

**P.O. Box 1369
Bolingbrook, IL 60440
1-833-241-2647**

Owners Pride Appearance Protection Limited Warranty Registration

- New Vehicles:** Three (3) model years of age or newer as of the **Application Date**.
- Pre-Driven (Used) Vehicles:** Four (4) model years of age or older as of the **Application Date**.

Commercial vehicles, conversion vans, RV's, and mobile homes are not eligible for any of these protections.



Vehicle Owner's Name
 Vehicle Owner's Address
 Make, Model, Year, and VIN
 Dealer Name &
 Dealer Address
 Mileage at Application

Purchase Price \$ _____

Applied Date: _____

Owners Pride Appearance Protection

Exterior Protection

Warrantied Protection of the treated factory-painted surfaces against permanent damage from: weather-induced fading, chalking, or loss of gloss

One (1) year

JOPBP1



Appearance Protection Information Statement: Before you decide to purchase Appearance Protection products from us, we encourage you to review the vehicle manufacturer's warranty; specifically with respect to paint deterioration, interior staining, and the written policy statement of the vehicle manufacturer or distributor, if any, with respect to post-manufacture Appearance Protection products including paint and interior protection. Such warranty and statements, if any, are available for your review prior to your signing any agreement. Ask your salesperson for copies.

The purchase of these products is optional and is in no way a condition to either the purchase or financing of a vehicle.

This is a limited product warranty included in the purchase of the protection products applied to your vehicle. It is not insurance. It is not subject to state insurance laws, but may be subject to state law concerning warranties.

Claims against this limited warranty are not subject to deductibles, but are subject to all other provisions of this limited warranty.

Acknowledgment: This is to verify my agreement to purchase the Appearance Protection products and my agreement to the terms, conditions, and exclusions of the limited warranty (see complete terms, conditions, and exclusions on the reverse).

Acknowledgement: This is to verify the above has been presented to me at the time of my motor vehicle purchase.

Date: _____ Buyer: _____ Co-Buyer: _____

Visit Our Website @ www.ecpinc.net

LIMITED WARRANTY TERMS AND CONDITIONS

DEFINITIONS

ECP, We, Us, Our: ECP Incorporated; 11210 Katherine's Crossing, Suite 100; Woodridge, IL 60517. ECP is the manufacturer and warrantor of the appearance protection products and the administrator of all claims against this warranty. **You, Your:** The vehicle owner and purchaser of the appearance protection products, identified on the face of this document.

Application Date: The Applied Date shown on the face of this document, which is the date on which the appearance protection products were applied to the vehicle.

Commercial Vehicle: Any vehicle titled or registered to a business, or used for delivery, hire, or other business activities.

Vehicle: The vehicle identified on the face of this document, to which the appearance protection products have been applied.

WARRANTY DURATION

One (1) year, starting on the **Application Date**.

VEHICLE ELIGIBILITY

Commercial Vehicles are not eligible for any of the protections under this warranty.

New Vehicles: Three (3) model years of age or newer as of the **Application Date**.

Pre-Driven (Used) Vehicles: Four (4) model years of age or older as of the **Application Date**.

ENVIRONMENTAL PAINT WARRANTY AND EXCLUSIONS

The Environmental Paint Protection product is warranted to protect treated factory painted surfaces of the **Vehicle** against permanent damage from weather induced fading, weather induced chalking, and weather induced loss of gloss. **This limited warranty does not apply to any of the following:** (1) damage on the exhaust system, chrome plated trim, or hinges; (2) paint delamination, peeling, scratches, bubbling, cracking, or flaking; (3) paint chips, collision, neglect, abuse, or vandalism; (4) pre-existing damage present on the **Application Date**; (5) Surface Corrosion and/or Corrosion Perforation; (6) paint damage caused by acid rain, bird waste, tree sap, or insect damage; (7) damage on repaired, replaced or repainted areas unless the Environmental Paint Protection products have been reapplied; (8) exterior damage due to defective design, materials, or workmanship in the manufacture of the **Vehicle**, as documented in **Vehicle** manufacturer technical bulletins or recall notices; (9) **damage not reported to Us within sixty (60) days of it first becoming evident to a reasonably diligent owner**; or (10) general cleaning and maintenance.

REMEDIES AVAILABLE UNDER THIS WARRANTY

Remedy for New Vehicles: In the event that the products fail to perform as guaranteed, **We** will (1) pay to repair those damaged portions of the **Vehicle** covered under this warranty, including repainting of exterior parts, if necessary; (2) will pay to reapply the appearance protection products to the affected areas.

Remedy for Pre-Driven (Used) Vehicles: In the event that the products fail to perform as guaranteed, **We** will pay to repair those damaged portions of the **Vehicle** covered under this warranty, and will pay to reapply the appearance protection products to the affected areas. Repairs will be limited to industry-standard detailing techniques. Under no circumstances will **We** pay for the repainting or replacement of any exterior surfaces or components on Pre-Driven (Used) **Vehicles**.

REMEDIES AVAILABLE UNDER THIS WARRANTY

Limitations: We will pay for ONE (1) REPAIR of each damaged area for damage arising from the same cause over the term of this warranty. **We** will use aftermarket parts in place of original equipment manufacturer parts in repairs performed under this warranty unless such parts are not available or are not cost-effective. The decision to repair or replace damaged parts of the **Vehicle**, or to use aftermarket parts, is entirely at **Our** discretion. **We** will cause the service to be performed with reasonable promptness and quality. Due to the effects of aging over time, there is no guarantee of the color match of repaired portions of the **Vehicle**. In no event will **You** be provided with reimbursement of transportation or inconvenience costs during time of repair. If repair costs exceed the current average wholesale value of the **Vehicle**, as defined by Black Book (published by Hearst Business Media) or similarly accepted industry publication, the average wholesale value amount will be paid to **You** and the remaining coverage under these warranties will end. **WE SHALL HAVE NO FURTHER LIABILITY OR OBLIGATION OF ANY NATURE WHATSOEVER ARISING OUT OF YOUR EXPRESS LIMITED WARRANTY, INCLUDING BUT NOT LIMITED TO LIABILITY OR OBLIGATION FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ANY IMPLIED WARRANTIES ACCOMPANYING THE SALE OF THE APPEARANCE PROTECTION PRODUCTS ARE LIMITED IN DURATION TO THE DURATION OF YOUR EXPRESS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. YOUR LIMITED WARRANTY IS GRANTED FOR YOUR SOLE BENEFIT, AND THAT OF SUCH TRANSFEREE AS PERMITTED. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.**

YOUR DUTIES

(1) If any panel or area of the **Vehicle** is replaced, repaired or otherwise altered, except for those areas repaired under this warranty, **You** must bring the **Vehicle** to the selling dealer for a touch up application of the affected appearance protection products. This touch-up application is to occur within sixty (60) days after the alteration and is to be at **Your** expense. **Your** failure to comply will relieve **Us** of liability for such affected areas. (2) **You** should maintain the **Vehicle** by regular cleaning and prompt use of touch-up paint on nicks and scratches. (3) Every six (6) months after the original product application, **You** should follow all instructions specified on the Appearance Care Kit **You** received from the selling dealer at the time of purchase, and use all the products it contains in the manner prescribed. **You** are not required to use the products in the Appearance Care Kit as a condition of maintaining warranty coverage.

HOW TO MAKE A CLAIM

To file a claim **You** may call 1-833-241-2647. **You** may also file online at claims.ecpinc.net, or using the ECP Claims mobile app available for both Apple and Android phones. If **You** prefer, **You** may file via mail by sending a completed claim form (available at claims.ecpinc.net), a copy of this agreement (front and back), and an itemized estimate of repair to the following address: Warranty Administration Department; P.O. Box 1369; Bolingbrook, IL 60440. If necessary, within fifteen (15) days of receiving **Your** completed claim information, **We** will arrange for an inspection of **Your Vehicle**, at **Our** expense, with an independent damage appraisal company. **You** will then be notified of the approval or denial of **Your** claim within ten (10) days of **Our** receipt of the completed inspection report. If the claim is approved, a check will be issued payable to the repair facility. Do not have the repairs completed until **You** receive written authorization from **Us**. **ANY REPAIRS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM US WILL NOT BE REIMBURSED. Claims must be filed within sixty (60) days of the occurrence of covered damage. Claims for damage that is more than sixty (60) days old, and claims filed after the warranty has expired, will be denied.**

TRANSFER OF UNEXPIRED WARRANTY PROTECTION

This warranty is not transferrable.

RENEWAL OF WARRANTY TERM

This warranty is not renewable.

CANCELLATION

This is a product warranty, included freely in the price of the appearance protection products purchased by **You**. It is, therefore, not cancellable.

THIS WARRANTY BACKED BY INSURANCE

Our obligations under this warranty are insured by a reimbursement insurance policy issued by Wesco Insurance Company; 59 Maiden Lane, 43rd Floor; New York, NY 10038. In the event **We** cease to operate, become bankrupt, or fail to pay **Your** valid claim within sixty (60) days after proof of loss has been filed, **You** may file a direct claim with Wesco Insurance Company at 59 Maiden Lane, 43rd Floor; New York, NY 10038 or toll-free at 1-866-505-4048.

STATE DISCLOSURES AND AMENDMENTS

GEORGIA: Benefits under this limited warranty are limited to only those areas where protective product has been applied.

HAWAII: Unresolved complaints about a warrantor, or questions regarding the regulation of a warrantor, may be directed to the Hawaii Department of Commerce and Consumer Affairs, Insurance Division, at 1-808-586-2790. **You** may also write to the Department at P.O. Box 3614; Honolulu, HI 96811.

INDIANA: This contract is not insurance and is not subject to Indiana insurance law.

MASSACHUSETTS: ECP Incorporated does business in Massachusetts as Entire Car Protection Incorporated.

MISSISSIPPI: Regulated by the Mississippi Motor Vehicle Commission; 1755 Lelia Drive, Suite 200; Jackson, MS 39236; 1-601-987-3995.

MISSOURI: Payment of the purchase price of the **Vehicle** protection products backed by this warranty is due to **Your** selling dealer at the time of purchase on the terms reached between the selling dealer and **You**.

OREGON: Unresolved complaints about a warrantor, or questions regarding the regulation of a warrantor, may be directed to the Department of Consumer and Business Services; Division of Financial Regulation. **You** may contact the Consumer Advocacy Unit at 350 Winter Street SE; P.O. Box 14480; Salem, OR 97309-0405. They may also be reached at 1-888-877-4894 or at dfc.oregon.gov.

VIRGINIA: If any promise made in the contract has been denied or has not been honored within sixty (60) days after **Your** request, **You** may contact the Virginia Department of Agriculture and Consumer Services, Office of Charitable and Regulatory Programs at <http://www.vdacs.virginia.gov/food-extended-service-contract-providers.shtml> to file a complaint.

WASHINGTON: This agreement, issued by the warrantor is considered to be a Protection Product Guarantee subject to the requirements of Chapter 48.110RCW. As a protection product guarantee holder, **You** are entitled to apply directly and without delay to the reimbursement insurance company for payment or performance due under the Agreement.

WISCONSIN: There is no limit on the number of exterior paint claims **You** may make during the term of this limited warranty. If **You** purchased corrosion protection product(s), there is no limit on the number of corrosion claims **You** may make during the term of this limited warranty. There is also no limit on the number of times an exterior area covered by this limited warranty will be repaired, as long as the value of all claims under this limited warranty remains within the limitations specified in this agreement. **ECP** will pay for exterior repairs covered under this limited warranty, even if they are also eligible for service under a manufacturer's warranty. In the event that we should require an inspection in connection with an exterior damage claim, **Your Vehicle** will be inspected within thirty (30) miles of the location of the selling dealer, unless **You** agree otherwise. If **You** are a subsequent **Vehicle** owner and wish to transfer the coverage of this limited warranty to **You** within the limited warranty term, please submit this limited warranty document and a copy of **Your** title for this **Vehicle**, with **Your** name shown as the titled owner.