by road hazards during transit.

10. Where can I make a claim?

In the event where your tyre gets damaged by a road hazard try and return to the dealer where you purchased your tyre, however if this is not possible then visit your nearest authorised dealer that is part of the same network of stores where the original purchase was made

11. If my tyre gets damaged whilst I am outside the country can I still claim?

Yes. You can claim for tyres in any of these countries Namibia and Swaziland provided there is a dealer in that country.

12. What happens to my tyre if I had registered it before this 1st of July

Your Bridgestone Ecopia tyre that was purchased and registered before the 1st of July will remain covered by the previous Tyre Damage guarantee for the lifetime of the tyre, so should your tyre get damaged by a road hazard you will still be able to claim.

13. Can I still claim for my tyre if the dealer I purchased my tyre at didn't register my tyre?

No, you cannot claim for a tyre that was never registered. ***The responsibility is on you as the consumer to ensure that your tyres are registered after purchasing***, the dealer is only there to guide or give assistance if needed while ***you*** complete the registration.