

CONGRATULATIONS!

Thank you for choosing our service contact.

Repair Service – US and Canada

If you need repair service, refer to the “Your Instructions in the Event of a Mechanical Breakdown” section of this booklet. You may take your vehicle to any licensed repair facility in the United States or Canada. If your vehicle is still covered by its manufacturer’s warranty you should return the vehicle to a manufacturer’s authorized Repair Facility.

Vehicle Operation and Care

If you have a questions or problems during the term of your contract, please call the Administrator toll free at 1-877-356-1500.

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I. DEFINITIONS

This **Contract** contains words and phrases that have particular meaning and appear throughout this **Contract**.

- **Administrator** – means the person or company who is responsible for the administration of the **Service Contract**. The **Administrator** in the State of Washington is Dimension Service Corporation, 400 Metro Place N., Suite 300, Dublin, OH 43017, 877-356-1500.
- **Application Page** or **Registration Page**- means the information contained in the pages titled **Vehicle Service Contract** to include the Declarations section. It lists information regarding **You, Your Vehicle, Coverage** selected and other vital information.
- **Contract** or **Service Contract** - means a **Contact** or **Agreement** inclusive of the completed **Application/ Registration Page** for consideration over and above the lease or purchase price of the property for a specific duration to perform the repair, replacement or maintenance or property of or the indemnification for repair, replacement, or maintenance for operational or structural failure due to a defect in materials or workmanship, or normal wear and tear. **Service Contracts** may provide for the repair, replacement, or maintenance of property for damage resulting from power surges and accidental damage from handling, with or without additional provision for incidental payment of indemnity under limited circumstances, including towing, rental, emergency road services, or other expenses relating to the failure of the product or of a component part thereof.
- **Contract Purchase Date** – means the sale date of the **Contract** to **You**.
- **Coverage, Coverage Selected** – means the level of protection **You** have selected as shown on the **Registration Page**.
- **Deductible** – means the amount that **You** are required to pay, as shown on the **Registration Page**, for covered **Breakdowns**.
- **Manufacturer's Warranty** - means the warranty provided at no additional cost to **You** by the **Vehicle's** manufacturer
- **Mechanical Breakdown, Breakdown** – means any part(s) covered by this **Contract** that fails to perform within the function for which it was designed due to material defect or fails to perform within the manufacturer's specifications for the age and mileage of the vehicle. Providing it has received required maintenance as defined under Section III. Your Responsibilities for Services and Maintenance.
- **Odometer Reading At Purchase Date** – Means the original mileage on **Your Vehicle's** odometer on the **Contract Purchase Date**.
- **Provider Fee** - means the consideration paid by a consumer for a **Service Contract**.
- **Reimbursement Insurance Policy** - means a policy of insurance that is issued to a **Service Contract Provider** to provide reimbursement to the **Service Contract Provider** or to pay on behalf of the **Service Contract Provider** all contractual obligations incurred by the **Service Contract Provider** under the terms of the insured **Service Contracts** used or sold by the **Service Contract Provider**.

- **Repair Facility** - means an Automotive Repair Facility, which is ASE (Automotive Service Excellence) Licensed and operating in compliance with all City, State & Federal guidelines which regulate such facilities.
- **Vehicle, Your Vehicle, or Motor Vehicle** – means any **Vehicle** subject to registration under Chapter 46.16 RCW and the **Vehicle** which is described on the **Registration Page**.
- **Service Contract Holder, You and Your** – means a person who is the Purchaser or holder of a **Service Contract** shown on the **Registration Page** or the person to whom this **Service Contract** was properly transferred.
- **Service Contract Provider, We, Us, and Ours** – means the entity or person who is contractually obligated to the **Service Contract Holder** to perform under this **Service Contract**, as identified on the **Registration Page** as the "Obligor".

The obligor's performance under this contract is insured by General Fidelity Insurance Company, 201 North Tryon Street, Mail Code NC1-022-05-01, Charlotte, NC 28255, PH: 866-373-5939.

II. CONTRACT PROVISIONS

- A. **Coverage Period – Coverage** begins at the later of 30 days after the **Contract** Purchase Date or 1000 miles after the Odometer Reading at Purchase Date. **Coverage** ends when either the **Vehicle's** odometer registers the mileage indicated on the registration page as Expiration Miles or the Expiration Date whichever occurs first.
- B. **Coverage Provided** – We will reimburse **You** or a licensed **Repair Facility** for the costs to repair or replace covered parts that fail due to a **Mechanical Breakdown**, less the applicable **Deductible**. Labor fees are reimbursed according to a nationally recognized labor guide and subject to a maximum per hour rate not to exceed the limit stated in Section II.D. Replacement parts may be of new, remanufactured, or of like kind and quality. Reimbursement is based on the Manufacturer's Suggested Retail Price on parts and the labor is based on a nationally recognized labor manual.
- C. **Territory** - This **Contract** applies only to **Breakdowns** and repairs that occur in the United States or Canada.
- D. **Limit of Liability**

- 1 – Per Incident: Liability shall be limited to the reasonable price for repair or replacement of any covered part, not to exceed the manufacturers' suggested retail price. The reasonable price is based upon nationally recognized flat rate and/or factory manuals. In no event will the liability for each **MECHANICAL BREAKDOWN** or FAILURE under this **CONTRACT** exceed the trade-in allowance of the **VEHICLE** established by the current NADA Official Used Car Guide at the time immediately preceding the **MECHANICAL BREAKDOWN** or FAILURE.
- 2 – Aggregate: The aggregate limit of liability of all benefits payable shall never exceed the Actual Cash Value of **YOUR VEHICLE** at time of

purchase / lease, or \$50,000.00 (fifty-thousand dollars), whichever amount is less. **WE** will not be liable to **YOU** for consequential damages or injuries, nor for any costs or expenses that provide betterment, upgrade, or enhancement to **YOU** or **YOUR VEHICLE**. This limit of liability applies regardless of the cause and regardless of the legal theory asserted. There are no warranties that extend beyond the description on the face hereof.

E. Transfer of Contract – This **Contract** applies only to **You** and the **Vehicle** listed on the **Registration Page**. This **Contract** may be transferred one time only, at **Your** request, to the next owner (private party) of the **Vehicle** while the **Contract** is still in force. This **Contract** may be transferred by providing the **Administrator** with the following information within 30 days of transfer of ownership.

1. The original **Contract** and **Registration Page**;
2. Copies of all of **Your** maintenance and service receipts for the **Vehicle** as required in Section III. Your Responsibilities for Services and Maintenance;
3. Name and address of the new owner, date of sale to the new owner, and a current certified odometer statement;
4. \$75 Transfer Fee made payable to the **Administrator**;
5. If any portion of the **Manufacturer's Warranty** is in effect at the time of transfer, the transfer of the **Contract** will be valid only if the **Manufacturer's Warranty** is also transferable and the **Contract** is properly transferred.
6. Failure or inability to provide valid and complete maintenance and service records will result in transfer denial.

F. Cancellation Provisions

1. **You** may cancel this **Contract** at any time by returning the **Contract** to **Us**. The request for cancellation must be in writing and must be received prior to or on the effective date of such cancellation together with a notarized affidavit indicating the odometer reading at the date of the request. In the event of a stolen or totaled **Vehicle**, the **Administrator** may request supporting documentation from the primary insurance company and/or police reports indicating the dates and mileage at the time of the incident.
2. We may cancel this **Contract** within the first 60 days from the date of sale of the **Contract** if:
 - a) **Your Vehicle** is totaled or repossessed.
 - b) **Your Vehicle** is used in a manner not covered by this **Contract**.
 - c) **You** employed intentional misrepresentation in obtaining this **Contract**.
 - d) **You** employed intentional misrepresentation in the submission of a claim.
 - e) **Your** Claim Aggregate has reached the Actual Cash Value or **Your Vehicle** at time of Purchase/ Lease.

- f) Discovery of an act or omission by **You** or a violation of any condition of this **Contract** which occurs after the purchase date of this **Contract**, and which substantially and materially increase the service required under this **Contract**.
- g) The charge for the **Contract** is not paid.

If **We** cancel, at any time, due to any of the items listed in 2 (a)–(f) above, notice of such cancellation will be delivered to **You** by registered mail not less than forty-five (45) days prior to the effective date of the cancellation. If **We** cancel for non-payment of the **Contract** price as set forth in 2 (g), the cancellation notice shall be delivered not less than ten (10) days prior to such date. The notice of cancellation will be mailed to **Your** last address known to **Us** as shown in **Our** records state and will state one of the above-mentioned basis of cancellation. The cancellation will be effective as of the date of termination stated in the notice of cancellation.

After the sixty (60) day period, the **Service Contract Provider** may not cancel the **Contract** and is fully obligated under the terms of the **Contract** sold to the **Service Contract Holder**.

G. Refund Calculation

If this **Contract** is cancelled within the first thirty (30) days after the **Contract** purchase date and no claims have been filed. The **Contract** will be void and **We** will refund to **You** the entire **Contract** charge paid by **You**.

If this **Contract** is cancelled after the first thirty (30) days or a claim has been filed, **We** will refund an amount of the **Contract** charge according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term of the plan selected and the date Coverage began less any claims paid on the **Contract**, less a twenty-five dollar (\$25.00) cancellation fee. (In the event of a cancellation due to repossession only, claims payment shall not be deducted from any cancellation refund due.)

Upon **Your** return of the **Contract**, the **Contract** will be null and void from the beginning of the **Contract** term. The right to void this **Contract** is not transferable and applies only to **You**, the original **Contract** Purchaser. In the event of cancellation, the lienholder, if any, will be named on a cancellation refund check as their interest may appear.

A ten (10%) percent penalty will be added to any refund that is not paid within thirty (30) days of when **You** return the **Contract** to **Us** for cancellation in compliance with this **Contract**.

H. Our Right To Recover Payment

If **You** have a right to recover payment against another party for anything **We** have paid under this **Contract**, **Your** rights shall become **Our** rights. **You** shall do whatever is necessary to enable **Us** to enforce these rights. **We** shall recover only the excess after **You** are fully compensated for **Your** loss, less the **Deductible**.

I. **Renewal of Service Contract**

Your Contract may be renewed for continuous twelve (12) month terms at the current renewal rate if: (1) **Your Vehicle** is not more than 10 model years old, including the current model year; (2) **You** have at least forty-five (45) days and 1,500 miles remaining under the original **Contract** term; and (3) providing that the expiration mileage on the new **Contract** will not exceed 100,000 miles.

To renew, contact the **Administrator** to confirm **Your Vehicle's** eligibility.

J. **Arbitration**

You and **We** fail to agree on any matter concerning this **Contract**, an arbitration proceeding may be initiated by either **You** or **Us**. To initiate an arbitration proceeding, the demanding party must notify the other party, in writing, that it wishes to arbitrate a dispute. This **Contract** evidences a transaction involving interstate commerce. The parties acknowledge and agree that the Uniform Arbitration Act (7.04A RCW et seq.) (UAA) shall govern any arbitration under this **Contract**.

Arbitration proceedings shall be conducted in the County in the State of Washington at a location in close proximity to the **Contract Holder's** permanent residence and will be conducted in accordance with the Rules of the **American Arbitration Association** (1-800-778-7879), 355 Madison Ave., Floor 10, New York, New York 10017-4605 (www.adr.org). A copy of the Rules may be obtained by visiting the web site indicated or by contacting the Organization directly. The rules in effect at the time the request for arbitration is made will govern. Once one of the parties has demanded arbitration, binding arbitration is the exclusive method for resolving any and all claims between them. The decision of the arbitrator(s) shall be final and binding, except for any right of appeal provided by the UAA and the American Arbitration Association Rules that govern the original arbitration proceedings. The cost of appeal shall be borne by the appealing party.

III. **Your Responsibilities for Services and Maintenance**

- A. **You** must have **Your Vehicle** checked and serviced in accordance with the manufacturer's recommendations, as outlined in the Owner's Manual.

Note: **Your** Owner's Manual lists different servicing recommendations based on **Your** individual driving habits and climate conditions. **You** are required to follow the maintenance schedule that applies to **Your** conditions. If **You** do not have an Owner's Manual, **You** must change **Your Vehicles** engine oil and filter at three-thousand five hundred (3,500) mile intervals. Failure to follow the manufacturer's recommendations or these guidelines will result in denial of **Coverage**.

- B. If applicable, replace the engine timing belt at the intervals specified by the **Vehicle** manufacturer.

- C. It is required that verifiable receipts are retained for the service work. Or, if **You** perform **Your** own service, **You** must retain verifiable receipts showing purchases of all required parts and materials necessary to perform the required maintenance and a log showing the date and mileage when the services were performed.

IV. What is Covered by This Contract

COVERAGE IS LIMITED TO THE PARTS LISTED BELOW FOR THE COVERAGE OPTION CHOSEN ON THE REGISTRATION PAGE.

1. **Gasoline/Diesel Engine:** Cylinder block, cylinder head(s) if damage by internally lubricated parts. All internally lubricated parts including: pistons, piston rings and pins, crankshaft and main bearings, connecting rods and rod bearings, camshaft and bearings, pushrods, rocker arms, valves, valve springs, seats and guides, lifters, followers, oil pump, timing chain, timing belt and gear, Harmonic balancer, dipstick & tube. Valve covers, timing cover, and oil pan if damaged by internally lubricated parts; vacuum pump, engine mounts.
2. **Transmission:** Transmission case, transfer case and pan if damage by internally lubricated parts. All internally lubricated parts including: torque converter, vacuum modulator, internal linkage, and transmission mounts.
3. **Drive Axle:** Housing(s) and cover if damage by internally lubricated parts. All internally lubricated parts including: axle shafts, universal joints and yokes, constant velocity boot or joint or both, wheel bearings/hubs, drive shaft center bearings, supports, propeller shafts, locking hub mechanisms.
4. **Steering:** Steering box and rack and pinion unit and all their internal lubricated parts including: power steering pump and cylinder, main and intermediate steering shafts and couplings, steering knuckles, pitman arm, idler arm, tie rods ends, drag link.
5. **Brakes:** Non – ABS master cylinder, power booster, calipers, wheel cylinders, hydraulic lines and fittings; proportioning valve, backing plates, springs, clips and retainers, self-adjusters, parking brake linkage and cables.
6. **Electrical:** Alternator, voltage regulator, starter motor, starter solenoid, distributor (excludes cap, rotor and wires), window regulator, heater A/C blower motor.
7. **Heater and Air Conditioning:** Evaporator, condenser, compressor, compressor clutch, receiver/drier, field coil, accumulator, A/C high/low pressure compressor cutoff switches, heater core.
8. **Front/Rear Suspension:** Upper and lower control arms, control arm shafts and bushings, spindle supports, stabilizer shaft, stabilizer linkage, bushings, ball joints, spindles, wheel bearings.
9. **Cooling:** Radiator, radiator fan blade and motor, fan clutch, water pump.
10. **Fuel:** Fuel pump, metal fuel injection lines/rails, fuel tank and metal fuel internal lubricated parts including: waste-gate, vanes, shafts and bearing.
11. **Hi-Tech:** Electronic shift control unit; ABS master cylinder, ABS processor, hydraulic pump motor, pressure modulator valve, sensors; temperature control programmer, fuel management controls (including modules and sensors), fuel nozzles, fuel injection pump, ignition management controls (including modules and sensors), ignition coils, wiper motor(s), power window motors, power door locks, automatic

temperature control, keyless entry system excluding remote, power antenna, speed control, electronic level control compressor.

*Seals and gaskets are only covered if needed in conjunction with a covered repair.

Personal Protection Benefits

The following benefits are not subject to a **Deductible**.

1. **Towing – We** will reimburse **You** for **Your** actual towing cost up to a maximum of \$60 per occurrence, if the tow was necessary because of a **Mechanical Breakdown** of a part covered under the **Contract**. Any payment shall be for actual towing or roadside charges in excess of any applicable reimbursement from the manufacturer or any other towing or road service **Coverage**.
2. **Rental Car – We** will reimburse **You** for rental of a replacement vehicle for substitute transportation if there is a **Breakdown** of a covered part under this **Contract** and the approved labor repair time is a minimum of 4 hours. **Our** cost is limited to \$30 per day. Each 8 hours of approved labor time Counts as 1 day, up to a maximum of 5 days. The substitute transportation must be supplied by a duly licensed Rental Agency and is in excess of any applicable reimbursement from the manufacturer or any other substitute transportation coverage.
3. **Locksmith Service** – If **You** lock **Your** keys in **Your Vehicle** or lose **Your** keys, You will be reimbursed up to \$40 for the service call of a locksmith to open **Your Vehicle**. Key cutting or other labor/parts are not covered by this benefit.
4. **Out of Gas/Dead Battery** – **You** will be reimbursed up to \$40 for a service call to jump-start or deliver emergency fuel to **Your Vehicle**. The cost of the fuel is not reimbursable.
5. **Trip Interruption** – Trip interruption occurs when a **Breakdown** disables **Your Vehicle** more than 100 miles from **Your** home, **You** are stranded overnight and covered repairs are not completed. Trip interruption benefits are for motel and restaurant expenses incurred by **You** during the repair period. When such a break down occurs, **You** will be reimbursed up to \$100.00 per day of trip interruption benefits for each 8 hours of approved labor time, up to a maximum of 4 days.

V. What Is Not Covered By This Contract

- A. **Non-Covered Parts** – Any of the following parts: carburetor; throttle body; battery; battery cables; shock absorbers; struts; manual transmission clutch friction, clutch disc and pressure plate; throw out bearing; pilot bearing; clutch master and slave cylinder; manual and hydraulic linkages; distributor cap and *rotor*; wires; safety restraint systems (including air bags); glass; lenses; headlamp and projection lamp assemblies; sealed beams; light bulbs; fuses; circuit breakers; telephones; television/vcr; electronic and satellite transmitting / receiving devices; brake rotors and drums; exhaust system; evaporative and exhaust emission systems; oxygen

sensors; weather stripping; trim; moldings; bright metal; chrome; upholstery; carpet ; zippers; nuts, bolts, and fasteners; cup holders; dash pad and vents; seat frame; seat frame recliner mechanism; paint; outside ornamentation; inside and outside door handles; mirrors; hinges; liftgate and hood supports; hub caps/wheel covers; bumpers; body sheet metal and panels; body parts; frame and engine cradles; body mounts; mounting brackets and structural body parts; vinyl and convertible tops; tires; wheels/rims. Seals and gaskets are covered only if needed in conjunction with a covered repair for vehicles with up to 80,000 odometer miles at the time of the **Breakdown**; near object avoidance systems; speakers and wiring.

B. **Scheduled Maintenance Service and Adjustments** – Maintenance services and parts recommended in the **Vehicle** Manufacturer’s Maintenance Schedule. Unless required in conjunction with a covered repair, the following are not covered under this agreement: mechanical adjustments filters; lubricants, coolants, fluids; refrigerants and the service operations necessary to replace them. Other normal maintenance services and parts, including, but not limited to: alignments; wheel balance; tune-ups; sparkplugs; spark plug wires; hoses, belts; brake pads; brake lining; brake shoes; wiper blades; squeaks and rattles; water leaks; wind noise; thermostat are not covered.

C. **Non-Covered Conditions**

1. Any repair or replacement made without prior authorization from the **Administrator** to the repair facility.
2. The damage of a non-covered part resulting from the failure of a covered part or damage to a covered part by a non-covered part.
3. Any **Breakdown** resulting from an outside force including collision, fire, theft, vandalism, riot, explosion, lightning, earthquake, freezing, rust or corrosion, windstorm, hail, water or flood, acts of God, salt, environmental damage, introduction of foreign objects, contamination of fluids, fuels, coolants or lubricants, or any hazard insurable under standard physical damage insurance policies regardless of whether such insurance is in force, or any consequential damage or diminution in value resulting from the failure of a covered or non-covered part.
4. Any **Breakdown** caused by misuse, abuse, negligence, lack of normal maintenance scheduled for **Your Vehicle**. For example, some **Vehicle** manufacturers require the timing belt to be replaced at specific intervals. Failure to perform specified maintenance will result in claim denial.
5. Any **Breakdown** caused by oil sludge, rust and/or carbon build-up or the failure to maintain proper levels of lubricants and/or coolants or failure to protect **Your Vehicle** from further damage when a **Breakdown** has occurred, including failure to replace leaking seals and/or gaskets in a timely manner.
6. Any **Breakdown** caused by overheating regardless of the cause.
7. Any repair or replacement of a covered part if a **Breakdown** has not occurred, or repair or replacement of parts in connection with a covered

- repair when those parts are not necessary for the completion of the covered repair, or were not damaged by the failure of a covered part such repair or replacement is considered an improvement to **Your Vehicle** and is not covered by this **Contract**.
8. Any **Breakdown** caused by gradual reduction in operating performance due to normal **Wear & Tear**. **Wear & Tear** is defined a component that has not failed but does not meet the manufacturer's specifications.
 9. Any repair for the purpose of correcting engine compression or oil consumption when a **Breakdown** has not occurred, including but not limited to, Burnt valves, valve grinding, stuck or carboned piston rings are not covered.
 10. If **Your Vehicle** has been altered and does not meet manufacturer's specifications, including but not limited to, any custom or add-on part, all frame or suspension modifications, lift kits, oversized/undersized tires, emissions and/or exhaust systems modifications, or powertrain modifications.
 11. If **Your** odometer has ceased to operate and odometer repairs have not been made immediately, or the odometer has been altered in any way since **You** have had title to **Your Vehicle**.
 12. For any liability for property damage, or for injury to or death of any person or for loss of use, time, profit, inconvenience arising out of the operation, maintenance or use of **Your Vehicle** described in this **Contract** whether or not related to the covered parts.
 13. When the responsibility for a repair is covered by an insurance policy, or a repairer's guarantee/warranty, or any warranty from the manufacturer, or if the manufacturer has announced its responsibility by any means, including but not limited to, public recalls, factory service bulletins, or programming of modules; even if the manufacturers no longer honors their own warranty.
 14. Any **Breakdown** caused by being towed, or towing a trailer, another vehicle or any other object, unless **Your Vehicle** is equipped for this use as recommended by the manufacturer.
 15. If **Your Vehicle** is used as a commercial vehicle, to generate income, or is used for rental, taxi, limousine or shuttle, delivery, towing, road repair operations, construction, job site activities, commercial hauling, police or emergency service, principally off-road use, racing or competitive driving, snow removal, route work, service, or repair.
 16. Any **Breakdown** reasonably determined to have occurred prior to the beginning of the **Coverage Period** (pre-existing), or if the information provided by **You**, or the **Repair Facility** cannot be verified as accurate or is found to be deceptively inaccurate.
 17. For Breakdown that occurs and/or repairs made outside of the continental United States, Alaska, Hawaii or Canada.
 18. For any part not covered or excluded by the original vehicle manufacturer's warranty, or any maintenance services and parts described in the owners manual for **Your Vehicle**.
 19. Reimbursement does not include diminution in value to **Your Vehicle**.

VI. FILING A CLAIM

If **Your Vehicle** incurs a **Breakdown**, **You** must take the following steps to file a claim:

- A. Prevent further damage - Take immediate action to prevent further damage. This contract will not cover the damage caused by not securing a timely repair of the failed component.
- B. Call the **Administrator** at 1-877-356-1500 for a list of approved **Repair Facilities** in your area.
- C. Provide evidence of **Coverage** – Provide the **Repair Facility** with a copy of **Your Contract** and/or **Your Contract** number.
- D. **Administrator** shall have the right to select the **Repair Facility** and shall have sole discretion regarding repairs to be made under this **Contract** in the event that any **Repair Facility** engaged to perform repairs contemplated by the service **Contract** charges for parts and labor in excess of amounts published in industry manuals published by Chilton Motors, Mitchell, All Data and any other such manuals used by the **Administrator** to determine reasonable costs of repair.
- E. Obtain claim payment authorization from the **Administrator** –Prior to any repair being made, instruct the Service Manager at the **Repair Facility** to contact the **Administrator** to obtain an authorization for the claim. Any claim for repairs without prior authorization will not be covered except as provided for under Item J “Emergency Repairs”. **The amount authorized by the Administrator is the maximum amount that will be paid for any repairs covered under the terms of this Contract. Any additional amount must receive prior approval from the Administrator.**
- F. Authorize tear-down and /or inspection – In some cases, **You** may need to authorize the **Repair Facility** to inspect and/or tear-down **Your Vehicle** in order to determine the cause and cost of the repair. **You** will be responsible for these charges if the **Breakdown** is not covered under this **Contract**. We reserve the right to require an inspection of **Your Vehicle** prior to any repair being made.
- G. Review coverage – After the **Administrator** has been contacted, review with the Service Manager what will be covered by this **Contract**.
- H. Pay any applicable **Deductible** – At **Our** election, **We** will reimburse the **Repair Facility** or **You** the usual and fair charges for repairs performed on **Your Vehicle** that are covered by this **Contract** and previously authorized, less any applicable **Deductible** as shown on the **Registration Page**.
- I. Submit the **Repair Facility’s** completed Repair Order form within thirty days (30 days) – Once authorization is obtained, and the repair is completed, all repair orders and documentation must be submitted to the **Administrator** within thirty (30) days to be eligible for reimbursement.

- J. **Emergency Repairs** – Should an emergency occur which requires a **Breakdown** repair to be made at a time when the **Administrator's** office is closed, **You** must call the **Administrators** office within five (5) business days from the date of repair to determine if such repair will be covered. If it is determined that the repair is to be covered by this **Contract**, **You** will be reimbursed for the repair. Reimbursement is based on the Manufacturer's Suggested Retail Price for parts and the labor is based on a nationally recognized labor manual. **Note:** Emergency repairs exceeding four hundred dollars (\$400) in cost must always be pre-authorized by the **Administrator**. **You** assume all liability for payment of repairs that are not authorized to the **Repair Facility**.

If **You** have any questions regarding these provisions please call or contact **Us** at:

Autoguard Advantage Corporation

Attn: Perimeter

400 Metro Place North, Suite 300

Dublin, OH 43017

SPECIMEN