



LEFTFIELD

***Continental passenger and light truck tyres now offer a service contract a road hazard protection Service. Cushioning the financial blow when you have unforeseen irreparable tyre damage caused by potholes, nails etc.***

#### *Conti Sure Service*

*All you have to do is purchase the service contract and you're covered for the unforeseen accidental damage, no more unforeseen out of pocket Expenses*

#### FAQ's:

1. Does this Service cover all passenger, SUV, 4X4 and van tyres any value?  
**Yes** Continental branded passenger, SUV, 4X4 and van tyres is covered'
2. Can I get cash back for my claim instead of an amount towards my new tyres?  
**No.**
3. When does my **Conti Sure** Service commence?  
You will be covered as soon as you have paid and the dealer has registered you for the cover, please keep original invoice as proof of purchase.
4. I am worried about the current state of the roads - if I hit a pothole, am I covered?  
**Yes.** In the event that this incident took place on a Public Road in the covered territories described in the service.
5. How is this cover different to the manufacturer's tyre warranty?  
The manufacturer's warranty only covers manufacturing defects, not damage due to road hazards.
6. Am I able to claim on this service if (a) I have a road accident/collision and my tyre is damaged or (b) my tyres are stolen?  
**No**, this situation is excluded under this service as this should be covered under your motor vehicle insurance.
7. Where can I make a claim?  
At any participating **Continental store** in United Arab Emirates. All participating stores can be found in this website: [Continental.leftfield.xyz](http://Continental.leftfield.xyz)
8. How do I make a claim?  
You bring your vehicle with the damaged tyre(s), that was fitted on the vehicle into the nearest participating **Continental store**. The dealer claims official will verify your claim based on the presentation of your original invoice. Once it is verified, your tyre will be assessed.
9. How long is my claim likely to take?  
Once the tyre has been assessed and any contribution due from you have been calculated, you can immediately receive your replacement tyre. This should take no longer than 30 minutes. The fitting and labour time required should take the standard amount of time.
10. Are my existing tyres also covered if I replace only 2 tyres?  
**No**, only the Continental branded tyre(s) purchased from a **participating Continental store** and recorded in **Conti Sure system** with original sales invoice are warranted. The **Conti sure** service will only be applicable upon the tyres you purchased with service contract.
11. Can I claim for 1 tyre, twice?  
**No**, once a claim has been granted that policy is void. The tyre claimed for must be kept by the dealer for a monthly audit by the program administrator. Thereafter, the tyre must be made un-serviceable and disposed of via the legislated scrap collection processor or in the absence of legislation, by the **participating Continental dealer** in an approved manner.



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12. Do I get a **Conti Sure** Service certificate that I can keep on me?  
Your original invoice is all you will need.
13. Does this service come with roadside assistance?  
**No.**
14. Does **Conti Sure** Service warrant all brands of tyres?  
**No**, only Continental branded tyres bought from a **participating Continental stores** are warranted.
15. Does **Conti Sure** Service warrant punctures and/or damage done by a nail as well?  
Not for the cost of repairs, but if the puncture is deemed irreparable in the sole discretion of **Conti Sure** then the tyre would be warranted.
16. Are Continental branded tyres with the SSR (Self Supporting Run Flat) feature covered?  
**Yes**, the Continental SSR tyres were specifically designed to allow you to be able to drive on with a puncture. These tyres are often damaged in the run flat process and Continental does not advise repairing them, therefore, they are covered up to a maximum of AED 2,500
17. I bought more than one tyre on my original invoice and I have only made one claim. Is my **Conti Sure** service cover on the other tyres still valid?  
**Yes**, the cover only expires on the tyre when you have claimed.
18. Is **Conti Sure** decision final or can I appeal his / her decision via a higher authority?  
The dealer claims official (Store Manager) acts as the claim's authority. If dissatisfied with the outcome the Scheme Compliance Administrator has the power to make the final decision on behalf of **Conti Sure**.
19. Is the **Conti Sure** Service transferable to a new owner when I sell my vehicle?  
**No.**
20. How is the remaining tread depth measured?  
At the lowest point of the tyre. Assessment will be done at the participating **Conti Sure store** using the tread depth gauge.
21. Can I qualify for the service on my taxi tyres?  
**No.**
22. Can a third-party claim on my behalf, i.e. I send my driver with my ID and the vehicle in order to make a claim?  
**Yes**. If that person brings the original invoice with them.
23. I had to brake suddenly and there is a flat spot on my tyre. Is this covered?  
**No**, this will be regarded as wear and tear, which is not covered in terms of this service.
24. I am too far away from a **Conti Sure** store. Can I buy a tyre and claim it back?  
**No. Continental** have a very comprehensive network of participating dealers.
25. Who can I contact to check the status of my **Conti Sure** Service?  
Visit any, **Conti Sure** store or you can visit our **Conti Sure** Service portal on **continental.leftfield.xyz** and enter your invoice number to check on your service status.
26. If I feel my claim was unfairly rejected, who can I raise the matter with?  
The Scheme Administrators Compliance Officer at **info@leftfield.net**
27. In the case of price increases on tyres, am I now warranted on the original price paid at inception or the new price?  
**Yes**, you are warranted for the original price paid at inception of the cover to a maximum of AED 2,500 or the value noted on your invoice whichever is less as recorded on your original sales invoice.
28. Does the replacement tire of **ContiSure** have a specific DOT?  
**No**, any DOT within the legal requirements can be used for replacement.