



LEXUS TYRE AND ALLOY PROTECTION

 LEXUS | FINANCIAL
SERVICES



YOUR TYRES AND ALLOYS CAN BE EASILY DAMAGED FROM HAZARDS ON THE ROAD SUCH AS POTHoles, NAILS, DEBRIS OR HIGH KERBS.

Whether it is a damaged alloy or tyre, having them repaired or replaced can be expensive and cause inconvenience.

Damaged tyres and alloys can also spoil the appearance of your Lexus and ultimately lower the value of your vehicle when it comes to sale or part exchange.

This is where Lexus Tyre & Alloy Protection can help.

A fully trained technician can come to your home or place of work at a time that is convenient to you, to repair your damaged alloys.

Should the alloy wheel be damaged beyond a point whereby an effective cosmetic repair can be carried out, then the policy will contribute up to a maximum of £150 towards the replacement cost of the alloy wheel.*

This policy also offers unlimited puncture repairs and up to £300 per claim should a replacement tyre be required.

An intelligent solution to maintain the appearance of your Lexus.

*The policy will contribute up to a maximum of £150 (including VAT) towards the replacement cost of the alloy wheel. The replacement must be purchased from a manufacturer approved supplier and be of an identical part code or direct successor part code.

YOUR COVER AT A GLANCE

BENEFITS OF LEXUS TYRE AND ALLOY PROTECTION:

- Contributes to/covers the cost of cosmetic repair of alloy wheels that have suffered accidental or malicious damage
- Mobile repair process for alloys available
- Tyre repairs/replacements are completed quickly and efficiently by one of our specialist trained technicians, ideally at a time and place convenient to you
- 30 days to make a claim
- 36 month policy
- No excess to pay
- When making a claim, the no claims discount on the vehicles motor insurance will not be affected

WHAT IS COVERED:

- Standard tyres and run flat tyres
- Unlimited puncture repairs over the lifetime of your policy
- Up to 5 tyre replacements during the lifetime of the policy
- Up to £300 contribution towards a new tyre per claim
- Standard and diamond cut alloys
- Up to 15 alloy repairs during the lifetime of the policy
- If your alloy(s) are damaged beyond a point of cosmetic repair, a contribution of up to £150* can be provided towards replacement alloy costs
- 60 days' European cover per annum provided

WHAT IS EXCLUDED FROM THIS POLICY

- Any claim which is not reported within 30 days of discovery of the incident
- Any tyre with less than 2mm of tread remaining
- General wear and tear or neglect is not covered
- Damage because of poor maintenance of the vehicle/ running tyre pressure too low
- Non-standard manufacturer specification tyres
- Non-standard manufacturer specification alloy
- Damage caused by road traffic accidents
- Theft of the tyre and/or alloy wheel
- Any alloy(s) that are chrome or ball polished, two tone painted alloy, plastic trims, wheels that contact hollow spoke technology - alloys of a split rim construction, carbon wheels, etched or acid dipped, wheels fitted with lip protection

Please note: For more information about Lexus Tyre & Alloy Protection please contact your Lexus Centre Sales team or see the Lexus Tyre & Alloy Protection policy document for full policy wording.

TYRES AND ALLOYS COVERED



FREQUENTLY ASKED QUESTIONS

1. HOW MANY CLAIMS CAN I MAKE ON MY LEXUS TYRE & ALLOY PROTECTION POLICY?

During your Tyre & Alloy Protection policy period you will be able to claim up to 5 times for replacement tyres and 15 times for alloy repairs over the policy lifetime.

2. DO I HAVE TO PAY AN EXCESS?

There is no excess to pay when claiming on this product.

3. WILL MY MOTOR INSURANCE NO CLAIMS DISCOUNT BE AFFECTED IF I CLAIM ON MY LEXUS TYRE & ALLOY PROTECTION POLICY?

No, your Lexus Tyre & Alloy Protection policy is separate from your Motor Insurance policy.

4. HOW DO I CLAIM?

When you become aware of any tyre or alloy damage, this must be reported within 30 days via the InsureThat claims portal at [lexus.insurethat.com](https://www.lexus.insurethat.com), or you can contact the claims line on **0333 0444 702**.

The Claims team will talk you through the simple steps to assess your claim and arrange your repair, replacement or contribution towards replacement tyres or alloys.

5. CAN I CANCEL MY LEXUS TYRE & ALLOY PROTECTION POLICY?

You can cancel your policy in the first 30 days and receive a full refund, provided no successful claim has been made. If you cancel after the first 30 days, you will be entitled to a pro rata refund provided you have not had a repair completed using the policy.

There will be no admin fee applicable for this.

6. CAN I TRANSFER THE LEXUS TYRE & ALLOY PROTECTION POLICY?

Yes, the remaining term of the policy can be transferred to an eligible replacement vehicle if you sell the original. We do not charge any administration fees for transfers or cancellations, however, please be aware, if you have chosen to pay the premium in instalments, all payments will need to be up to date prior to transfer.

7. HOW LONG DO I HAVE TO DECIDE TO BUY A LEXUS TYRE & ALLOY PROTECTION POLICY?

You have up to 30 days after purchasing your Lexus to decide if you would like to purchase our Tyre & Alloy Protection policy.



COMPLAINTS

If you wish to make a complaint you should, in the first instance contact:

The Administrator,
InsureThat, Sterling House,
Sitka Drive, Shrewsbury Business Park,
Shrewsbury, Shropshire, SY2 6LG.

If you remain dissatisfied, you may refer the matter to the Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

Tel: 0800 023 4 567.

www.financial-ombudsman.org.uk





YOUR INSURER

Lexus Tyre & Alloy Protection is arranged by Toyota Insurance Management UK Limited, trading as Lexus Insurance Services, registered in England, Company No. 14297877. Registered Office: 7th Floor, 52-56 Leadenhall Street, London, EC3A 2BJ. Authorised and regulated by the Financial Conduct Authority (FCA). Firm Reference Number: 983839.

Lexus Tyre & Alloy Protection is underwritten by Novus Underwriting Limited on behalf of Millennium Insurance Company Ltd, regulated by the Gibraltar Financial Services Commission ("GFSC") under the Financial Services (Insurance Companies) Act to carry on insurance business. Reg No. 82939. Its principal office is PO Box 1314, 13 Ragged Staff Wharf, Queensway Quay, Gibraltar, GX111AA.

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ADMINISTRATOR

Lexus Tyre & Alloy Protection is administered by Nukula Limited, trading as InsureThat which is authorised and regulated by the FCA No. 616475. Nukula Limited is registered in England and Wales (Company Number: 07646376), registered office: Sterling House, Sitka Drive, Shrewsbury Business Park, Shrewsbury, Shropshire, SY2 6LG.

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