

# ONE EARTH KEY & REMOTE REPLACEMENT PROTECTION CLAIM CHECKLIST

## MANDATORY CRITERIA

- Lost, stolen, or destroyed keys/remotes where the primary function is access to the vehicle.
- Coverage for valid replacements is offered up to a maximum of \$400 maximum liability per year (including parts and labour) for new keys/remotes.

**IF THESE MANDATORY CLAIM CRITERIA HAVE BEEN MET, PROCEED WITH ASSISTING THE CUSTOMER, ORDER A NEW KEY/REMOTE, AND THEN SUBMIT A COMPLETE CLAIM SUBMISSION VIA ONEEARTHSERVICES.CA.**

1. Follow the prompts and fill in all fields including a detailed loss description.
2. Please include a final invoice that indicates who the payee is.

## EXCLUSIONS (CLAIM DOES NOT QUALIFY):

1. Failure to report a claim within 30 days of 1st noticing the damage.
2. Manufacturer's defects.
3. Dead batteries.
4. Keys/Remotes that perform functions other than access to the vehicle (i.e. aftermarket stereo remotes).

## PLEASE NOTE:

- Pictures of the damage are not required for key/remote claims.
- For the customer's protection, all key(s)/remote(s) that are reported for replacement must be deprogrammed by the selling dealer prior to being replaced.

Claim submissions: [oneearthservices.ca](http://oneearthservices.ca)

Claim inquiries: [info@oneearthservices.ca](mailto:info@oneearthservices.ca)

# ONE EARTH TIRE & RIM, COSMETIC RIM PROTECTION CLAIM CHECKLIST

## MANDATORY CRITERIA (CLAIM CAN BE SUBMITTED):

- Tread depth of damaged tire is 3/32nd of an inch or greater
- Tire and/or rim damage occurred on a public roadway
- A valid road hazard was hit on a public roadway (pothole, cracks, nails, glass, screws, debris etc)
- The damaged tire is flat and/or has a puncture and/or bulge as the result of impact with a valid road hazard on a public roadway
- Rim damage: the above requirements have been met and the tire will no longer seal to the rim and the rim is cracked, bent or out of round
- A valid loss description must be supplied on the claim form (example: left front tire has a puncture in the sidewall after hitting something on a public roadway)
- A picture showing the damage on the tire and/or rim \*

\*Pictures are not required for tire repairs but are mandatory for tire replacements and all rim damage

If these mandatory claim criteria have been met proceed with assisting the customer, then submit a complete claim submission to [info@oneearthservices.ca](mailto:info@oneearthservices.ca).

## PLEASE INCLUDE:

1. A picture showing the damage on the tire and/or rim \*
2. A completed claim form (fill in all fields including: a detailed loss description)
3. A final invoice that indicates who the payee is

## EXCLUSIONS (CLAIM DOES NOT QUALIFY):

1. Impact with a curb or median
2. Vehicular accident
3. Vehicle is used for commercial purposes (taxi, company fleet, tow truck, snow removal, etc.)
4. Tread depth of damaged tire is less than 3/32nd of an inch
5. Off road travel (not a public roadway)
6. Abuse: vandalism or intentionally driving on a flat tire
7. Pre-Existing Cosmetic Damage of any kind
8. The required paperwork must be received by the claims centre within 30 days of the work being completed or payment may be denied.

## PLEASE NOTE:

- Tire and/or rim repair is always the first option, if the covered damage can be safely repaired, and only as a last resort should a damaged tire and/or rim be replaced.
- For valid rim claims the damaged rim should be assessed by an independent rim repair facility to determine if the damaged rim can be safely repaired. If you do not have a local rim repair facility in your area please e-mail [info@oneearthservices.ca](mailto:info@oneearthservices.ca) and we will help locate you one.
- Claim forms are available at [oneearthservices.ca](http://oneearthservices.ca)