



LEXUS MINOR DAMAGE PROTECTION



FINANCIAL
SERVICES

LEXUS MINOR DAMAGE PROTECTION

A SPECIALIST SERVICE FOR YOUR LEXUS.

THE MIRROR-SMOOTH SHINE ON YOUR LEXUS IS WORTH TAKING PRIDE IN.

Unfortunately, scuffs, dents and chips are part of everyday driving. Someone carelessly opening a door in a car park can dent your pristine bodywork. But is it worth making a claim on your car insurance for a small repair? That's where Lexus Minor Damage Protection comes in.

Expert technicians will restore your vehicle using exact paint matches and a sophisticated Lexus-approved process.

The technician could come to your home or place of work and expertly repair small dents, scuffs and scrapes in vulnerable body areas. You also have the option to take your vehicle to one of our approved Lexus Minor Damage Protection repair sites*.

It's the confidence that you and your Lexus are in safe hands. The assurance that your repair work is guaranteed. And the peace of mind that our dedicated claims team is here every step of the way.

Please note: Any after-market repair may vary from an automotive factory finish which is machine sprayed beyond human capacity.

*This service is not available in all areas, geographical limitations apply.



PROTECT YOUR LEXUS

- Professional repairs for minor scratches, dents, chips and scuffs
- Completed quickly and effectively at a convenient location
- Up to 30 days to register your claim
- Helps restore the appearance of your Lexus
- Repairing damage can help improve the resale value of your Lexus
- £0 excess when claiming on this policy

WHAT DOES LEXUS MINOR DAMAGE PROTECTION COVER?

- Scratches, scuffs and dents up to 300mm in length and 3mm deep
- Stone chips up to 5mm in diameter and 1.5mm deep
- Vulnerable panels including bumpers, door handles, front and rear quarter panels and bonnets
- Horizontal panels

Please see the diagram overleaf for eligible areas.

Lexus Minor Damage Protection also offers a £250 body shop contribution in the event an eligible area of damage cannot be repaired at your chosen location using minor cosmetic damage repair technology.

This benefit is also available on repairs if you pay for them directly, or if the damage is repaired via your car insurance, providing you have used Lexus Accident Management Care which our claims team will support you with.

Please note: This is a summary of Lexus Minor Damage Protection. Please contact your Lexus Centre Sales team for further information. Full details are provided in the policy document.

WHICH PANELS OF MY LEXUS ARE COVERED?



KEY



Covered for dents,
scuffs, scratches,
and chips



Covered for
stone chips and body
shop contribution



Areas not covered by
this policy



* Images are for illustration purposes only.
Please refer to the policy document for full details of limitations and exclusions.

FREQUENTLY ASKED QUESTIONS

1. HOW MANY CLAIMS CAN I MAKE ON THIS POLICY?

Each individual claim is limited to four individual areas of damage, with a total limit of 20 individual areas of damages over the term of your Lexus Minor Damage Protection Policy.

2. DO I HAVE TO PAY AN EXCESS?

No. Claims made via this policy will not be subject to an excess payment.

3. WILL MY CAR INSURANCE NO CLAIMS DISCOUNT BE AFFECTED IF I CLAIM THIS POLICY?

Mobile repairs will not affect your No Claim Discount (NCD). However, if you use the body shop contribution to support a claim made on your own car insurance policy, this may affect your NCD. Please check this with your car insurance provider.

4. HOW DO I MAKE A CLAIM?

When you become aware of any minor damage, this must be reported within 30 days via the website [lexus.insurethat.com](https://www.lexus.insurethat.com)

Alternatively you can claim by contacting our claims team on **0333 0444 702**. They will talk you through the simple steps to assess your claim and arrange your repair.

5. IS THE REPAIR GUARANTEED?

All repairs carried out by our approved technicians are guaranteed for the lifetime of the vehicle whilst it remains in your possession. However, where we provide a body shop contribution, third-party repairs are not guaranteed.



6. CAN I CANCEL MY POLICY?

You can cancel your policy in the first 30 days and receive a full refund, provided no claim has been authorised. If you cancel after 30 days you will be entitled to a pro-rata refund, provided no claim has been authorised.

7. WHAT'S NOT COVERED UNDER MY POLICY?

Damage that is bigger than the size limits stated on page 2; damage of any kind to wheels, rims or tyres; any single claim where the total number of damaged areas exceeds four or if the total number of damaged areas exceeds 20 over the policy lifetime; any panel that is ripped, holed, torn or perforated; damage to beading, moulding, glass, lights or decals; any damage that occurred before the policy start date.

For a full list of exclusions, please refer to the policy wording.

8. CAN I TRANSFER MY POLICY?


Yes, the remaining term of the policy can be transferred to an eligible replacement vehicle if you sell the original. We do not charge any administration fees for transfers or cancellations.

9. DOES THIS POLICY COVER DAMAGE TO OTHER VEHICLES?

No, only the vehicle detailed on the policy schedule is covered.

10. WHO IS COVERED BY THE POLICY?

The policy covers damage to your vehicle irrespective of the driver.



Lexus Minor Damage Protection is arranged by Toyota Insurance Management UK Limited, trading as Lexus Insurance Services, registered in England, Company No. 14297877. Registered Office: 7th Floor, 52-56 Leadenhall Street, London, EC3A 2BJ. Authorised and regulated by the Financial Conduct Authority (FCA). Firm Reference Number: 983839.

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