

ROYAL ADMINISTRATION & BUYERS CHOICE CLAIMS GUIDE

The Vehicle that you have purchased is covered by a **LIMITED** Warranty.

DO NOT CALL the SELLING CAR DEALER for **Claims Help** IMPORTANT; **“NO REPAIRS”** or **MACHINE WORK** are to be started or Damaged Parts to be discarded until FAILURE is Diagnosed and work is Authorized by the WARRANTY COMPANY CLAIMS OFFICE.

The CUSTOMER is Responsible for Authorizing the Inspection or Teardown by the Repair Facility but only to the point where damage is visible. Your vehicle may be repaired at a licensed Repair Facility or You may call :

- **Jerry Diesel for assistance -- 303-646-0673 or 303-898-7932**
or Google -- Aftermarketconceptsllc.com

click on File a Claim for Mechanics/Transmission shops

ALL REPAIRS “NOT” AUTHORIZED BY the WARRANTY COMPANY
WILL NOT BE ACCEPTED !

***** Toda Reparacion Que No Sea Pre-Autorizada por Buyers Choice Inc.**
NO es Re-embolsable

Envie u factura incluyendo su numero de autorizacion

Warranty Claims Department – 8am-7pm EST.

1-800-336-2475 / 1-800-871-0467 OFC. --- FAX: 1-781-261-2522

BEFORE YOU CONTACT THE WARRANTY COMPANY

PLEASE HAVE THE FOLLOWING INFORMATION

1. Customer Name, address, telephone numbers.
 2. MILEAGE at time of repair.
 3. Customer Policy Number or Vehicle VIN number.
 4. Mechanical Complaint and cause and description of failure.
 5. Recommended repair with Parts and Labor Estimate from repair station.
- **Customer’s signature should be on** the repair order with **AUTHORIZATION NUMBER**, authorizing **direct payment to the repair facility** or proof of payment in full for reimbursement to Warranty holder.

FOR CLAIMS SERVICE; Gather above information and then call.

*****ALL CLAIMS MUST HAVE PRIOR APPROVAL*****

The Warranty Company will determine whether the damage falls within the Scope of the Warranty, and if so, will issue an authorization number to proceed with the repair within a reasonable time.

FOR TOWING or ROADSIDE 1-888-454-3149 OR 7-855-813-5184

FOR REIMBURSEMENT PROCEDURES REFER to the back White COPIES of YOUR SERVICE CONTRACT POLICY.

MAINTENANCE RECEIPTS and OIL CHANGE RECORDS MAYBE ASKED for at the time of the Claims Procedure.

PLEASE Read the Coverage Section pages of your Warranty Contract to be familiar with the items covered, limits of liability of repair, coverage starting date, and claims procedures. **This Warranty Does Not** cover PRE-Existing Problems or normal vehicle maintenance such as tune-ups, radiator flushes, oil changes, belts or hoses, CV joints when Boots are torn & lack of lubrication, shocks, stereos, clutch on standard trans, brake shoes or pads, most oil leaks or alignment.

THIS WARRANTY IS RENDERED “NULL” and “VOID” if the vehicle motor overheats and is driven or is run low on fluids or neglected.

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Contact : **Quest Roadside Assist & Towing Services**

24 Hour Toll Free Emergency Roadside Assistance

Up to **10** times over the term of the contract

Service is available throughout the United States and Canada, 24 hours a day, 365 days a year. The customer simply calls the toll free number and service is dispatched to their location for the road services needed.

Read your contract for your deductible amount

- **Towing:** If customer's vehicle is disabled, the vehicle will be towed to the nearest qualified service facility or to another location requested by the customer.
- **Battery Service / Vehicle Won't Start:** if a battery failure occurs, a jump-start will be applied to start the customer's vehicle.
- **Flat Tire Assistance:** Removal of the flat tire and its replacement with the spare tire.
- **Fuel, Oil, Fluid, and Water Delivery Service:** An emergency supply of gasoline, oil, fluids, and water will be delivered to any customer in immediate need.
- **Lockout Assistance:** If a customer's keys are locked inside their vehicle, the service will provide for assistance in gaining entry to the customer's vehicle.

NON-COVERED ITEMS:

- Cost of parts, replacement keys, fluids, lubricants, or fuel, cost of installation of products, material, and additional labor relating to towing.
- Non-emergency mounting or removing of any tires, snow tires, or chains. Tire repair. Trucks over one-ton capacity, taxicabs, or other commercial delivery vehicles. Camping trailers, travel trailers, or any other vehicles in tow. Any and all taxes, or fines. Damage or disablement due to collision, fire, flood, or vandalism.
- Towing from or repair work performed at a service station, garage, or repair shop. Service on a vehicle that is not in a safe condition to be towed. Non-emergency towing or other non-emergency service. Impound towing or towing by other than an authorized service provider, except as noted below; vehicle storage charges; a second tow. Towing or services on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law.
- Coverage shall not be provided in the event of emergencies resulting from the use of intoxicants or narcotics, or the use of the covered vehicle in the commission of a felony.
- Repeated service calls for a covered vehicle in need of routine maintenance or repair. Only one disablement for the same cause during any seven-day period will be accepted. Private citizen's assistance is not covered and is not reimbursable

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