



**TYRESURANCE POLICY**

**The insured item(s)**

The policy covers new tyres purchased at any specified dealers appointed by Silverstone Tyres Limited (SSTL). The tyre is covered whilst fitted on personal cars viz. saloons and Sport Utility Vehicles (SUV's) whose use is personal and domestic purposes only and driven on Kenyan roads.

**The insured event**

The policy pays against accidental damage resulting from cut, bruise, and impact, break, or puncture to the insured item caused by road hazards, from road hazards, including but not limited to rocks, broken glass, nails, kerbs and potholes.

The event has to have happened on a Kenyan road and reported or brought to the tyre dealer within 7 days of the event happening.

The date of loss shall be the date on which the insured event occurs and must fall within the period of insurance.

**The insured**

The insured is any person who has bought the tyre(s) from a selected dealer. The under noted details of the insured will be recorded by the tyre dealer.

1. Full name
2. ID details
3. The postal and physical address
4. The phone number,
5. The email address
6. Purchase invoice/receipt no.
7. The date of purchase and the number of tyres purchased
8. The vehicle details including the registration marks, the body type, the chassis, current mileage and engine numbers
9. Tyre Manufacturer Date [DOT]
10. The tread size

## **SSTL TYRESURANCE POLICY**

### **Period of insurance**

This is a term policy which is:

- Free Of Charge for the one (1) year from the date of purchase
- Extendable to three (3) years at an additional cost of 3% of the tyre cost, payable only at the same time as the tyre purchase.

Cover will cease on:

1. Expiry of period of cover from date of purchase of the insured items{ one (1) year default cover or three (3) years incase of Extended cover}
2. The running of 50,000 kilometers as read from the vehicles odometer
3. The expiry of the treads on the tyres to the tread limit, which for the purposes of this policy is 1.5 mm for all saloon cars and 2.0mm for all SUVs.
4. The payment of a replacement claim under the policy.

### **Claims Procedure**

The insured is expected to report his/her claim to the nearest dealer within (7) seven days. In addition, the user will present their ID, together with the specified to make a claim. The dealer's Customer Service Representative (DCSR) then needs to verify the information with the details in customer database.

The DCSR will evaluate the damaged tyre and establish the amount that will need to be paid for the replacement tyre. The procedure is as follows:

#### ***Within 30 days***

The customer will receive a full credit towards purchase of the same or similar tyre(s) from the dealer.

#### ***After 30 days, before end of insured period or below 50,000kms***

The DCSR will establish the amount that will need to be paid for the replacement tyre.

### **Benefit payment**

The basis of coverage will be the treads.

The insured will be compensated on the remaining tread on the happening of an event. The tread will be measured and the difference between the treads as new will be what is subject to the claim. The remaining tread is expressed as a percentage of the tread when new. The remaining percentage of the tread is then expressed in monetary terms namely the value of a new tyre.

Once the claim is approved the insured's salvage item is retained by the SSTL Dealers.

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### **An Example on the Calculation of the Claim Credit**

The claim credit is computed as follows:

Should you buy a tyre for KES 10,000.00 for a saloon car from the Insured's specified dealers with an original depth of 8.00 mm and the remaining tread on the tyre is 6.00 mm.

Computed as: 6.00 mm remaining tread the credit will be  $6\text{mm} - 1.5\text{mm excess} / 8.00\text{mm original tread} * 10,000.00 = 5,625.00$

The benefit is credited to the account of the insured held by SSTL. The credit is not paid in cash but used for the purchase of a new tyre from the dealer.

The insured will top up the cost of the difference for a new tyre.

### **User Obligations**

The cover is void if the tyres have not been adequately maintained. Proper care is necessary to obtain maximum life from the tyres and to ensure safety on the road. The checks are not onerous. Kindly ensure that:

- The tyre and wheel assembly are balanced
- The wheels are aligned
- The tyres are operated at correct inflation pressures

### **Other Terms and Conditions**

1. The cover is not transferable to any other vehicle or person
2. The cover entitles you to a maximum of 1tyre replacement per covered tyre. Cost of any other services like balancing, alignment etc.
3. The remaining tread depth will be measured at 3 points on the tyre and the credit will be based on the lowest measurement taken.
4. The cover applies to the price of tyres indicated on the purchase invoice, not on the prevailing price of the tyres.
5. While the dealer will make every possible effort to locate an exact replacement, if it is not possible for any reason, e.g., the tyre is obsolete, or the pattern has been superseded by a newer pattern or is simply out of stock, the dealer reserves the right to offer an alternative of equivalent value to the initial tyre purchased. In the event the customer would prefer an alternative brand, and it is available and more expensive than the originally purchased, he or she would be required to pay the difference in price.
6. The damaged tyre will remain the property of SSTL.
7. At the discretion of SSTL, tyres which they deem to be damaged by criminal or malicious action, vandalism, improper use, fire, theft, used in a competitive sport, road accidents, repaired by another garage, mechanical defects of the vehicle and driving on incorrect pressure or are specific excluded from cover under this guarantee.
8. SSTL reserves the right to alter these terms and conditions at any time with immediate effect by posting the amended terms and conditions on its website ([www.silverstone.co.ke](http://www.silverstone.co.ke))

## SSTL TYRESURANCE POLICY

9. The cover is in lieu of all other warranties, expressed or implied, and does not cover the following:

- Manufacturing defects in workmanship and/or materials of the insured item.
- Loss of or damage to the motor vehicle on which the insured item was fitted
- Loss or damage to the rims or alloy wheels of the motor vehicle on which the insured item was fitted
- Damage to the motor vehicle
- Liability as a result of injury or death from the injury from an insured event
- Any tyre safely repairable in the opinion of the dealer
- Damage to the tyres if at the same time other parts of the vehicle are damaged as well.
- Any claim where the insured vehicle or tyre becomes unusable and irreparable as a result of vandalism abuse and mechanical irregularities of the vehicle
- Damage to the vehicle arising from gross negligence
- Any claim not submitted to dealer for more than 7 days
- Loss or theft of the insured items