



The **Independent Service Center** warrants the repairs and services performed will be free from defects in materials and workmanship for 12 months, or 12,000 miles of use, whichever comes first. **Odometer reading and date of original repair will be used to determine eligibility.** Independent Service Centers may stock different brands of merchandise by location. Each participating outlet has the right to replace a covered part with a like part of equal value. After 12 months, or 12,000 miles, participating Service Centers will honor the manufacturer's written warranty on parts replacement (labor excluded) and the manufacturer's written policy will govern product replacement. The original invoice presented for the claim must clearly bear the Protection Plus logo. You **MUST** keep a copy of the original receipt for the warranty to be valid.

- ☛ If you are less than 25 miles from the original Service Center, you **MUST** return to the original Service Center for warranty work. The original Service Center agrees to replace the failed part and perform the re-repair at no charge to you. Please present your original receipt to the Service Center.

25 Mile Rule

- ☛ If you are more than 25 miles from the original Service Center, you must call the Warranty administrator at 1-800-477-6686 to obtain approval and referral to another participating Service Center. You will be required to pay for repairs or services at the time they are rendered and submit to the Warranty administrator for reimbursement on part(s) and labor. **The Nationwide Protection Plus Warranty line is answered Monday thru Friday, 8:00 a.m.-5:00 p.m. Central time. For after hour emergencies - an automated voice mail system will give instructions on how to handle your warranty and will also provide an alternate after hour phone number for additional assistance.**

TO OBTAIN WARRANTY SERVICE

You must complete the following steps before any work is done:

- 1.) If you are **less than 25 miles from the original Service Center**, you **MUST** return to the original Service Center for warranty work. The original Service Center agrees to replace the failed part and perform the re-repair at no charge to you.
- 2.) If you are **more than 25 miles from the original Service Center**, you must call the Warranty administrator at 1-800-477-6686 to obtain approval and possible referral to another participating Service Center.
- 3.) If there are no participating Service Centers nearby you will be instructed to proceed to the nearest Service Center of your choice.
- 4.) Regardless if a referral is given or not, you **MUST** pay for the part(s) and labor on the re-repair and submit for reimbursement. In some cases it may be required for the warranted part to be shipped to the warranty administrator and shipping will be reimbursed to you (a shipping receipt must be included along with your warranty paperwork).
- 5.) **For reimbursement:** Submit a copy of the original receipt and a copy of the new repair receipt (must show paid in full) on the warranted part(s) to: Warranty Processing, 204 N. Dooley Street, Suite 300, Grapevine, Texas 76051.
- 6.) **Include the following information with your warranty paperwork: Full Name, Complete Current Mailing Address, and Daytime Phone Number.**
- 7.) Please allow 2 weeks for check processing. **Total reimbursement shall not exceed the cost of the original repair or service.** Warranty is limited to covering the failed part (as listed on original ticket), labor and tax associated with said part. All claims are subject to verification before any reimbursement may be made to consumer. If re-work is a lesser amount than original ticket, the lesser amount will be reimbursed.

NOT COVERED UNDER WARRANTY

Towing is not covered. Engines, rebuilt engines, performance vehicles, auto body, paint, molding or glass repair. Also, transmissions / transaxles / transfer cases, tires, used parts and customer supplied parts are excluded from this warranty and are not covered. This warranty does not cover fleet / commercial vehicles. Batteries are reimbursed pro-rata. This warranty is not transferable on vehicles purchased from an auto dealer; even if the work performed on the vehicle prior to purchasing was completed at, or by a participating VIP Tech Center. **THE WARRANTY IS ONLY TRANSFERABLE FROM CONSUMER TO CONSUMER.** This warranty will not apply to your repaired vehicle if it has been damaged by abnormal use, neglect, misuse or accident. The facilities employees and / or agents do not have authority to modify the terms of this warranty. We reserve the right to modify the terms of the labor reimbursement portion of this warranty. The terms of the parts warranty is governed by the manufacturer of the components. We strive to provide quality parts and service! This warranty does not include incidental or consequential damages, or other additional expenses, which may be incurred as a result of a premature parts or labor failure. Some states do not allow the exclusion of incidental or consequential damages and therefore this limitation may not apply to you. Your rights will vary from state to state.