

Extended Warranty Repair Disclaimer

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Extended Warranty Repair Disclaimer

By authorizing diagnostic work and/or repairs under an extended warranty or aftermarket service contract, the customer acknowledges and agrees to the following terms:

1. Diagnostic Charges

If the warranty provider **denies the claim** or **refuses to cover diagnostic or teardown procedures**, the customer is fully responsible for all related labor charges.

These charges may include (but are not limited to):

- System testing
- Part removal and inspection
- Communication with the warranty company
- Disassembly required for diagnosis or claim review

The customer agrees to cover these costs in full if not covered by the warranty provider.

2. Coverage Responsibility

Vans Auto Service is not responsible for determining, verifying, or negotiating the extent of coverage offered by any warranty company.

It is the customer's responsibility to understand the terms, coverage limits, and exclusions of their contract.

3. Customer Responsibility

The customer confirms they have read and understood their warranty/service contract and accept full responsibility for:

- Denied claims

- Uncovered components
 - Any out-of-pocket expenses
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4. No Liability for Denied Claims

Vans Auto Service is not liable for any denied claims or coverage disputes.

The customer agrees not to hold Vans Auto Service responsible for any decisions made by the warranty provider.

5. Repair Timeline Delays

Repairs may be delayed due to:

- Authorization waiting periods
- Scheduling of warranty adjusters
- Processing time by the warranty company

Vans Auto Service is not responsible for delays outside of our control.

6. Parts and Labor Coverage

Warranty companies may only approve:

- Aftermarket or remanufactured parts
- Reduced labor rates

If the warranty provider approves only part of the repairs, Vans Auto Service will contact the customer for authorization before proceeding with any uncovered work or additional charges

7. Upfront Payment Policy

If the warranty provider requires upfront payment, the customer agrees to pay in full and seek reimbursement directly from their warranty company.

8. Provider Communication

Vans Auto Service will make reasonable efforts to communicate with the warranty company. However, it is the customer's responsibility to:

- Submit required documentation
 - Complete claim steps as requested by their provider
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9. Partial Coverage Authorization

If the warranty provider approves only part of the repairs, Vans Auto Service will contact the customer for authorization before proceeding with any uncovered work or additional charges.

10. Storage Fees

If warranty approval or customer authorization is delayed more than **5 business days**, a **\$45/day storage fee** will be applied starting on the 6th business day, unless other arrangements are made in advance.

11. Claim Support Limit

If a warranty provider is unresponsive or delays claim processing for more than **7 business days**, Vans Auto Service may suspend further support and notify the customer to handle the claim directly.

12. Limited Warranty Clarification

Repairs performed under an extended warranty are **not** covered under Vans Auto Service's **36-month/36,000-mile limited warranty** unless explicitly stated in writing.

If the warranty company selects or provides the parts, those parts are only covered by the warranty provider's terms. Vans Auto Service assumes no liability for the quality, performance, or lifespan of those components.

13. Vehicle Retention During Claim Process

The customer agrees to leave the vehicle at Vans Auto Service until the claim is approved or denied.

Warranty companies may require on-site inspections, photos, or documentation. Removing the vehicle before claim completion may result in delays or denials. Vans Auto Service is not responsible for issues caused by early removal.

14. Warranty Company Administrative Fees

Vans Auto Service is willing to work with your extended warranty, insurance, or aftermarket service contract provider. However, due to the significant time and administrative demands involved, a **\$150/hour administrative fee** applies to any time spent communicating with third-party payers.

This includes (but is not limited to):

- Phone calls and hold time
- Coordination with field adjusters/inspectors
- Filing supplements
- Payment collection

Important Notes:

- A \$150 authorization for admin time is required **up front** before we begin working with your provider.
- As a courtesy, we offer a discount equal to **10% of the final repair invoice**, which may offset some or all of the administrative fees.
- If the warranty provider denies the claim and no repairs are authorized, the customer is responsible for any admin time incurred **plus diagnostic charges**.
- Admin fees and discounts apply **per visit** and cannot be transferred to future or past visits.
- **Exception:** This administrative fee does **not** apply to SilverRock, the warranty provider for **Carvana and DriveTime**.

Extended Warranty Service Policy

Extended warranty repairs are accepted **by drop-off appointment only**. No wait appointments or guaranteed completion times are offered for extended warranty diagnosis or repairs.

For the purposes of this agreement, **“warranty work” refers exclusively to third-party or extended service contracts**, and does not include manufacturer warranties.

Vehicles presented for extended warranty diagnosis or repair **must remain at our facility until a coverage determination is made** by the warranty provider. Once a vehicle is checked in, it **may not be removed from the premises** until coverage has been approved or denied and the customer has authorized repair, declined repair, or authorized vehicle release.

Coverage determination timelines are established solely by the warranty provider. We are not responsible for delays caused by inspections, adjuster scheduling, claim reviews, required documentation, or communication delays with the warranty company.

If coverage is denied or partially approved, the customer will be notified. At that time, the customer must authorize repairs at their expense or authorize vehicle release. **All diagnostic fees and any non-covered charges remain the customer’s responsibility**, regardless of warranty outcome.

Failure to authorize repairs or vehicle release in a timely manner may result in storage fees as permitted by law.

Customer Acknowledgment and Authorization

By signing below, I acknowledge that I have read and understand the Extended Warranty Service Policy. I agree that my vehicle will be left at the facility until coverage determination is completed and that diagnostic fees and any non-covered repairs are my responsibility.

Customer Name (print): _____

Customer Signature: _____ Date: _____

Vehicle (Year/Make/Model): _____