

ContiSure Frequently Asked Questions

- **Does this Warranty cover Continental branded passenger and light commercial tyres of any value?**
 - Yes.
- **Can I get cash back for my claim instead of an amount towards my new tyres?**
 - No. Only a credit towards the replacement tyre purchase with another Continental branded tyre.
- **When does my ContiSure Warranty commence?**
 - You will be covered as soon as your new Continental branded tyre purchase has been concluded.
- **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 policy
- **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.
- **Am I able to claim on this warranty 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 warranty as this should be covered under your motor vehicle insurance.
- **Where can I make a claim?**
 - At any participating tyre dealer as the case may be in South Africa, Botswana, Lesotho, Namibia or Swaziland. Please find participating dealers on www.ContiSure.co.za?
- **How do I make a claim?**
 - You bring your damaged tyre, the vehicle the tyre was fitted to and proof of identification and your ContiSure Warranty Brochure, into the nearest participating tyre dealer as the case may be. The Dealer Claims Official will verify your claim based on the presentation of your ContiSure Warranty Brochure, Original Sales Invoice and Tyre Service record. Once it is verified, your tyre will be assessed.
- **How long is my claim likely to take?**
 - Once the tyre has been assessed and the Credit Due to you has been calculated by the dealer, you can immediately purchase your replacement tyre. This should take no longer than 30 minutes.
- **How can I make an enquiry about my warranty?**
 - You can enter your vehicle registration number into the www.ContiSure.co.za. You will then receive a registration confirmation status on your ContiSure Warranty.
- **Are my current tyres also covered if I replace only 2 tyres?**
 - No, only the Continental branded tyre(s) purchased from a participating tyre dealer as the case may be and recorded in your ContiSure Warranty Brochure and Original Sales Invoice, are warranted.
- **Can I claim for 1 tyre, twice?**

- No, once a claim has been granted that particular claim is now void. The tyre claimed for must be kept by the dealer for a monthly audit by Continental Tyre South Africa staff. Thereafter, the tyre must be made un-serviceable and disposed of via the legislated Scrap Collection Process.
- **Can I claim in Botswana, Lesotho, Namibia and Swaziland as well?**
 - Yes
- **Do I get a ContiSure Card that I can keep on me?**
 - No, you will receive a ContiSure Warranty Brochure to keep in your vehicle. This Brochure is very important and you must ensure that you keep it in your vehicle at all times. The compulsory 10 000km / once per annum tyre inspection services will be recorded in this Brochure by the dealer. It is your responsibility to ensure that you get the Service History Page stamped by the dealer at every visit.
- **Does this warranty cover my alloy / steel wheels?**
 - No
- **Does this come with roadside assistance?**
 - No.
- **Does ContiSure warrant all brands of tyres?**
 - No, only Continental branded tyres bought from a participating dealer, are warranted.
- **Does ContiSure warrant punctures and/or damage done by a nail as well?**
 - No, but if the puncture is deemed irreparable in the sole discretion of participating tyre dealer then the tyre would be warranted.
- **Are Continental branded tyres with the SSR (Self Supporting Run flat) feature warranted?**
 - Yes
- **I bought tyres from a participating tyre dealer and no one mentioned ContiSure. Am I covered after I leave the store?**
 - No, you will have to register via the www.ContiSure.co.za registration page. The ContiSure Warranty Brochure can be downloaded. You need to keep it and your Original Sales Invoice in your car and adhere to all the requirements.
- **I have made one claim, and I bought more than one tyre on my original invoice. Does my warranty cover on the other tyres lapse?**
 - No, the cover only lapses on the tyre you have claimed. However, the replacement Continental branded tyre will also now be warranted under a new ContiSure Warranty. The Original Sales Invoice for the replacement tyre must be attached to the ContiSure Warranty Brochure.
- **Is the participating tyre dealers decision final or can I appeal his / her decision via a higher authority?**
 - The Dealer Claims Official (Store Manager) acts as the claims authority. If dissatisfied with the outcome, the Marketing Manager of CTSA has the power to make the final decision. E-mail Support@ContiSure.co.za with your concern
- **Is the ContiSure Warranty transferable to a new owner when I sell my vehicle?**
 - No.
- **How is the remaining tread depth measured?**

- At the lowest point of the tyre. The tyre dealer makes this assessment using a tread Depth Gauge.
- **Can I qualify for the warranty on my taxi tyres?**
 - No, this cover will only apply to tyres fitted on passenger or light commercial vehicles that are privately owned and not used for commercial purposes or in the transportation of passengers for commercial gain.
- **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?**
 - No, the owner of the vehicle has to make a claim in person.
- **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 warranty.
- **I am too far away from a participating dealer, can I buy a tyre and claim it back?**
 - No. we have a very comprehensive dealer network and you have 30 days from the incident to make a claim.
- **Who can I contact to check the status of my ContiSure Warranty?**
 - Visit any participating dealer or you can visit our ContiSure Portal on the www.ContiSure.co.za website and enter your Car Registration number to check on you warranty status.
- **In the case of price increases on tyres, am I now warranted on the original price paid at inception or the new price?**
 - No, you are warranted for the original price paid at inception of the cover, as recorded on your Original Sales Invoice