

Settlement of Claim

Dear Rajmohan Rajmohan,(9176690393)

Chennai,Tamil nadu

Greeting from Team Bridgestone!

We thank you for trusting us with your tyre requirements and appreciate your patience during the inspection of your product.

After conducting the inspection of your tyre, please find the observations made by our technical expert:

| | | |
|----------------------------|---|--------------------|
| Customer ID | 3330625 | |
| Complaint Ref. No. | S0193739 | |
| Date of Inspection | 09/12/2022 | |
| Vehicle Make & Model | HONDA | CITY |
| Reg. No & Consumed Mileage | TN15S0007 | |
| Fitment | REP | |
| Tyre Size & Pattern | 175/65R15 | Sturdo |
| Dealer Name | SKR Wheel Alignment Service | Chennai,Tamil Nadu |
| Serial No & Dot Code | 4WYUKBA3122 | |
| Name | Yogesh S [Qualified Expert in the inspection of tyre] | |

Damage observation : Sidewall Cut

Damage description: A localized rupture on the sidewall area.

Damage analysis: When the sidewall portion of the tyre gets hit by some sharp and hard external object, the sidewall rubber gets cut.

- 1. Impact with an external object
- 2. Damage by kerb or pothole
- 3. Misapplication
- 4. Wrong tyre or rim size selection
- 5. Improper inflation or overloading may aggravate the damage.
- 6. Failure may occur at or after the time of impact.

Conclusion :

We are settling your claim under our unconditional warranty policy in line with our aim to keep our customers happy and satisfied. We will be offering you a new tyre at a special price of Rs. 219 for the damage caused.

Warranty Policy Guide

We value the trust you have placed in our products and services and would like to thank you for your feedback that helps us improve our offerings.

In case of any further clarification, please feel free to reach out to us.

Toll Free No: 1800-266-8055

Email: grievance-officer@bridgestone.co.in

Or visit <https://www.bridgestone.co.in/en/customer-care/contact-us>

Best Regards,

Customer Care Bridgestone India

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|----------------------|----------------------|----------------------|----------------------|
| Damage Photo | DOT Photo | Additional 1 | Additional 2 |
| View | View | View | View |
| Additional 3 | Additional 4 | Additional 5 | Additional 6 |
| | | | |

Clearance policy: Please ensure that you claim your product within 21 days of receipt of this report.

Registered Office: Bridgestone India Private Limited, Address: Ploat A43, Phase II, MIDC Chakan, Village
Sawardari, Tel - Khed, Dist - Pune, Maharashtra 410501 OR visit: <https://www.bridgestone.co.in>