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Risk

Tyre & Alloy Policy wording

About your Insurance

Welcome to **your** Stubben Edge Combined Tyre & Alloy Wheel Insurance.

This insurance was arranged by Stubben Edge (Risk) Limited who is also the policy administrator and is underwritten by Novus Underwriting Limited on behalf of Helvetia Schweizerische Versicherungsgesellschaft in Liechtenstein AG.

Stubben Edge (Risk) Limited (FRN: 943286) is authorised and regulated by the Financial Conduct Authority ("FCA"). Stubben Edge (Risk) Limited (No 09073942) is registered in England and Wales. Registered office: Fourth Floor, 75-77 Cornhill, London, United Kingdom, EC3V 3QQ.

Helvetia Schweizerische Versicherungsgesellschaft in Liechtenstein AG. Registered Office: Aeulestrasse 60 (2. Stock) 9490 Vaduz, Liechtenstein. The Insurer is authorised and regulated by the Liechtenstein Financial Market Authority and is deemed authorised by the Prudential Regulation Authority and subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority.

Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website. <https://register.fca.org.uk/> or by calling them on 0800 111 6768.

As Stubben Edge acts as agent for the Insurer, monies paid to (or held by) Stubben Edge in relation to the insurance contract are treated as having been paid to (or held by) the Insurer

IMPORTANT

It is important that **You** check **Your Policy Schedule** to ensure that the information that **You** have provided to **Us** is accurate. Please take the time to read the contents of this **Policy** to ensure that **You** understand the cover **We** are providing **You** and that **You** comply with **Our** terms and conditions. This **Policy** wording and **Your Policy Schedule** are important documents; please keep them in a safe place in case **You** need to refer to them for any reason.

Eligibility Criteria

Vehicle

- **Your vehicle** must be a maximum of 7 years old at the **start date** of this policy.
- **Your vehicle** must have completed less than 70,000 miles at the **start date** of this policy.
- **You** must supply us with **Electronic Images** of all four wheels and tyres prior to this policy being accepted, confirming the **Alloy Wheels** and **Tyres** are not **Damaged**.

Electronic images of **Your** Vehicle can be uploaded by accessing the link in **Your** welcome email, and/or emailed to **Us** at hello@stubbenedge.com.

Definitions

The words or expressions detailed below have the following meaning whenever they appear in this **Policy** in **bold**.

Accidental Damage:

A sudden and unforeseen event that has resulted in damage to **Your Alloy Wheels**.

Administrator:

Stubben Edge (Risk) Ltd, Address: 75-77 Cornhill, London, EC3V 3QQ, Tel: + 44 207 8461 373
Email: Hello@stubbenedge.com

Alloy Wheel(s):

The **Alloy Wheels** that are of original specification to the **Vehicle** that were present on the **Vehicle** at the time **You** purchased the **Vehicle**.

Approved Repairer:

A company appointed by the **Claims Administrator**.

Claims Administrator:

MB&G Insurance Services Limited, Cobalt Business Exchange, Cobalt Park Way, Newcastle Upon Tyne, NE28 9NZ

Claims Limit:

Tyre Insurance

The maximum amount that can be claimed per **Tyre** for any one event during the **Period of Insurance**.

- Motor Vehicles, 3 **Tyres** within the **Period of Insurance**.
- Motorcycles, 2 **Tyres** within the **Period of Insurance**.

Alloy Wheel Insurance

The maximum amount that can be claimed per Alloy Wheel for any one event during the **Period of Insurance**.

- Three (3) **Claim(s)** under a twelve (12) month policy.
- Six (6) **Claim(s)** under a Twenty-four (24) month policy.
- Nine (9) **Claim(s)** under a Thirty-six (36) month policy.

Should the **Alloy Wheel** be damaged beyond a point whereby an effective cosmetic repair can be carried out then the policy will contribute up to a maximum of £150 towards the replacement cost of the **Alloy Wheel**.

Consequential Loss:

Any other costs which are directly or indirectly caused by the event which led to **Your** claim unless specifically stated in this policy. For example, damage to the wheel of the **Vehicle** following deflation of the **Tyre**.

Damage(d):

The sudden and unforeseen deflation of a **Tyre** arising from accidental **Damage** to the **Tyre** itself, or malicious **Damage** to the **Tyre** or valve from a third party, necessitating immediate repair or replacement before normal use can be resumed.

Electronic images:

Two images per alloy/tyre, one showing the full alloy and side of the tyre, and the other including the side panel of the Vehicle.

E' Marked Tyres:

The 'E' mark is a European recognised quality mark for **Tyres**. All passenger car **Tyres** sold in the EU must be stamped with the 'E' mark on their sidewall to indicate that they comply with current legislation.

Excess:

The first amount of £15.00 for each **Claim** payable by **You**.

Insured/You/Your:

The person named on the **Policy Schedule**

Insurer/ We/Us/Our:

Novus Underwriting Limited on behalf of Helvetia Schweizerische Versicherungsgesellschaft in Liechtenstein AG.

Motor Insurance Policy:

Motor Insurance Policy which has been issued to **You** for the insured **Vehicle**. It must be issued to **You** by an authorised UK motor insurer.

Period of Insurance:

The duration between the policy start date, when cover commences and the policy end date, as noted on your **Policy Schedule**.

Policy Schedule:

Confirmation of the Vehicle, the Insured's details, policy duration, component cover selected and the **Claim Limit**.

Repair(s):

Work completed by the approved repairer / repairer to a single tyre.

Territorial Limits:

The United Kingdom, the Channel Islands, and the Isle of Man.

Tyre(s):

Only the four **Tyres** fitted to **Your Vehicle**/ two fitted to **Your Motorcycle** plus the spare **Tyre** at inception of this policy and their replacements under this policy.

Vehicle:

The **Vehicle** as identified in the **Policy Schedule** for private use.

Waiting Period:

The first 14 days from the inception date of your policy

Wear and Tear:

Damage to Tyre(s) which have reached the end of their normal effective working lives because of age and/or usage or if the **Tyre** tread depth is less than 2mm across the full tread area of the **Tyre**.

Cover Provided

Alloy Wheel

Within the **Period of Insurance**, the **Insurer** will pay for the cost of repairs resulting from **Accidental Damage**, which has occurred within the **Territorial Limit to Your Alloy Wheels**, up to the **Claim Limit** shown above.

Claims will be handled by the **Claims Administrator** and the repairs will be carried by an **Approved Repairer**. Should the **Alloy Wheel** be damaged beyond a point whereby an effective cosmetic repair cannot be carried out then the policy will contribute up to a maximum of £150 towards the replacement cost of the **Alloy Wheel**.

Exclusions applying to this Section:

We will not pay any claims in respect of:

- a) More than three Alloy wheel claims in any twelve-month period.
- b) Where the damage of **Your Alloy Wheels** is deemed to be a manufacturing defect.
- c) Theft of **Alloy Wheels**.
- d) Cracked or buckled **Alloy Wheel(s)**.
- e) **Alloy Wheels** with split rim construction or with chrome effect finishes.
- f) Non- standard or aftermarket **Alloy Wheels**.
- g) Damage caused by driving whilst a tyre is deflated or because of tyre replacement.
- h) Damage present on any **Alloy Wheels** prior to the start of this policy.
- i) Any deliberate damage caused by **You** or any omission on **Your** part.
- j) Failure of the **Approved Repairer** to match the cosmetic finish of any other **Alloy Wheel** on the **Vehicle**.

Tyre Insurance

Within the period of insurance, the **Insurer** will pay for the cost of **Repair** resulting from **Damage** which has occurred within the **Territorial Limits** of the policy to a tyre fitted to the **Vehicle**.

Each claim will be handled by the **Claims Administrator** and the **Repair** will be carried out by an **Approved Repairer**, who will make all efforts to affect the **Repair to Your** satisfaction.

Where more than one tyre has suffered **Damage**, each **Repair** will be classed as a claim under the policy.

The **Insurer's** liability per claim shall not exceed the **Claims Limit**

Exclusions applying to this Section:

We will not pay any claims in respect of:

- a) **Wear and Tear**, including any unevenly worn **Tyres** caused by defective steering geometry
- b) Outside manufacturer's recommended limits, or wheel balance; failure of a suspension component or shock absorber or which in the opinion of a qualified engineer was caused wholly or partly from a lack of maintenance e.g., incorrect Tyre pressure.
- c) More than three Tyre claims for Vehicles or two Tyre(s) claims for motorbikes in the Period of Insurance Tyre(s) fitted to Vehicle
- d) Which have been modified in any way from the manufacturer's specification, or
- e) Any **Damage** where the fault or **Damage** occurred before the inception of this insurance, or
- f) Incurred due to the Vehicle being driven following the initial failure.
- g) Caused by fire, any road traffic accident, or where the **Vehicle** is a total loss.
- h) Where **Damage** is caused to any other part of the **Vehicle** by the same incident
- i) Which is part of a road traffic accident or road risk insurance claim.
- j) Loss of whatsoever nature arising directly or indirectly, in whole or in part, due to any act or omission which is wilful, unlawful or negligent on Your part.
- k) Any malicious **Damage** claim, which is not accompanied by a valid and substantiated crime reference number.
- l) Theft of the **Tyre(s)**.
- m) Any claim where at the time of **Damage** the **Tyre** tread depth is less than 2mm across the full tread area of the **Tyre**.
- n) Manufacturing defects or faults including manufacturer's recall.
- o) **Tyre(s)**, which are not '**E**' **Marked** and any claim where there has been an attempt to remove the serial number or other identifying marks from the **Tyre(s)**.
- 8) Any costs incurred in excess or outside the liability under this insurance including any for Consequential Loss, depreciation, or diminution in value.
- 9) Faults in workmanship or materials, or any Consequential Loss following repairs paid for by **Us** on Your behalf. It is **Your** responsibility to meet any Repairer charges in excess of or rejected as not being Our liability.
- 10) Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or **damage** to property by or under the order of any government, local or public authority.
- 11) Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.
- 12) Any direct or indirect consequence of: Irradiation, or contamination by nuclear material; or the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.
- 13) Any consequence, howsoever caused, including but not limited to Computer Virus in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted. For the purposes of this Policy, Electronic Data shall mean facts, concepts and information stored to form useable data for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware. For the purposes of this Policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature

What is not Covered

This policy does not cover:

- 1) Damage that existed before the inception date or within the **Waiting Period** of **Your** policy
- 2) Vehicles over 3500kg gross weight.
- 3) More than 3 claims within a 12-month period
- 4) The **Excess**, which will be payable by **You**.
- 5) VAT where **You** are VAT registered.
- 6) Owned temporarily or otherwise (resulting from trade-in or acquisition for the purposes of resale) by a business formed for the purposes of selling or servicing motor vehicles, or
- 7) Used for competition, including track days, racing, pace making, hire or reward, off road use (including all Quad Bikes), driving school, transportation of goods, delivery courier, public service vehicles or

How to Make a Claim

To make a **Claim**, within 30 days of the incident, **You** should complete the online claim form at www.mbginsurance.co.uk

Completing the claim form will provide us with all the necessary information that **We** require in order to quickly process **Your** claim. Please note that failure to provide all information at this point may mean that **We** will not be able to process **Your** claim.

Alternatively, **You** may contact the **Claims Administrator** during office hours: 9am - 5pm Monday - Friday on 0191 258 8127

Alternatively, please write to:

Mechanical Breakdown & General Insurance Services Ltd
Cobalt Business Exchange Cobalt Park Way Newcastle NE28 9NZ

Please note - Diamond Cut Alloy Wheels Repairs

For Diamond cut Alloy Wheels, it may be necessary for the **Alloy Wheel** to be removed from the **Vehicle** and sent to a specialist repairer for repair, this process can take up to 10 working days. In these circumstances this insurance policy does not provide cover for any other costs incurred whilst the **Alloy Wheel** is being repaired.

Malicious Damage, Unauthorised or Out of Hours Repairs

Occasionally **You** may require emergency assistance out of hours and will be unable to contact the **Claims Administrator** to obtain a claim authority number. Under these circumstances or where the **Repairer** refuses to wait for payment from **Us**, **You** will need to settle their invoice and claim reimbursement from **Us**. **You** must request that the retailer retain the **Damaged Tyre(s)** until the end of the next working day to allow inspection by an independent engineer should this be necessary. It is **Your** responsibility to ensure that the **Damaged Tyre(s)** are available for inspection and failure to do so may invalidate **Your** claim. Subject to the above, if **You** have paid the **Repairer** **We** will reimburse **You** up to a reasonable **Repair** or **Replacement Cost** if **You** send the **Claims Administrator** the information as detailed above under "How to Claim".

When You Collect Your Vehicle After repair, check that all work has been properly completed. If **You** are aware the repair is not satisfactory do not sign any satisfaction note and advise the Claims Office as soon as possible.

Note: We do not accept responsibility for faults in workmanship or materials in repairs paid for by **Us** on **Your** behalf.

Cancellation

Your Cancellation Rights

1. This Policy has a Cooling-off Period. This means **You** may cancel this Policy within the first 14 days of the Period of Insurance, or within 14 days after the day on which **You** receive the documentation for this Policy if that is later, for any reason and by any means. The documentation for this Policy will be treated as received by **You** 7 working days after it was posted to **You** by pre-paid post or the following day if it was sent to **You** by email.

2. If **You** have paid the Premium due, **You** will be entitled to a full refund of it provided **You** have not made a Claim and are not aware of any circumstances which could give rise to a Claim. If the Premium is refunded in full, the Insurer will treat this Policy as if it never existed and no liability whatsoever shall attach to the Insurer in respect of this Policy.

3. Once the Cooling-off period has ended and you have still failed to provide us with the **Electronic Images** as outlined herein, then we will be entitled to immediately cancel **Your** Policy and we will return any Premium which has been paid by you.

Electronic images of Your Vehicle can be uploaded by accessing the link in **Your** welcome email, and/or emailed to **Us** at hello@stubbededge.com.

4. Once the Cooling-off Period has ended, **You** may cancel this Policy at any time by emailing notice to Hello@stubbededge.com and the cancellation will take effect from the date specified in the notice or, if no effective date has been specified, from the date the notice is received by **Us**.

5. The Insurer may cancel this Policy by giving **You** written notice. The effective date of cancellation will be stated in the notice but will not be less than 30 days from the date that the notice is issued, unless the Policy is cancelled because of non-payment of Premium due.

6. If the Policy is cancelled in accordance with paragraph 4 or 5 above, provided that **You** have not made a Claim and **You** are not aware of any circumstances which could give rise to a Claim, the Insurer will give **You** a pro rata refund of the Premium (if these have been paid by **You** already) for the remaining Period of Insurance after the effective date of cancellation for which **You** have already paid. However, the Insurer will not refund any premium under £20.

7. If it has been agreed that **You** can pay the Premium by instalments and **You** fail to pay an instalment within 30 days of its due date, the Insurer may cancel this Policy with effect from the 30th day following the date on which the unpaid instalment of Premium was due. **You** will not be entitled to any benefits under this Policy after the date the unpaid Premium was due.

Customer Service/Complaints

It is the intention to give **You** the best possible service but if **You** do have any questions or concerns about this insurance or the handling of a claim **You** should follow the Complaints Procedure below: -

Sale of Policy

Stubben Edge Risk Limited
 Email: hello@stubbenedge.com
 Address: 77 Cornhill
 London
 EC3V 3QQ

Claims

MB&G Insurance Services Limited, Cobalt Business Centre,
 Cobalt Park Way, Newcastle, NE20 9NZ.

Email: CVT@mbginsurance.com

In all correspondence please state that **Your** insurance is provided by Novus Underwriting Limited and quote scheme reference B1927GDR0012022/07

If **Your** complaint about **Your** claim cannot be resolved by the end of the third working day, MB&G Insurance Services Limited will pass it to: Novus Underwriting Ltd, 4th Floor, 34 Lime Street, London, EC3M 7AT Email: complaints@novusunderwriting.com

If it is not possible to reach an agreement, **You** have the right to make an appeal to the Financial Ombudsman Service. This also applies if **you** are insured in a business capacity and have an annual turnover of less than €2million and fewer than ten staff. **You** may contact the Financial Ombudsman Service at: -
 The Financial Ombudsman Service,
 Exchange Tower,
 London, E14 9SR.
 Tel: 0300 123 9 123
 Email: complaint.info@financial-ombudsman.org.uk

The above complaints procedure is in addition to **your** statutory rights as a consumer. For further information about **your** statutory rights contact **Your** local Citizens Advice Bureau.

If **You** have purchased the insurance policy online, **You** may also raise **Your** complaint via the EU Online Dispute Resolution Portal at <http://ec.europa.eu/consumers/odr/>. This will forward **Your** complaint to the correct Alternative Dispute Resolution scheme. For insurance complaints in the UK this is the Financial Ombudsman Service. However, this may be a slower route for handling **your** complaint than if **You** contact the Financial Ombudsman Service directly.

Fraudulent Claims or Misleading Information **We** take a robust approach to fraud prevention in order to keep premium rates down so that **you** do not have to pay for

other people's dishonesty. If any claim made by **you** or anyone acting on **Your** behalf under this insurance is fraudulent, deliberately exaggerated or intended to mislead, **we** may:

- a) Not pay **your** claim, and
- b) Recover (from **you**) any payments **we** have already made in respect of that claim, and
- c) Terminate **Your** insurance from the time of the fraudulent act, and
- d) Inform the police of the fraudulent act. If **Your** insurance is terminated from the time of the fraudulent act, **We** will not pay any claim for any incident which happens after that time and may not return any of the insurance premium(s) already paid.

Law and Jurisdiction

This policy shall be governed by the laws of England and Wales and subject to the non-exclusive jurisdiction of the courts of England.

Information You have provided – Insurance Act 2015 You

must take reasonable care to provide accurate and complete answers to all the questions **You** are asked when **You** take out or make changes to this policy.

You must notify the **administrator** as soon as possible if any of the information in **your** policy documents is incorrect or if **you** wish to make a change to **your** policy.

If **you** do not provide accurate and complete answers to the questions **you** are asked, or **you** fail to notify the **administrator** of any incorrect information or changes **you** wish to make, **your** policy may not operate in the event of a claim. **We** may not pay any claim in full, or **your** policy could be invalid.

No term of this insurance contract is intended to limit or affect the statutory rights and obligations of the parties to this contract under the effect of the Insurance Act 2015.

Under Insurance

A proportional reduction in any claim settlement will be made should **You** under-insure. For example, if due to a breach of fair presentation **You** are incorrectly charged a premium of £100.00 but, due to the value of **Your** insured item, **You** should have been charged a higher amount, in the event of a claim being submitted and agreed any settlement made to **You** will be reduced by the proportion **You** were under-insured for.

Compensation Scheme

Helvetia Schweizerische Versicherungsgesellschaft in Liechtenstein AG is covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme, if Helvetia Schweizerische Versicherungsgesellschaft in Liechtenstein AG cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. **You** can get

more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.

You may also contact the FSCS on their Freephone number: 0800 678 1100 or 020 7741 4100 or **you** can write to: Financial Services Compensation Scheme, P O Box 300, Mitcheldean, GL17 1DY

Personal Information

For more information about how the Insurer use **Your** personal information please see our full privacy notice, which is available in the Privacy section of our website www.helvetia.com/privacy