

Lifetime Battery Service Contract Claims and Repair Information



To ensure that battery-related issues are covered under our contracts, please follow the below guidelines:

1. Verify Customer Contract

- Standard Contract that covers MSRP of battery only
- Plus Contract that covers MSRP of battery, sales tax, and 0.5 labor time

2. Repair Facility Responsibilities

- The repair facility must try to charge the battery and perform a load test before submitting a claim to the administrator for prior approval.
- Prior to any battery replacement, the repair facility must contact the administrator to obtain authorization for the claim.
- Claims for repairs or replacements without prior authorization will not be covered. The amount authorized by the administrator is the maximum amount that will be paid for repairs covered under the terms of this contract. Any additional amount must receive prior approval.

3. Reimbursement

- We will reimburse the repair facility or contract holder for the cost of the work performed on the covered vehicle, less any additional repair facility fees not authorized

4. Proof of Service and/or Repair

- To obtain payment for a covered repair, the contract holder or the repair facility must submit a legible copy or original repair order to the administrator
- Repair orders must be readable and understandable, and contain the following information:
 - customer complaint
 - repair diagnosis
 - parts
 - labor hours
 - vehicle identification number
 - date
 - vehicle mileage/hours
 - contract holder name and signature
 - repair facility name, address and phone number
 - repair totals
 - deductible (if applicable)
 - method of payment to satisfy the repair order
- "Proof" of maintenance and/or your self-maintained log with corresponding original receipts may be requested by the administrator for related repairs.
- All repair orders and documentation must be submitted to the administrator within thirty (30) days of completed repair to be eligible for payment

Hours: Monday - Friday,
8:00 am to 6:00 pm EST
Phone: 888.785.9736

Email: claims@capadminpros.com

Lifetime Battery Service Contract Claims Questionnaire



If you need to file a claim, please provide the following information:

- Contract holder's full name and signature
- Repair facility name, address, phone number
- Customer complaint
- Repair diagnosis
- Labor hours
- Date
- Mileage
- Repair totals
- Deductible
- Method of payment
- VIN
- Manufacturer & Model of Battery
- How many batteries are currently on the vehicle?
- Is this the vehicle's original battery?
- What was the voltage when charged?
- What was the voltage after the load test?
- Submit a completed battery questionnaire
- Submit a copy of load results (either by picture or print out)

riders-advantage.com
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