

Vehicle warranty insurance

Insurance product information document
AS LHV Kindlustus, registered in the Republic of Estonia



The information document provides a general overview of vehicle warranty insurance. This document does not contain all the terms and conditions of the insurance contract based on insurance interest and requirements. The complete information, including pre-contractual information and contract terms and conditions, is provided in other documents, such as the offer, the Terms and Conditions of Vehicle Warranty Insurance, the insurance policy, and the certificate.

What type of insurance is this?

Vehicle warranty insurance is a form of voluntary insurance of an automobile or other motor vehicle. In the event of an insured event, mechanical failure of the vehicle caused by a manufacturing defect occurring during the normal use of the item is indemnified.



What is covered?

The vehicle specified in the insurance contract (including on the insurance certificate) is insured at the level of completeness provided by the manufacturing plant.

Insurance coverage

- ✓ Vehicle warranty – an unexpected and unforeseen technical failure of the insured object caused by a manufacturing defect occurring during normal use of the object and in regard to which the damage is not covered by the manufacturer's warranty (including the extended warranty) or sales warranty
- ✓ Roadside assistance – primary assistance provided for passenger cars and vans with a registered weight of up to 3500 kg and for motorcycles, if as a result of an unexpected and unforeseen event it is not possible to use the vehicle or continue driving

The sum insured is the repurchase value of the insured vehicle (market price in Estonia immediately before the insured event)

If an insured event occurs, LHV never pays monetary compensation; instead, the method of indemnification is the restoration (through a service provider selected by LHV) or replacement of the insured object

The insurance indemnity per one insured event is limited to the sum insured.



What is not covered?

The insurer shall not insure or indemnify for damage if:

- ✗ the damaged object is not eligible to be insured
- ✗ the incident is not considered an insured event
- ✗ the incident is not unexpected and unforeseeable
- ✗ damage excluded under the terms of the manufacturing plant warranty
- ✗ the mileage agreed in the insurance policy has been exceeded
- ✗ the insured event was caused by another exclusion provided in the insurance terms and conditions
- ✗ the vehicle was damaged by an external mechanical force. For example: a traffic accident, collision with any object, natural disaster, vandalism, etc.



Are there limitations on insurance coverage?

Limitations of insurance coverage stem from the product and are described in the product conditions and the policy; for example, the following is not reimbursed

- ! the part of the damage caused due to non-compliance with safety requirements and the obligations of the policyholder. For example: regular non-maintenance of the vehicle according to the manufacturer's instructions;
- ! damage caused through the customer's intent or gross negligence;
- ! the deductible portion of the damage caused;
- ! damage caused by inadequate maintenance or repair of the vehicle. For example: the vehicle is repaired by a service provider not authorized by the manufacturer;
- ! maintenance accessories and/or fast-wearing parts: brake and clutch linings, bushes, drive belts, tensioners, filament lamps/bulbs, filters, batteries, fasteners, etc.;
- ! damage caused by long-term deleterious factors: wear, mould, corrosion, soot, noise, light, etc.;
- ! damage subject to compensation by a third party. For example: under manufacturer's or seller's warranty insurance.



Where am I insured?

- ✓ The insurance coverage is valid in the territory specified in the insurance policy and/or product conditions. The most common area of insurance coverage for vehicle warranty insurance is the geographical area of Europe.



What are my responsibilities?

- Insurance premiums are to be paid by the due date and in the amount specified in the policy.
- Read the insurance contract and insurance conditions thoroughly.
- Inform LHV of any risk circumstances and any changes in them, such as the primary use of the vehicle and any change in same.
- Operate the vehicle carefully and in accordance with the instructions and/or restrictions set out by the manufacturer, the traffic regulations and the Road Traffic Act.
- Provide notice about the occurrence of an insured event immediately and as soon as possible.
- Preserve the damaged vehicle and other property in its post-accident condition until receiving instructions from LHV.



When and how do I pay?

Pay the insurance premium or instalments thereof in the amount and by the due date specified in the policy or certificate by bank transfer on the basis of the invoice or by e-invoice standing order. If the contract is deemed to have been concluded upon payment of the premium, the offer shall indicate the time within which the premium must be paid.



When does the insurance coverage start and end?

The insurance coverage begins and the insurance contract enters into force on the start date of the insurance period. The insurance coverage expires at the end of the insurance period.

The insurance coverage may end before the end of the insurance period specified in the contract. For example, if the agreed mileage is exceeded, or if the insured object is replaced after an insured event, and also in cases where the insurer wishes to terminate the contract if the insurance premium has not been paid.



How can I terminate the insurance contract?

If you concluded the insurance contract by electronic means, you have the right to withdraw from the contract within 14 days of concluding it. To do so, submit an application to LHV in a form that can be reproduced in writing by e-mail to kindlustus@lhv.ee. If you withdraw from the insurance contract, LHV will refund the paid insurance premium. If LHV has provided insurance coverage with immediate effect, the right of withdrawal does not apply.

If you concluded the insurance contract for more than one year, you have the right to withdraw from the contract within 14 days of concluding it. To do so, submit an application to LHV in a form that can be reproduced in writing. If you withdraw from the insurance contract, LHV will refund the paid insurance premium.

The insurance contract may be terminated at any time before the end of the insurance period by agreement between the parties. To do so, submit an application to LHV to the e-mail address kindlustus@lhv.ee in a form that can be reproduced in writing, specifying the name of the recipient of the refund of the paid insurance premium and their bank account number. If you do not indicate the end date of the insurance contract in your application, LHV will terminate the contract on the day after delivery of the application.

If the insurance contract is terminated after the insurance period has already started, LHV will refund the unearned part of the insurance premium.

To terminate the contract, an application must be submitted to the insurer.

Usually, the contract can be terminated prematurely only by agreement between the policyholder and the insurer. In exceptional cases, the contract can be terminated with a good reason. For example, if the vehicle was stolen or if the contract under which you used the vehicle expired.