



Vehicle Service Contract

VEHICLE SERVICE CONTRACT REGISTRATION

CONTRACT HOLDER INFORMATION

FIRST NAME + LAST NAME OR BUSINESS NAME
 ADDRESS 1
 ADDRESS 2
 CITY, ST, ZIP
 PHONE NUMBER
 EMAIL ADDRESS

VEHICLE INFORMATION

YEAR MAKE MODEL

Vehicle Identification Number: XXXXXXXXXXXXXXXXXXXXX
 Contract Purchase Date: XX/XX/XXXX
 Current Odometer Reading:

VEHICLE SERVICE CONTRACT

Coverage: Ultra Core Tech
 Surcharges: Business Snowplow
 Deductible: \$0 / \$500* \$100 / \$500*

*** AFTER THE FIRST TEN THOUSAND (10,000) MILES OF COVERAGE, VEHICLES EXCEEDING TWENTY THOUSAND (20,000) AVERAGE ANNUALIZED MILES AT TIME OF CLAIM ARE SUBJECT TO A \$500 HIGH MILEAGE DEDUCTIBLE IN LIEU OF THE DEDUCTIBLE SELECTED (See High Mileage Deductible section).**

Payment: \$
 Surcharge: \$
 Tax: \$
 Total Monthly Payment: \$ (including applicable tax and surcharges if indicated above)

This contract is optionally renewable monthly by US or YOU. The coverage effective date starts after a one-month mandatory waiting period from the Contract Purchase Date and will expire at the earlier of one month after YOU cease monthly payments, when the vehicle is more than thirteen (13) model years old, or after YOU have had ten (10) years of continuous coverage from the coverage effective date. If YOUR Contract Purchase Date is scheduled for the last day of the month refer to the CONTRACT TERM section of the Contract Agreement language for coverage effective dates. The Term of this vehicle service Contract may include all or part of the term of the New Vehicle Limited Warranty or Powertrain Warranty if still in effect.

SELLER	
COMPANY NAME	CITY
ADDRESS 1	ST, ZIP
ADDRESS 2	PHONE

By signing this, I agree to all the terms and conditions in this form. I acknowledge receipt of the complete coverage agreement at the time of signing. I acknowledge that purchase of this Contract is not required in order to purchase or obtain financing for a motor vehicle.

Contract Holder Signature _____ **Date** _____

The service company/provider is Universal Warranty Corporation, PO Box 6855, Chicago, IL 60680-6855.

If you do not receive your coverage ID card within two weeks or if you have any questions, please call 1-800-631-5590.

FLEX COVERAGE

P.O. Box 6855 Chicago, IL 60680-6855 1-800-631-5590

This Contract is between the Contract Holder identified on the Contract Registration (“YOU” or “YOUR”) and the Provider, Universal Warranty Corporation (“WE”, “US”, or “OUR”), and includes the terms of YOUR Contract Registration.

CONTRACT TERM

This contract is optionally renewable on a monthly basis by US or YOU. The coverage effective date starts after a one-month mandatory waiting period from the Contract Purchase Date and will expire at the earlier of one month after YOU cease monthly payments, when the vehicle is more than thirteen (13) model years old, or after YOU have had ten (10) years of continuous coverage from the coverage effective date.

If the Contract Purchase Date is on the 31st of the month: Prior to the first February renewal, if coverage renews in any month with 30 days, your coverage effective date will become the 30th of each month. For all contracts with a coverage effective date on the 31st, 30th or 29th of any month, at the time of your first renewal in the month of February, the coverage effective date will become the twenty-eighth (28th) day of the month and will remain the twenty-eighth (28th) day of each month thereafter until coverage expires.

The Term of this vehicle service Contract may include all or part of the term of the New Vehicle Limited Warranty or Powertrain Warranty if still in effect.

DEFINITIONS

“**CLAIM**” refers to any **COST** for which **YOU** seek payment or reimbursement from **US** under this Contract.

“**COST**” refers to the usual and fair charges for parts and labor to repair or replace a covered part or perform a covered service.

“**COVERAGE**” means the Coverage Level **YOU** have selected, as shown on the Contract Registration.

“**CURRENT ODOMETER**” means the vehicle mileage at time of initial purchase.

“**DEDUCTIBLE**” as identified on the Contract Registration is the amount **YOU** pay per repair visit for repairs covered by this Contract.

“**FAILURE**” refers to the inability of an original or like replacement part covered by this Contract to function in normal service.

“**IN-SERVICE DATE**” the date of original sale of the vehicle or if unknown, the first day of July of the vehicle model year.

“**MANDATORY WAITING PERIOD**” means the one-month period between when the first payment is made and when the **COVERAGE** begins. No **COVERAGE** will be available for **CLAIMS** during this period.

“**MONTHLY PAYMENT**” is due each month thereafter on the same day of the month as the **CONTRACT** purchase date. If the Contract is purchased on the last day of the month and that date does not occur in every month YOUR payment will be due on the first day of the following month.

“**VEHICLE**” refers to the covered **VEHICLE** as identified on the Contract Registration.

HIGH MILEAGE DEDUCTIBLE

If **YOU** have a **CLAIM** and have driven less than 10,000 miles from the current odometer reading on the contract Registration page, **YOU** must pay the **DEDUCTIBLE YOU** have selected per visit for repairs covered by this Contract. If **YOU** have driven 10,000 miles or more and **YOUR** average annualized mileage is greater than twenty thousand (20,000) miles per year at the time of a **CLAIM**, **YOU** must pay a five hundred dollar (\$500) high mileage **DEDUCTIBLE** per visit for repairs covered by this Contract in lieu of any **DEDUCTIBLE YOU** selected on the contract registration page.

The **DEDUCTIBLE** for each **CLAIM** may differ based on the average annualized mileage at the time of each **CLAIM**.

The applicability of the high mileage **DEDUCTIBLE** is based on the calculation of **YOUR** average annualized mileage. The difference in miles and days of coverage between the Contract Purchase and **CLAIM** dates will be used to determine **YOUR** average annualized mileage. If the average annualized mileage is over 20,000 miles, the \$500 high mileage **DEDUCTIBLE** would apply.

WHAT THIS CONTRACT COVERS

ULTRA COVERAGE

If the Contract Registration indicates that **YOU** have selected **Ultra COVERAGE (Includes Core and Tech)**, **WE** will reimburse **YOU** or pay a licensed repairer the **COST, over the amount of the DEDUCTIBLE**, to fix any **FAILURE using new, used, or remanufactured parts**, except as explained in the next paragraph and under the section “WHAT THIS CONTRACT DOES NOT COVER”:

Neither rust damage nor any of the following parts as defined by the VEHICLE manufacturer’s parts manual are covered by Ultra COVERAGE under any circumstance: paint, sheet metal, chassis frame, cross members, body rails, body panels or other body parts, bumpers, glass, carpet, weather-strips, trim, moldings, bright metal, upholstery, convertible or vinyl tops, hinges, lenses, sealed beams, light bulbs, lamp capsules, tires, wheels, exhaust system, catalytic converter, batteries and battery covers (including electric/hybrid VEHICLE battery packs), electric/hybrid VEHICLE charging units and charge cords, or solar panels. In addition, the following are not covered: correction of air and water leaks, wind noise, odors, squeaks, or rattles.

CORE COVERAGE

If the Contract Registration indicates that **YOU** have purchased **Core COVERAGE**, **WE** will pay **YOU** or a licensed repairer the **COST**, over the amount of the **DEDUCTIBLE**, to fix the **FAILURE** of only the following components, **using new, used, or remanufactured parts**, except as explained in the paragraph under the section “WHAT THIS AGREEMENT DOES NOT COVER”:

- 1. Engine** – Cylinder block, heads, and all internal engine parts, crankshaft bearings, camshaft bearings, connecting rods and bearings, pistons, valve train, timing gears, timing gear chain/belt and cover, oil pump/oil pump housing, manifolds, flywheel, water pump, harmonic balancer, valve covers, oil pan, and engine mounts; also covered are turbocharger/super-charger housings, internal parts and valves
- 2. Fuel Delivery Components** – Fuel pump, Electronic Fuel Injection sensors/control units, fuel pressure regulators, fuel sending unit, diesel fuel injection pump
- 3. Transmission/Transaxle/Transfer Case** – Case and all internal parts, input/output shafts, automatic transmission clutches, bands, governor, thrust bearings, washers, torque converter, transmission mounts, transmission-mounted solenoid pack, electronic control unit and oil pan
- 4. Front-Wheel Drive** – Final drive housing, all internal parts, axle shafts, axle shaft bearings, constant velocity joints, axle housing, all internal parts, differential, bearings and case
- 5. Rear-Wheel Drive** – Axle shafts, axle shaft bearings, axle housing, all internal parts, differential side and pinion gears, disc or cone-limited slip, propeller shafts, universal joints, center support bearings, yokes
- 6. Brakes** – Master cylinder, power assist booster, wheel cylinders, disc calipers
- 7. Electrical** – Starter motor and solenoid, alternator/generator, voltage regulator, wiper motors, ignition switch, ignition lock cylinder, electronic ignition control module, emergency warning flasher switch
- 8. VEHICLE Manufacturer Installed Air Conditioner** – Compressor, clutch and clutch bearing, condenser, evaporator, accumulator, high/low pressure compressor cut-off switch, pressure cycling switch, receiver dryer and temperature control programmer

TECH COVERAGE

If the Contract Registration indicates that **YOU** have purchased **Tech COVERAGE**, WE will pay **YOU** or a licensed repairer the **COST, over the amount of the DEDUCTIBLE**, to fix the **FAILURE** of only the following parts, **using new, used, or remanufactured parts**, except as explained in the paragraph under the section **“WHAT THIS AGREEMENT DOES NOT COVER”**:

Coverage for all Tech Package components is limited to factory installed units only. This option covers a breakdown of GPS/ navigation hardware, DVD players & LCD screens, front and backup / reverse sensors & camera, lane departure warning system, adaptive cruise control and heads-up display, OnStar (or other similar factory installed telematic device), radio / satellite radio, compass & thermometer, anti-theft alarms and keyless entry, ride control suspensions, electronic instrument clusters, electronic climate control, power sunroof/moonroof, convertible top motor, remote start, keyless start, heated steering wheel, heated seats, cooling seats, massaging seats, wi-fi, Bluetooth, crash sensors, avoidance systems and airbag systems.

WHAT THIS CONTRACT DOES NOT COVER

Unless required in connection with the repair of a covered part, WE will not pay for engine tune-up, filters, lubricants or fluids, engine coolant, drive belts, radiator heater or vacuum hoses, wiper blades, spark/glow plugs and wires, brake pads, brake shoes, rotors and drums, manual transmission clutch disc, air conditioning recharging, suspension alignment, wheel balancing or any maintenance service or part required to be performed or replaced as recommended by YOUR VEHICLE manufacturer’s maintenance schedule.

WE are not responsible for a FAILURE or CLAIM:

- a) Caused by misuse, abuse, or negligence involving YOUR VEHICLE;**
- b) Caused by YOUR lack of maintenance required by the Maintenance Schedule for the VEHICLE, as detailed in the VEHICLE’S Owner’s Manual;**
- c) Caused by any type of external force, including but not limited to: impact and foreign object damage, collision, fire, theft, freezing, vandalism, riot, explosion, lightning, earthquake, windstorm, hail, or animal;**
- d) Caused by water, rust or corrosion;**
- e) Caused by contaminated fuel systems or other contaminated fluids;**
- f) Caused by a condition that existed before the purchase of this Contract or occurring during the one month MANDATORY WAITING PERIOD, or if the odometer has been stopped or changed;**
- g) Caused by pulling a trailer or another vehicle, unless YOUR VEHICLE is equipped for this as recommended by the VEHICLE manufacturer;**
- h) Subject to any VEHICLE manufacturer warranty, recall or guarantee issued by the VEHICLE manufacturer or a repairer;**
- i) If the New Vehicle Limited Warranty or Powertrain Warranty has been canceled or voided (applies only to claims occurring during the terms of said warranty);**
- j) Occurring outside the fifty (50) United States of America, the District of Columbia, and Canada;**
- k) Relating to any part which is not original VEHICLE manufacturer equipment or a like replacement part, whether or not it meets VEHICLE manufacturer specifications. Examples may include, but are not limited to, garage door openers, cellular telephones, theft deterrent systems, remote starter, and air conditioning components;**
- l) Relating to any communication, navigational, or entertainment devices that become unusable or unable to function as intended due to changes in content, technology, or wireless service;**
- m) Caused by the usage of a snowplow, unless the snowplow surcharge has been selected, the Snowplow surcharge box is checked on the Contract Registration, and the VEHICLE is properly equipped for such use as required by the manufacturer and includes the appropriate snowplow prep package. The snowplow itself is not a covered part or component;**
- n) The VEHICLE is being used in business on a regular basis (does not apply to vehicles specifically identified on the Contract Registration as Business, Snowplow) or;**
- o) If alterations not meeting manufacturer’s specifications have been made to YOUR VEHICLE, including but not limited to: all frame or suspension modifications; lift kits and oversized tires; undersized tires; lowering kits; emissions and/or exhaust systems modifications; engine and/or computer modifications.**

NO COVERAGE IS AVAILABLE UNDER THIS CONTRACT:

- a) If a material misrepresentation was made on the Contract Registration, or if YOU are no longer using YOUR VEHICLE in accordance with the eligibility requirements stated on the Contract Registration;
- b) For economic loss, including loss of time, inconvenience, lodging & food (except as provided under the terms of the Trip Interruption coverage afforded by this CONTRACT), storage or other incidental or consequential loss or damage that may result from a FAILURE;
- c) For diminution in YOUR VEHICLE'S value;
- d) The vehicle was built as an incomplete chassis, or has been modified for use as a limousine, taxi, school or church bus, tow truck, vehicle carrier, carpet cleaning and or street cleaning van or truck;
- e) The vehicle is being used for racing, track events, or other competitive driving, car sharing, daily rental, or exclusively being used for shuttle service, or to transport items or people for a fee;
- f) The VEHICLE has a gross vehicle weight rating (GVWR) of more than 14,000 lbs.;
- g) The VEHICLE is being used in business on a regular basis (does not apply to vehicles specifically identified on the contract registration as Business or Snowplow);
- h) The VEHICLE is a motor home or a Recreational Vehicle (RV);
- i) The VEHICLE has a branded or salvage title or;
- j) The manufacturer's New Vehicle Limited Warranty or Powertrain Limited Warranty has been voided (applies only to CONTRACTS purchased during the term of such warranties);
- k) The vehicle has received modifications altering the manufacturer's drivetrain performance specifications including both physical and programming modifications to the engine, transmission, engine tuning systems, fuel injection, air intake, and exhaust systems. The vehicle has received modifications altering the manufacturer's specifications to permit trailering, towing, or snowplowing;
- l) The vehicle is equipped with a lift kit;

ADDITIONAL PROTECTION

These services are not available during the MANDATORY WAITING PERIOD.

TOWING AND EMERGENCY ROAD SERVICE

WE will authorize towing or emergency road service if YOUR VEHICLE becomes disabled or WE will reimburse YOU up to one hundred dollars (\$100) for towing and emergency road services.

**For Towing and Emergency Road Service Assistance
Call 1-888-798-5707**

If YOUR New Vehicle Limited Warranty or Powertrain Warranty is in effect, this benefit will cover YOU up to \$100 over the amount covered by that warranty.

TRIP INTERRUPTION

If a covered FAILURE occurs more than one hundred (100) miles from YOUR home and before YOU reach YOUR final destination and results in a licensed repair facility keeping YOUR VEHICLE overnight, WE will reimburse YOU up to one hundred and fifty dollars (\$150) per day up to a maximum of seven hundred and fifty dollars (\$750) per repair visit for unplanned hotel and/or restaurant expenses while YOUR VEHICLE is being repaired at the licensed repair facility. Original receipts must be provided. No DEDUCTIBLE will apply.

If YOUR New Vehicle Limited Warranty or Powertrain Warranty is in effect, Trip Interruption will apply for only that amount over the amount covered by that warranty.

RENTAL COVERAGE

WE will pay the charge to rent a replacement VEHICLE or pay for public transportation up to \$40 per day and a maximum of two hundred and forty dollars (\$240) per repair visit if YOUR VEHICLE is accepted for repairs or services covered by either YOUR New Vehicle Limited Warranty or Powertrain Warranty or this Contract.

To be covered, the repair or service must require two (2.0) or more labor time guide hours or cause the VEHICLE to be inoperable and kept in the repair facility overnight.

Rental reimbursements will be made only for rental vehicles obtained through repair facilities or licensed rental agencies. Bus, taxi transportation and rideshare companies/transportation network companies will also be reimbursed. Original receipts must be provided.

If **YOUR** New Vehicle Limited Warranty or Powertrain Warranty is in effect, rental **COVERAGE** will apply for only that amount over the amount covered by that warranty or any courtesy transportation program.

YOUR RESPONSIBILITIES

YOU must properly maintain the **VEHICLE** as recommended by the **VEHICLE** manufacturer. If requested, proof of required service, including receipts and work orders showing date and mileage of the **VEHICLE** at the time of service, must be presented to **US** in the event of a **FAILURE** or **CLAIM**. **WE** may deny any **CLAIM** resulting from **YOUR** failure to properly maintain **YOUR VEHICLE** as recommended by the **VEHICLE** manufacturer.

CLAIM PROCEDURES

In the event of a **FAILURE**, **YOU** must:

- 1) Use reasonable means to protect the covered **VEHICLE** from additional damage.
- 2) Obtain prior authorization from **US** before any work is done on the covered **VEHICLE**.

If **YOU** need assistance in submitting a **CLAIM** or obtaining a service covered by this Contract, call 1-800-631-5590 in the United States or Canada, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time.

If necessary, **YOU** must allow **US** to inspect the **VEHICLE** and provide any information **WE** may reasonably require (including proof of required maintenance) prior to completion of any repair.

WE may reimburse **YOUR COST** to repair or replace a covered part if **YOU** submit an original paid invoice from a licensed repair facility, or **WE** may authorize and pay for the repair, replacement, or service ourselves. Covered repairs and services may be performed by the licensed repair facility of **YOUR** choice.

LIMIT OF LIABILITY

The most **WE** will pay under this contract for any one repair visit is the actual cash value of the **VEHICLE** at the time of repair, less the **DEDUCTIBLE**.

CUSTOMER SATISFACTION PROCEDURE

YOUR satisfaction and goodwill are important to **US**. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If a matter has not been resolved to **YOUR** satisfaction, contact **US** at 1-800-631-5590, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time.

APPRAISAL OF LOSS

If **YOU** do not agree with **US** on the amount of loss, either party may demand an appraisal of the loss. In this event, within sixty (60) days after the date a **CLAIM** is filed, each party will select a competent appraiser. The two appraisers will select an umpire and separately state the actual cash value and the amount of loss. If the appraisers fail to agree, they will submit their differences to the umpire. Each party will: a) pay their chosen appraiser; and b) bear the expenses of the umpire equally. An appraisal shall not act as a waiver of **OUR** rights or **YOUR** rights under this Contract.

The Appraisal of Loss section is not applicable in California, Connecticut, Florida, Georgia, Kansas, Nebraska, Oregon, Texas, Utah or Wisconsin.

TRANSFER

This Contract is non-transferable except in Florida and North Carolina (see state exception section).

COVERAGE TERMINATION

If **YOU** fail to pay the **MONTHLY PAYMENT** on the due date, **YOUR COVERAGE** will be terminated or cease one month after the **MONTHLY PAYMENT** due date.

If **COVERAGE** is terminated, **COVERAGE** may not be repurchased by **YOU** or reinstated on the **VEHICLE**.

CONTRACT CANCELLATION

YOU may cancel this Contract at any time for any reason. To cancel this Contract, **YOU** may contact **US** at 1-800-631-5590.

If **YOU** cancel within thirty (30) days of the Contract Purchase Date, the Total Purchase Price will be refunded to **YOU**. If **YOU** cancel after thirty (30) days from Contract Purchase Date, **YOU** will receive a prorated refund of the last **MONTHLY PAYMENT**, less a fifty dollar (\$50) administration fee. If **YOUR** refund is less than the administration fee (\$50), **YOU** will not receive a refund and **YOU** will not be billed any amount.

WE may cancel this Contract immediately in the event the odometer has been disconnected or altered, the New Vehicle Limited Warranty or Powertrain Warranty has been canceled or voided, or if there is a material misrepresentation on the Contract Registration. If **WE** cancel, **YOU** will not be charged an administration fee.

RENEWAL

This contract is optionally renewable on a monthly basis by **US** or **YOU**. If **YOU** fail to pay the monthly Purchase Price on the due date **YOUR COVERAGE** will not be renewed and coverage will cease one-month after the last payment received.

WE retain the right to not renew **YOUR COVERAGE**. In the event **WE** choose not to renew **COVERAGE**, **WE** will give **YOU** a thirty (30) day written notice of the non-renewal date. Payments made after the non-renewal date will not be processed and/or will be refunded immediately.

OUR RIGHT TO RECOVER PAYMENT

If **YOU** have a right to recover against another party for anything **WE** have paid under this Contract, **YOUR** rights shall become **OUR** rights. **WE** shall recover only the excess after **YOU** are fully compensated for **YOUR** loss.

The obligations of the provider under this Contract are covered by a policy of insurance issued by MIC Property and Casualty Insurance Corporation, Executive/Administrative Offices: 500 Woodward Avenue, 14th Floor, Detroit, MI 48226, 1-800-631-5590. In the event the Provider does not pay any CLAIM or make any refund or consideration due, including the return of any unearned Provider fee, within thirty (30) days after proof of loss has been filed or the Provider ceases to do business or goes bankrupt, YOU may apply directly to MIC Property and Casualty Insurance Corporation for the protection afforded by this Contract.