



P.O. Box 91880
West Vancouver, BC, V7T 1C3
dk@serviceplan.ca
Tel: 1.800.663.1708
Fax: 604.922.9758

DIAMOND-KOTE® TIRE AND/OR RIM CLAIM CHECKLIST

Mandatory Criteria (Claim can be submitted):

- Tread depth of damaged tire is 3/32nd of an inch or greater
- Tire and/or rim damage occurred on a public roadway
- A valid road hazard was hit on a public roadway (pothole, cracks, nails, glass, screws, debris etc)
- The damaged tire is flat and/or has a puncture and/or bulge as the result of impact with a valid road hazard on a public roadway
- Rim damage: the above requirements have been met and the tire will no longer seal to the rim and the rim is cracked, bent or out of round
- A valid loss description must be supplied on the claim form (example: left front tire has a puncture in the sidewall after hitting something on a public roadway)
- A picture showing the damage on the tire and/or rim *

***Pictures are not required for tire repairs but are mandatory for tire replacements and all rim damage**

If these mandatory claim criteria have been met proceed with assisting the customer, then submit a complete claim submission to dk@serviceplan.ca.

Please include:

1. A picture showing the damage on the tire and/or rim *
2. A completed claim form (fill in all fields including: a detailed loss description)
3. A final invoice that indicates who the payee is

Exclusions (Claim does not qualify):

1. Impact with a curb or median (coverage for curb or median damage is limited to a \$50 reimbursement towards an insurance deductible)
2. Vehicular accident
3. Vehicle is used for commercial purposes (taxi, company fleet, tow truck, snow removal, etc.)
4. Tread depth of damaged tire is less than 3/32nd of an inch
5. Off road travel (not a public roadway)
6. Abuse: vandalism or intentionally driving on a flat tire
7. Cosmetic damage of any kind
8. The required paperwork must be received by the claims centre within 60 days of the work being completed or payment may be denied.

Please Note:

- Tire and/or rim repair is always the first option, if the covered damage can be safely repaired, and only as a last resort should a damaged tire and/or rim be replaced.
- For valid rim claims the damaged rim should be assessed by an independent rim repair facility to determine if the damaged rim can be safely repaired. If you do not have a local rim repair facility in your area please e-mail dk@serviceplan.ca or call 1.800.663.1708 and we will help locate you one.
- For valid tire and/or rim replacement claims we will reimburse up to a maximum of dealer MSRP.
- Claim forms are available at <http://www.diamondkote.com/forms>