

N2 & TIRE/RIM PRO CLAIM CHECKLIST

Mandatory Criteria (validate DK coverages at www.dkclaims.ca):

- Tread depth of damaged tire is at least 3/32 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, etc).
- The damaged tire is flat and/or has a puncture and/or bulge.
- Rim damage: the above requirements have been met, the tire will no longer seal to the rim and the rim is cracked, bent or out of round.

If these mandatory claim criteria have been met proceed with assisting the customer. Once the work is completed submit a complete claim submission via www.dkclaims.ca.

1. Follow the prompts and fill in all fields including a detailed loss description.
2. Pictures are not required for tire repairs but are mandatory for all other tire & rim claims.
3. Please include a final invoice that indicates who the payee is.

Exclusions (Claim does not qualify):

- Failure to report a claim within 60 days of the work being completed.
- Vehicular accident
- Vehicles used for commercial purposes (taxi, fleet, tow truck, snow removal, etc.).
- Tread depth of damaged tire is less than 3/32nd's of an inch.
- Off road travel (not a public roadway).
- Abuse: vandalism or intentionally driving on a damaged tire or rim.
- Cosmetic damage of any kind **unless Cosmetic Alloy Rim Repair coverage is purchased.**
- Impact with a curb or median (see below).

Please Note:

- Coverage for impact damage caused by hitting a curb or median is limited to a \$50 (Standard) or \$300 (Luxury/BMW) reimbursement towards customer's insurance deductible).
- If Cosmetic Alloy Rim Repair coverage is purchased and your alloy rim(s) become cosmetically damaged (scrapes, scuffs or scratches) from impact with a valid Road Hazard, while driving on a public roadway, we will cover: (a) A maximum of \$200 per occurrence and 4 alloy rim repairs per Plan sold. (b) A maximum of \$150 towards shipping or vehicle rental costs (if applicable) when a valid cosmetic alloy rim repair claim has occurred.
- Repair is always the first option if the covered damage can be safely repaired. Damaged tire(s) and/or rim(s) should only be replaced as a last resort.
- Damaged rim(s) should be assessed by an independent rim repair facility to determine if the damaged rim can be safely repaired.
- We recommend using your local repair facility. If you do not have one you can email dk@serviceplan.ca or call 1.800.663.1708 so we can help you locate one.
- For all valid tire and/or rim claims we will reimburse the reasonable cost of repair and/or replacement as well as all reasonable related costs (taxes, tire levies, valve stems, mounting and tire balancing/weights).
- We do not cover rental vehicles, wheel alignments or TPMS sensors.

Claim submissions: www.dkclaims.ca

Claim inquiries: dk@serviceplan.ca