



# LEXUS TYRE PROTECTION



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# COVERING TYRE DAMAGE, SO YOU AND YOUR LEXUS ARE READY FOR THE ROAD

Damaging your tyres is something that can be out of your control, whether it be driving over road debris, nails or hitting a pothole, these can all lead to damage to your tyres. Having your tyres repaired or replaced can be an unexpected expense and very inconvenient.

This is where Lexus Tyre Protection comes in.

This policy gives you 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.



# YOUR COVER AT A GLANCE

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## BENEFITS:

- Contributes to/covers the cost of repair or replacement of tyre(s) that have suffered accidental or malicious damage.
- 30 days to make a claim
- Repairs are completed quickly and efficiently by one of our selected specialist repairers, ideally at a time and place convenient to you
- 36 month policy
- No excess to pay
- When making a claim, the no claims discount on the vehicle's motor insurance will not be affected

## WHAT'S EXCLUDED:

- Any claim not reported within 30 days from discovery of the incident
- Any tyre with less than 2mm of tread remaining
- General wear and tear is not covered
- Damage because of poor maintenance of the vehicle/ running tyre pressure too low
- Non-standard manufacturer specification tyres

**Please note:** For more information about Lexus Tyre Protection, please contact your Lexus Centre Sales team or see the [Lexus Tyre Protection policy document for full policy wording](#).





## WHAT'S 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
- 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 5 claims over the term of your Lexus Tyre Protection policy for replacement tyres. However, you have unlimited puncture repairs.

## 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 Tyre Protection policy is separate from your Motor Insurance policy.

## 4. HOW DO I CLAIM?

When you become aware of any tyre damage, this must be reported within 30 days via the InsureThat claims portal at [lexus.insurethat.com](https://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 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 MY 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 POLICY?

You have up to 30 days after purchasing your Lexus to decide if you would like to purchase our Tyre 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](http://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.

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