

Professional Repair Super Start Battery Roadside Assistance plus additional Benefits

Your Roadside Assistance Benefit is provided to you for free by the professional repair facility that sold you your Super Start battery and is identified on your invoice. Your Roadside Assistance Benefit begins on the date identified on your original invoice from the participating professional repair facility and continues for a period of 24 months. These benefits are available only to you, the original purchaser as identified on the original invoice and are not transferable. Coverage is strictly limited to the specific customer, battery, and vehicle identified on the original invoice. Roadside service is available in the United States and Canada.

If you are in need of roadside assistance you must call **866-830-4351** to be connected with the nationwide service provider. **You must pay directly for the requested service.** The service provider requires use of a credit card to arrange for dispatch. You will be reimbursed for covered services up to a maximum of \$150 per occurrence. You are limited to a maximum of 2 claims per qualified 24-month period.

The eligible services provided through the Roadside Assistance program are described below:

1. Towing – Your vehicle will be towed to the nearest qualified repair facility or to the repair facility of your choice.
2. Lock Out Service - Assistance will be provided in unlocking your vehicle in the event the keys are lost or locked inside.
3. Flat Tire Changing Assistance – Assistance will be provided for the installation of your spare tire.
4. Fuel, Oil, Fluid and Water Delivery Service - An emergency supply of gasoline (where permitted), oil, fluid and water will be delivered to your vehicle. You must pay for the costs of the actual fluids delivered.
5. Jump Start – The service provider will jump start your vehicle in the event your battery becomes discharged.

The driver of the vehicle must be with the vehicle when the service provider arrives, as roadside assistance cannot be provided to an unattended vehicle. If the driver is not with the vehicle, you may incur additional fees which are not covered under the terms of this program.

You must call **866-830-4351** to arrange for roadside assistance service. Service secured through any other source will not be reimbursed.

To file a reimbursement claim, you must submit the following information within sixty (60) days of the date of service:

1. A photocopy of the original invoice identifying the participating repair center and the battery services performed. The invoice must identify the year, make and model of your vehicle.
2. Your complete name, address, and telephone number.
3. A photocopy of the paid invoice for roadside assistance from a valid auto service provider. This paid invoice must detail the name address, and telephone number of the service provider. It must also identify the specific customer and vehicle receiving the service.

Submit the above documentation to:

Commercial Battery Roadside Assistance
P.O. Box 33535
Denver, CO 80233

Services Not Covered:

Cost of parts, replacement keys, lubricants, or fluids. The cost of installation for any product or materials. Tire repair, replacement, mounting or removing of any tires, snow tires, or chains. Service on a vehicle that is in unsafe condition. Service on any vehicle involved in an accident. Towing or services performed by an unauthorized service provider. Any additional labor due to specialized equipment or processes required to transport or service your vehicle due to non-factory modifications or enhancements made to the vehicle. Towing from or repair work performed at a service station, garage or repair shop. A second tow or service for the same disablement. Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc. Any services performed off road. Towing performed at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law. Any roadside assistance services provided to your vehicle by a private citizen's assistance is not covered and is not reimbursable. Non-emergency towing or other non-emergency service.

The Roadside Assistance is provided to you through a network of independent service providers. As independent contractors, they have exclusive control over their own equipment and personnel. Neither the program administrator, nor the participating automotive service facility are responsible for acts or omissions of the independent contractors.

Exclusions:

This benefit applies only to motorized passenger vehicles (automobiles and light trucks) and specifically excludes trailers, vehicles with a manufacturer's load rating capacity greater than one ton, motorcycles, recreational vehicles and commercial vehicles. Any vehicle used for farm, ranch, agriculture, or off-road use. Consequential damage is excluded from all coverage under the Roadside Assistance and Additional Benefits.

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Additional Benefits

Trip Interruption Reimbursement:

Trip interruption expense benefits may be reimbursed in the event that a Super Start battery warranty-related disablement occurs more than 100 miles from your home and the battery replacement/repairs require more than 24 hours to complete. Reasonable reimbursement, up to a maximum of \$250, may be included for meals, lodging, or rental car expenses, as determined by the warranty administrator. You must pay the expenses and submit paid invoices to the administrator for reimbursement. The roadside assistance exclusions apply to this benefit. This benefit applies only to battery replacement/repairs attempted during normal business hours, Monday through Friday. Weekends and holidays are excluded from benefit eligibility.

Repair Referral:

You may call the toll-free hotline and receive referrals to the automotive repair facilities near your location. The administrator does not guarantee the quality of work performed by any of the referral repair facilities.

Service Confirmation:

You may call to get information such as technical service bulletins available on your vehicle or to confirm manufacturers' suggested service intervals. The administrator makes no guarantees as to the accuracy of this information. No guarantee is provided, offered, or implied in any way with this benefit.

Technical Support:

You may receive information regarding how to charge batteries, different types of battery chargers, specifications of batteries and their fitment, and applications of batteries. This benefit is strictly limited to the information that the administrator has on-hand. The administrator makes no guarantees as to the accuracy of this information. No guarantee is provided, offered, or implied in any way with this benefit.

\$250 Promise:

The \$250 Promise applies only to valid commercial battery claims in which the covered battery and vehicle become disabled or rendered unserviceable as a result of a condition covered under the Super Start battery warranty. In the event that a covered vehicle becomes disabled due to a battery failure, the warranty administrator will refer the warranty holder to a location (not more than 25 miles from the location where the subject vehicle became disabled) which will honor the applicable warranty. If the warranty administrator is unable to refer the warranty holder to a location which is 25 miles or less from the disabled vehicle, the warranty holder will be awarded a payment by check (allow 4 to 6 weeks for processing) in the amount of \$250. **This promise applies only to requests submitted directly to the warranty administrator during normal business hours.** If the consumer desires to choose their own repair facility, the \$250 Promise does not apply. All claim guidelines, as detailed below, must be followed.

- The \$250 Promise claim must be made and approved at the same time as a valid claim is approved.
- The \$250 Promise specifically covers Super Start batteries sold at a participating professional repair facility only.
- Original warranty holder must complete this claim form and supply all supporting documentation within 30 days of date of claim. Fill out the information below and mail to:

\$250 Promise Program Administrator
P.O. Box 33535
Denver, CO 80233

NAME _____

ADDRESS _____

CITY/STATE _____ ZIP _____

PHONE _____ EMAIL _____

\$250 Promise APPROVAL# _____

LOCATION OF DISABLED VEHICLE AT TIME OF CLAIM (ADDRESS)

SERVICING/SELLING SHOP _____

SERVICING/SELLING SHOP ADDRESS _____

SERVICING/SELLING SHOP PHONE _____