



## Tire & Rim Protection

### CLAIM INSTRUCTIONS

**Claims Authorization Number: (800) 242-7316**

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To report a claim, contact our claims center Monday through Friday from 9:00 a.m. to 5:00 p.m. eastern time. Authorization is required prior to repair or replacement of any wheel and / or any tire. Every attempt should be made to repair rather than replace damaged property. We will only pay for the reasonable cost of repairs unless it can be demonstrated that the damaged tire(s) and/or wheel(s) could not be repaired.

#### Claims Procedure:

1. Call us toll free at **800-242-7316 (use the following options: #2, #2, #5 to expedite connection to claims department)** to report your claim within the first 48 hours of incident. Your call will be directed to one of our tire and wheel claims specialists who assist you with your claim.
2. When calling, please have: **1)** A copy of customers PermaPlate Tire & Rim form, **2)** A completed claim form.
3. You will be given an authorization number for the repair / replacement of the tire(s).
4. Claims administrator will notify the Alloy Wheel Repair network for wheel repairs / replacement.
5. Complete claim form with customer signature and return / Fax with:  
**A)** Copy of PermaPlate Tire & Rim form,  
**B)** Copy of Repair Order with itemized list of charges for Tire and or Wheel,  
**C)** Tire tread depth must be shown on Sales Invoice for Tire damage.
6. **IMPORTANT:** We reserve the right to request photos of damage and / or a Notarized Statement of Incident from the contract holder prior to processing this claim should any information and / or documentation be received incomplete. **Damage must coincide with incident.**
7. Upon receipt of all required documentation, the claim will be processed and paid within seven (7) business days.
8. Dealer will be reimbursed for tire claims.  
Alloy Wheel Repair Specialists will be reimbursed for wheel claims.  
If an outside repair facility repairs tire, the customer will be reimbursed for authorized repairs.
9. In the event that **the damage occurs and repairs must be taken care of** after our regular business hours or during a weekend, you must call our claims center on the **next** business day to report your claim. Claim will then be processed under normal claim procedures.
10. **IMPORTANT:** Please note that alloy wheel damage can oftentimes be repaired. In the event that damaged wheels are replaced, our repair network must document the reasons why wheel repair was not possible. They should then attempt to obtain a remanufactured wheel to replace the damaged wheel. If this is not possible, your repair facility may replace the damaged wheel(s) with new wheels. **Step 6 must still be followed for after-hours repairs.**

#### Mail or Fax to:

**Claims Administrator  
Independent Dealer Group, Inc  
PO Box 802  
Mahwah, NJ 07430  
Fax: (201) 961-9089**