

Tyre & Alloy Protection T&C (Only Available in the initial year for 5 Yr Luxury Pack)

Applicable Models : Kia Carens & The new Seltos

Section - I Tyre Replacement

If any tyre(s) of the Kia Vehicle gets damaged due to bulge, puncture, burst, cut, or damage due to continuous running in deflated condition, the Customer shall not be liable to pay the service and labour charges towards replacement of tyre(s), cost of renewing tyre(s) including the air valve of same make, model and specification as per the limits laid down in the table below:

Unused Tread Depth (UTD)	Reimbursement % age of cost of New Tyre	Customer contribution towards cost of new Tyre	Inspection Conditions
UTD >= 7mm	100%	INR 500 per Tyre	1. Tyre pressure as specified by manufacturer. 2. Depth will be measured at the center of the tread. 3. Mean of minimum three readings will be taken. 4. Less than 15000 km on the date of registration for benefit.
7mm > UTD >= 5mm	75%	INR 500 per Tyre + remaining Amount after AWP has (in writing) agreed to bear its share of cost	
5mm > UTD >= 3mm	50%	INR 500 per Tyre + remaining Amount after AWP has (in writing) agreed to bear its share of cost	
3mm > UTD	0 %	100% cost is to be borne by customer	

The settlement for tyre replacement shall be based on the residual tread depth of the damaged tyre(s) at the time of assessment by the Service Provider as per table above.

The entitlement for this benefit shall be subject to the following conditions:

- No cash amount will be paid.
- New tyre(s) allowed for replacement shall be of the same make, model and specification as the original tyre(s) for which the entitlement is made unless the same make and model is not Currently available and approved by AWP authorized assessor. If the same make model is not available or the customer wishes to go for an alternative or a higher quality/ brand of tyre, then the limit of liability of the company will be limited to cost of same make, model and specification as the original tyre(s) and the additional amount (if any) will need to be borne by the customer.
- Replacement benefit will be restricted to a maximum of four tyres in the Period of Benefit for the Kia Vehicle, irrespective of the type of damage or number of incidents of damage to tyre.
- The customer must ensure that the Batch Number/Lot Number of tyre must have been provided by the Kia Authorised dealer at the time of issuance of the certificate and must be captured in the schedule.
- The benefit is payable only if the DOT/Batch Number/Lot Number of the damaged tyre (s) is same as captured in the program schedule at the time of sale of the program.
- Updated tyre number to be communicated to the service provider by the customer provided it is replaced at Authorized workshop.
- Customer contribution towards cost for each tyre/alloy will be of INR 500/-, i.e. if benefit is payable for 1 tyre & 1 Alloy, then Customer contribution towards cost will be INR 500 x 2, if it is for 2 tyres & 2 Alloy then Customer contribution towards cost will be INR 500 x 4. Maximum claim for 4 tyres & 4 alloys in a program year, no claim on replaced tyre/alloy.

Exclusion specific to Section - I (i.e. Tyre Replacement):

The Service Provider or Authorized Kia Dealers or Authorized Workshop are not liable to provide any entitlement to the Customer in any of the following events:

- a. Events such as Punctured/flat tyre and Accidental damage is not covered.
- b. Theft of the Kia Vehicle tyre(s) along with or without rim(s)
- c. The tyre has been used for its full specified life as per the tyre manufacturer's guidelines, or/and if the tread depth is less than 3mm.
- d. The tyre has minor damage, cuts or scratches which do not affect the functioning of tyre.
- e. Any damages resulting from neglect of periodic maintenance as specified by the tyre manufacturer, including but not limited to tyre(s) rotation or wheel balancing/alignment.
- f. Tyre(s) worn out due to natural wear and tear.
- g. Damage to the tyre(s) due to continuous running in deflated condition
- h. Any loss or damage that is covered under any insurance/warranty or extended warranty provided by the tyre manufacturer.
- i. Routine maintenance including, minor adjustment, tyre(s) rotation.
- j. Wheel balancing/alignment of the tyre due to normal wear and tear or if required due to replacement of tyre.
- k. Damage arising due to fitment of accessories/modifications to wheels including without limitations to mechanical accessories such as wheel covers, etc.

Section - II Damage or deformation of alloy wheel rims(s)

In event of alloy wheel rim(s) of the Kia Vehicle having been damaged or deformed, rendering it (them) functionally unusable and/or unsafe, the Customer shall not be liable to bear the actual cost and service/labour charges of balancing/replacing the alloy wheel rim(s) with alloy wheel rim(s) of same make, model and specification.

The benefit under this section is payable only if the damage to the alloy has happened in the same event as tyre, intimated along with tyre and benefit under Section I is payable.

It is to be noted that irrespective of the type of damage, the Service Provider shall not replace more than four alloy wheel rims within the Period of Benefit with regards to the Kia Vehicle. In the event of replacement of alloy wheel rims(s) due to any reason whatsoever, the Customer/Authorized workshop shall inform the Service Provider in writing of such replacement. If the customer is ineligible for payment of benefit under section I, he would automatically become ineligible for benefits under this section.

If the alloy wheel rim(s) sought is different from the alloy wheel rim(s) supplied in the original equipment along with the Kia Vehicle in the event of replacement of alloy wheel rim(s) due to any reason whatsoever, the Customer/Authorized Kia dealer/ Authorized workshop shall inform AWP in writing of such replacement. Final Decision to pay the benefit in full or partial in such case shall rest solely with AWP.

The maximum benefit payable under this section will be as follows:-

Age	Reimbursement % age of cost of New Alloy/Wheel Rim	Customer contribution towards cost of New Alloy Wheel Rim
Rim Less than or equal to 1 year	80%	INR 500 per Alloy Wheel Rim + Remaining Amount after AWP has (in writing) agreed to bear its share of cost

Exclusion specific to Section - II

The Service Provider or Authorized Kia Dealers are not liable to provide any entitlements to the Customer in the event of any of the following:

- a. Alloy wheel rim(s) with minor dents, scratches/abrasions or damages not affecting the safety and/or functioning in the form of vibration/noise/tyre wear and tear.
- b. Any depreciation amount of replaced parts and/or consumables cost.
- c. If the alloy wheel rim(s) sought is different from the alloy wheel rim(s) in the original equipment along with the Kia Vehicle as per the information provided and recorded in the terms and conditions schedule.
- d. Any theft of the Kia Vehicle or the wheel rim(s).

Definitions:-

- a. Benefit(s):** Benefit(s) shall mean the services offered or available to the Customers under scope of services as defined in Clause.....
- b. Authorized Assessor:** A qualified loss assessor appointed by AWP to inspect and assess the Kia Vehicle condition, assess the quantum of benefit amount payable under the product terms and conditions subject to coverages and terms and conditions as defined in this product specified herein.
- c. Kia Carens:** Kia Carens is the Vehicle model of the Customer delivered from an Authorized Kia Dealer in India.
- d. New Seltos :** Kia Seltos is the Vehicle model of the Customer delivered from an Authorized Kia Dealer in India. Date of Sale post 21st July 2023
- e. Customer:** A person who owns a Kia Carens Vehicle in India or the New Seltos in India.
- f. Motor Insurance Policy:** Private car package policy issued in relation to Kia Carens / New Seltos Vehicle by a registered insurer.
- g. Period of Benefit:** The Period of Benefit shall be one year or 15000 km (whichever is earlier) from the start date of the program as mentioned on the program certificate.
- h. Start date of the program:** - Start date of the program shall be as follows: -
- **For brand new vehicles:** - Same as Date of purchase of vehicle
 - **Where Kia convenience package is purchased within 15 days from the Date of purchase of vehicle**
- i. End Date of the program:** - End date shall be one year from the start date of the program.
- j. Mileage Criteria:** - Coverage is limited to one year from the start date of the program or if the Kia vehicle has completed 15000 km whichever is earlier.
- k. Peril:** An event or occurrence which results in the Customer becoming entitled to the payment of any amount under any Benefit under the product terms and conditions.
- l. Customer Own Costs:** A compulsory amount specified in the Benefit that the Customer will bear on his own account in case of each and every payment that becomes due under that Benefit. Each Benefit will specify whether any Customer Own Costs are payable and if so, what amount.

General Exclusions (applicable to all benefits under these terms and conditions):

- a. Inconsequential aspects such as noises, vibrations, and sensations that do not affect the functionality, safety, or performance of the vehicle.
- b. Goodwill compensation of any type whatsoever or recall by manufacturer.
- c. Any act of terrorism and/or illegal activities.
- d. Any damage arising due to mechanical or electrical breakdown or failure of any Kia Vehicle parts including brake or suspensions parts and/or any damage to Kia Vehicle.
- e. Any legal liability, consequential loss, injury/damages to occupants or third parties / property.
- f. Wear and tear of the Kia Vehicle in the normal course, general maintenance of the KIA Vehicle or any damage to the keys of the KIA Vehicle.
- g. Expenses incurred on towing charges due to breakdown of KIA Vehicle in a remote area/city except as mentioned under Roadside Assistance Services section.
- h. Where the loss or damage which does not occur within the Period of Benefit.
- i. Where the Customer does not produce the documentary evidence and details as set out in these terms and conditions.

- j. Any repairs, and replacement of parts / components including but not limited to tyre / wheel or rim/alloy that is not carried out at the Authorized Dealerships.
- k. Cost of supply of parts or consumables.
- l. Replacement of any part / component done without prior intimation and consent of AWP.
- m. Any damage that results from hard driving due to a race, rally, reliability test, demonstration, or illegal activities.
- n. Any damage due to external accidental impact irrespective whether it is covered under an own damage claim or other claim under the Motor Insurance Policy or not.
- o. Any damage that results from operating methods other than those mentioned in the owner's manual or from any use beyond the limitations specified by KIA (maximum load, passenger capacity, engine speed, and other specifications).
- p. Any damage that results from modifications not approved by KIA or the Original equipment provider to KIA including without limitation for the purpose of KIA vehicle performance modifications, enlargements and other changes in the parts, design, shape, functionality, usage, and structure.
- q. Any damage that results from improper storage or transportation and from corrosion or oxidization.
- r. Any fraudulent acts / deliberate suppression of information about damages committed by the Customer that may directly or indirectly impact the liability of the service provider.
- s. Any damage that results from neglect of the periodic maintenance as specified by KIA.
- t. Any loss or damage that can or will be included under any type of warranty or under any manufacturer's warranty or guarantee or recall campaign where payment under the terms & conditions may result in profitmaking.
- u. Any aggravation to loss or damage due to poor workmanship at the time of repair, test trial, storage, towing and/or in the custody of Authorized Workshop.
- v. Expenses related to personal injury or property damage.
- w. Any damage arising as a result of poor workmanship during repair or at the time of manufacturing/assembly or disassembly and/or unauthorized repairs.

Any liability (financial or otherwise) arising out of delay in carrying out the repairs at authorized workshop / unavailability of required spare parts.