



Exceptional Journeys

# CYCLE & CARRIAGE TYRE PROTECTOR PROGRAMME

**Effective: 1<sup>st</sup> January 2024**

## PROGRAMME BENEFITS:

From the date of tyre purchase (for tyres purchased at any Cycle & Carriage Authorised Service Centres), your tyres are covered for 12 months against damage caused directly by:

1. Pointed objects: damage caused by e.g. nails and broken glass resulting in puncture.
2. Direct impact with the curb which does not cause damage to the wheel suspension and/or chassis, or cause rim breakage.

If any of the covered tyre(s) on the vehicle is damaged due to tyre bulge or tyre puncture, only the damaged tyre can be replaced at the time of claim, limited to the price of the original tyre and one claim per tyre. The replacement tyre shall be the same make, model, and specification as the original tyre for which the claim was made, unless it is not available (in which case, an equivalent tyre make and model will be recommended).

## CONDITIONS:

### 1. ELIGIBILITY

New tyres fitted on Cycle & Carriage vehicles with a tread depth of at least 4.5 mm at the time of purchase of the new car or new tyres. Both the vehicle and the new tyre must have been purchased from Cycle & Carriage.

### 2. GEOGRAPHIC SCOPE

Cycle & Carriage Tyre Protector Programme provides coverage within the Republic of Singapore. Replacement of new tyres can only be done at a Cycle & Carriage Authorised Service Center in Singapore.

### 3. CONDITIONS

- a. The vehicle must be always be operated in accordance with the manufacturer's standards as set out in the owner's manual.
- b. The vehicle owner must comply with the prescribed actions within the vehicle or tyre manufacturer's recall campaigns (if any).
- c. The vehicle owner must immediately notify a Cycle & Carriage Authorised Service Center of any tyre damage.
- d. Replaced tyres become the property of Cycle & Carriage.
- e. The vehicle owner must allow the tyre to be inspected by an authorised assessor of Cycle & Carriage at any time prior to and during the repair and upon request, provide all requested information necessary to assess the tyre damage.



f. The damaged tyre is to be assessed and replaced only at a Cycle & Carriage Authorised Service Center.

g. In the event of any tyre damage, the vehicle owner must take steps to mitigate the loss or damage as much as possible.

#### EXCUSIONS:

1. Occurrences affecting the driving comfort, but without restricting the tyre function (e.g. running noises, vibrations, gradual loss of pressure, problems with the road holding and the chassis).
2. Normal wear and tear
3. Used and re-treaded tyres
4. Tyres of vehicles registered to a car dealership (e.g. demo cars)
5. Rims and tyre pressure sensors
6. Tyres with remaining tread depth of less than 3 mm at the time of the damage.
7. Indirect and consequential costs arising from the damaged tyre including, but not limited to, salvage and towing costs, costs for overnight accommodation and meals, replacement vehicle costs, compensation for loss of use or delay.
8. Costs for the replacement of undamaged tyres on the same axis (axis by axis replacements)
9. Costs for fitting and wheel balancing, nuts, valves, gas fills, additional fitting equipment that are unrelated to the damage tyre
10. Costs for software updates or system resets.
11. Defects to the tyre;
  - a. caused by modifications to the original design of the vehicle (e.g. tuning), or
  - b. caused by the installation of third-party parts or accessories that are not approved by the manufacturer.
12. Defects to the tyre:
  - a. caused by improper use of the vehicle, use of the vehicle in another way than in accordance with the manufacturer's standards as set out in the owner's manual, prolonged periods of non-use of the vehicle; or by overloading the vehicle such as exposing the vehicle to axle loads and/or trailer loads higher than those permitted by the manufacturer;
  - b. caused by using the vehicle in speed-timed events, competitive motorsport events or practice for these events;
  - c. caused by the use of any part / component clearly in need of repair, unless such part / component had been at least provisionally repaired by a qualified professional with our approval, before the defect occurred; or
  - d. caused by incorrect tracking, camber or tyre pressure settings or through the use of defective shock absorbers (e.g. heel-and-toe wear / brake plates / spotty wear).

13. External defects to the tyre;

- a. caused by an accident, e.g. a sudden external event directly impacting the vehicle with mechanical force;
- b. caused by wilful or malicious acts, unauthorised use of the vehicle, misappropriation or other criminal acts or any other use incompliant with applicable law;
- c. caused by a direct external impact from weather events, such as storms, hail, lightning strike, earthquake or flooding;
- d. caused by fire or explosion;
- e. caused by seizure or other sovereign interventions;
- f. caused by acts of war of any kind, invasion, revolution, civil war, civil unrest, strikes or terrorism; g. caused by nuclear energy, nuclear radiation or radioactive substances;
- h. caused by animals of any kind;
- i. caused by data tampering or manipulation (hacking and cyber-attacks); or
- j. caused by potholes or other road damage.

14. If the vehicle, on which the tyres are mounted, is used, at least temporarily, for special commercial purposes (e.g. construction site vehicles, or as an emergency service vehicles such as ambulances, police vehicles or firefighting services)

**EXCLUDED VEHICLE GROUPS IN THIS TYRE PROTECTOR PROGRAMME**

- Motorcycles
- Car registered with car dealerships for use as loan cars
- Cars used for racing, racing, speed racing, off-road cars
- Commercial vehicles and cars used for commercial purpose, including private hire cars
- Cars used in driving schools
- Cars used as taxis
- Construction cars
- Agricultural cars
- Ambulance
- Fire truck
- Police cars
- Short-term rental cars

If any vehicle covered by this programme is subsequently used for one of the above purposes, this programme will automatically be terminated in respect of such vehicle.



Exceptional Journeys

## TRANSFER OF OWNERSHIP

Should the vehicle be sold during the 12-month term of this programme, the benefits under the balance of the term are transferrable to the new owner of the vehicle. Please inform any Cycle & Carriage Authorised Service Center of the new owner's particulars within 14 (fourteen) days after the sale or transfer of the named vehicle and furnish as supporting documents either the Vehicle Log Card or Notification on Transfer of Vehicle Ownership letter from LTA.