

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.