

# TOYOTA

## Tyre and Alloy Protection



# INTRODUCING TYRE AND ALLOY PROTECTION

**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 Toyota and ultimately lower the value of your vehicle when it comes to sale or part exchange.

**This is where Toyota 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 you unlimited puncture repairs and up to £300 per claim should a replacement tyre be required.

An intelligent solution to maintain the appearance and road worthiness of your Toyota.



**\*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 TOYOTA 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'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
- 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



\*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 IS EXCLUDED FROM THIS POLICY

- Any claim 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 Toyota Tyre & Alloy Protection please contact your Toyota Centre Sales team or see the [Toyota Tyre & Alloy Protection policy document for full policy wording.](#)

# TYRES AND ALLOYS COVERED



# Frequently Asked Questions



# FREQUENTLY ASKED QUESTIONS

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

No, your Toyota 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 [toyota.insurethat.com](http://toyota.insurethat.com), or you can contact the claims line on 0333 0444 701.

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 TOYOTA 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 THIS 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 POLICY?

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



Interactive poll not supported

[View online version](#)



# COMPLAINTS

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**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 Toyota Insurance Services

## Excess Protection

Toyota 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 Toyota Accident Care and have your car repaired with our Toyota Authorised Bodyshop Network.

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

[Find out more](#)



### Toyota Motor Insurance

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

### Toyota 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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