



LEXUS ALLOY PROTECTION

INTRODUCING ALLOY PROTECTION

Peace of mind for any alloy wheel damage, keeping your wheels looking sharp.

Scuffs and scrapes happen easily if you hit a kerb or pothole in the road, and damaged alloys can affect the appearance and value of your car. Repair costs can vary, depending on the scale of the damage.

This is where Lexus Alloy Protection comes in.

Lexus Alloy Protection provides reassuring cover with an expert service. Using a sophisticated process, an experienced technician will restore your alloys to near pristine condition.

Designed to suit your lifestyle, this specialist process can be carried out at your home, place of work or at an approved repair centre near you.

Where there is extensive damage, which goes beyond a cosmetic repair, Lexus Alloy Protection can provide a contribution of up to £150* towards replacement alloy costs.

It's the intelligent way to protect your alloys.



*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 ALLOY PROTECTION:

- Contributes to/covers the cost of cosmetic repair of alloy wheels that have suffered accidental or malicious damage
- Repairs can be completed quickly and efficiently at an approved repair centre near you
- If more convenient, repairs can be completed by a specialist technician at your home or place of work
- 30 days to make a claim
- 36 month policy
- No excess to pay
- Mobile repair process available
- When making a claim, the no claims discount on the vehicles motor insurance will not be affected

WHAT'S EXCLUDED FROM THIS POLICY:

- Any claim not reported within 30 days from discovery of the incident
- General wear and tear or neglect
- Damage caused by road traffic accidents
- Theft of alloy wheels
- 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
- Damage caused by a third party during general maintenance

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

*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.



WHAT'S COVERED:

- 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



FREQUENTLY ASKED QUESTIONS



FREQUENTLY ASKED

1. HOW MANY CLAIMS CAN I MAKE ON MY POLICY?

You will be able to make up to 15 claims over the term of your Lexus Alloy Protection policy.

2. DO I HAVE TO PAY AN EXCESS?

There is no excess to pay when making a claim.

3. WILL MY MOTOR INSURANCE NO CLAIMS DISCOUNT BE AFFECTED IF I CLAIM ON THIS POLICY?

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

4. HOW DO I CLAIM?

When you become aware of any alloy damage, this must be reported within 30 days via the InsureThat claims portal at lexus.insurethat.com, or you can contact the claims line on 0333 0444 702.

Our dedicated claims team will talk you through the next steps required to assess your claim. You may need to provide photographs of the damage as part of this process.

5. CAN I CANCEL MY LEXUS ALLOY PROTECTION POLICY?

You can cancel your policy in the first 30 days and receive a full refund, provided there have been no claims made within this time. If you cancel after the first 30 days, you will be entitled to a pro rata refund. Again, this is only in the case that no claims have been made.

There is no administration fee for cancellations.





6. CAN I TRANSFER THE LEXUS ALLOY PROTECTION POLICY?

Yes, the remaining term can be transferred to an eligible replacement vehicle. There is no administration fee for transferring your policy. However, if you chose to pay the premium in instalments, all payments must be up to date prior to transfer.

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

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



Interactive poll not supported

[View online version](#)

COMPLAINTS



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



CHECK IF YOU ARE ELIGIBLE FOR OUR FREE EXCESS PROTECTION POLICY



Other Products by Lexus Insurance Services

Excess Protection

Lexus Excess Protection, is our 12-month complimentary offering designed to enhance your ownership experience. We understand that unexpected events can occur on the road. That's why we're pleased to introduce this exclusive benefit to provide you with added security and peace of mind.

We'll pay back up to £350* of your motor insurance excess if you make an accident claim through Lexus Accident Care and have your car repaired with our Lexus Authorised Bodyshop Network.

*Please see [policy document for full terms and conditions](#)

FIND OUT MORE



Lexus Motor Insurance

We offer one of the most comprehensive insurance policies in the market, helping you drive with confidence. [Find out more.](#)

Lexus Hybrid Insurance

Offering hybrid owners up to a 25% discount, based on your miles driven in Electric Vehicle (EV) mode. Find out more. [Find out more.](#)

Minor Damage Protection

Whether it's a parking lot scrape or a stray stone chip, this protection ensures quick and professional repairs to maintain your vehicle's pristine appearance. [Find out more.](#)

Total Loss Asset Protection

This comprehensive cover protects against unexpected damage to your tyres and alloys from everyday driving hazards like potholes and kerbs. Find out more.

Insurance Products are arranged by Lexus Insurance Services. Lexus Insurance Services is a trading style of Toyota Insurance Management UK Limited. Registered in England, Company No. 14297877. Registered Office: 7th Floor, 52-56 Leadenhall Street, London, EC3A 2BJ. Toyota Insurance Management UK Limited is authorised and regulated by the Financial Conduct Authority. Firm Reference Number: 983839.

Lexus Alloy Protection is underwritten by Novus Underwriting Limited on behalf of Helvetia Global Solutions Ltd, UK Branch. Helvetia Global Solutions Ltd is authorised and regulated by the Liechtenstein Financial Market Authority. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Registered Number: 454140. Helvetia Global Solutions Ltd is incorporated in Liechtenstein, registration number 0002191766. Helvetia Global Solutions Ltd's UK branch is registered in England & Wales under UK Establishment number: BR024650. UK Establishment address: 6 Bevis Marks, London, EC3A 7BA.

Novus Underwriting is a trading name of Novus Underwriting Limited, which is an Appointed Representative of Consilium Insurance Brokers Limited, authorised and regulated by the FCA (Ref: 306080). Novus Underwriting Limited is registered in England (No. 10844265). Registered address 4th Floor, 34 Lime Street, London, EC3M 7AT, United Kingdom.

