

# StarRV Travel Trailer Service Contract Terms & Conditions

## Definitions

- Administrator** .....refers to Interstate National Dealer Services of Florida, Inc. (“INDSF”) in Florida and Interstate National Dealer Services, Inc. (“INDS”) in all other jurisdictions. INDSF and INDS are located at 6120 Powers Ferry Rd, Suite 200, Atlanta, Georgia 30339 and phone number 1-800-942-0400.
- Contract** .....refers to this Service **Contract**. The **Application**, the Terms and Conditions and the **Identification Card** comprise this **Contract**.
- Coverage** .....refers to the component protection **You** have chosen, as shown on the **Application** and the **Identification Card**.
- Deductible** .....refers to the **Deductible** type and amount **You** will need to pay, as shown on the **Application** and the **Identification Card**, for each covered **Failure** repair visit.
- Failure**.....refers to a **Failure** of a defective part or faulty workmanship as supplied by the Manufacturer or Dealer, but does not include gradual reduction in operating performance due to wear and tear. Damage resulting from **Failure** of non-covered parts is not covered.
- Identification Card** .....refers to the numbered card which becomes part of this **Contract**. It gives information about **You**, **Your Unit**, **Coverage** chosen and other significant data.
- Application**.....refers to the document attached hereto and forms part of this **Contract**.
- Unit** .....refers to the recreational vehicle which is described on the **Application** and the **Identification Card**, which cannot be used for emergency, for hire or rental unless the Commercial Use option (New **Units** only) is purchased and is so indicated on the **Administrator** copy of the **Application** and the **Identification Card**.
- We, Us, Our** .....refers to the entity who is obligated to perform under this **Contract** (the “obligor”). The obligor of this Contract is **Interstate National Dealer Services of Florida, Inc. (“INDSF”) in Florida under license numbers 60088, 70042 and 80230**, Interstate Administrative Services, Inc. (“IAS”) in Oklahoma and Interstate National Dealer Services, Inc. (“INDS”) in all other jurisdictions. INDSF, IAS and INDS are located at 6120 Powers Ferry Rd NW, Suite 200, Atlanta, Georgia 30339 and phone number 1-800-942-0400. In Maine, the seller of this **Contract** is the obligor.
- You, Your** .....refers to the **Contract** holder named on the **Application** and the **Identification Card** or the person to whom this **Contract** was properly transferred.

## Terms and Conditions

These Terms and Conditions include information about **Coverage**, Benefits, Cancellations, What to do in the Event of a Failure and Exclusions of **Your Service Contract**. If **You** do not receive **Your Identification Card** within sixty (60) days from date of purchase, call toll-free 1-800-942-0400. This document is an application for the Service **Contract** and does not constitute a **Contract** until accepted by **Us**.

- 1. CONTRACT PERIOD: Coverage** under this **Contract** begins immediately and will expire according to the time of the **Contract** selected as shown on the **Identification Card**.
  - a) A New/Extended Eligibility **Unit Contract** expiration is measured in time from the **Contract** purchase date.
  - b) A Used **Unit Contract** expiration is measured in time from the **Contract** purchase date.
- 2. FAILURE OF COVERED PARTS: We** will pay on behalf of or reimburse **You** for the reasonable costs to repair or replace any of the parts included in **Your Coverage** which cause a **Failure**. **Replacement parts may be new, remanufactured or replacement parts of like kind and quality**. Sales tax will be authorized for covered **Failures** only when required by the applicable state where the repair is taking place.
- 3. TERRITORY: This Contract** is limited to **Failures** which occur, and repairs that are made, in the United States of America (excluding U.S. territories and possessions) and Canada.
- 4. LIMIT OF LIABILITY**
  - a) The maximum limit of liability per loss will not exceed the actual cash value of **Your Unit** at the time of **Failure**.
  - b) The aggregate limit of liability will not exceed the lesser of the price **You** paid for **Your Unit** or seventy-five thousand dollars (\$75,000).
- 5. OUR RIGHT TO RECOVERY: If We** pay anything under this **Contract** and **You** have a right to recover from another party, **Your** rights will become **Our** rights up to the amount **We** paid. **You** will do whatever is reasonably necessary to enable **Us** to enforce these rights.
- 6. TRANSFER RIGHTS: This Contract** is for the benefit of the original **Contract** holder but is transferable subject to a transfer fee and inspection providing:
  - a) Proof of transfer of the remaining manufacturer’s warranty is provided, if applicable.
  - b) **Contract** is being transferred to a subsequent private purchaser of **Your Unit**. (Transfer rights are voided when the **Unit** is traded, sold or put on consignment to an individual or entity engaged in the wholesale or retail sale, leasing or rental of Units.)

**You must submit the following:**

  - a) Complete a Transfer Application (Available from the **Administrator**) and submit to the **Administrator**.
  - b) Provide a Bill of sale with the Transfer Application indicating the sale date.

- c) Issue a check in the amount of fifty dollars (\$50.00) for the Transfer fee made payable to the **Administrator**.
  - d) Provide all documentation to the **Administrator** within thirty (30) days of the transfer of **Unit** ownership.
7. **MAINTENANCE REQUIREMENTS:** You must maintain Your Unit according to the manufacturer's recommendations as outlined in the owner's manual. Your owner's manual has separate required maintenance schedules for "normal" and "more severe" operating conditions. You are required to follow the maintenance schedule that applies to Your conditions. You must be sure only the proper grade of lubricants and coolants, as recommended by the manufacturer, is used in Your Unit. It is necessary for You to retain verifiable receipts for all parts and materials necessary to perform the required maintenance. If necessary, this documentation will be verified by the Administrator.
  8. **DEDUCTIBLE:** In the event of a **Failure** covered by this **Contract**, You may be required to pay a **Deductible**. No **Deductible** payment is required with respect to **Coverage** listed in the Benefits section of this **Contract**. The **Deductible** type and amount You have to pay is shown on the **Application** and the **Identification Card**, for covered **Failures** on a per repair visit basis. Should a covered **Failure** require more than one visit to repair, only one **Deductible** will apply to that **Failure**. If You selected the Disappearing fifty dollar (\$50) **Deductible** option, the fifty dollar (\$50) **Deductible** will be waived, provided You have repairs made at the dealership where this **Contract** was purchased. If no **Deductible** is checked on the **Administrator** copy of the **Application**, the two hundred dollar (\$200) **Deductible** will apply.
  9. **ARBITRATION:** Should a dispute or controversy or claim arise out of or relating to this **Contract**, or the alleged breach thereof, the matter may be settled by non-binding Arbitration. Either party may make a written request to any nationally recognized organization that performs consumer related Arbitration services. If both parties agree to Arbitrate, the parties would then agree to abide by the consumer related rules and protocol established by the chosen Arbitration organization.

## Coverage

**Your Coverage corresponds to the Coverage selected on the Administrator copy of the Application. If no box is checked, Platinum Coverage will apply. Except for Diamond, components not listed are not covered.**

### PLATINUM COVERAGE

Coverage applies only to the parts listed herein

**WATER HEATER:** Burner assembly tank; thermostat; thermo coupler; gas valve; heating elements; fittings; connections; electronic ignition assembly; wiring harness; control panel; switches; PC board.

**WASTE SYSTEM:** Shower; toilet; sink(s); holding tanks; gate valves; fittings; connections.

**FRESH WATER SYSTEM:** Water pump; compressor; water tank; water lines; traps; fittings; connections; faucets.

**AIR CONDITIONING:** (Roof mounted 110V or central) Compressor; condenser; evaporator; accumulator; expansion valve; capacitors; relays; thermostat; heat strips; heat pump; control panel; switches; receiver-dryer; blower motor fans; fan motor; fans; bathroom vent motor; high/low cut off switch; pressure cycling switch; electronic module; ducts and ductwork.

**RANGE AND OVEN:** Burner assembly; thermostat; thermo coupler; burner valves; microwave oven; convection oven; power hood; fittings; connections; ignition assembly; PC board.

**L.P. GAS / PROPANE SYSTEM:** Regulators; gas bottles (except valves and gauges); mounting brackets; pigtails; gas lines; fittings; connections; automatic shut-off system.

**HEATING SYSTEM:** Furnace igniter; burner assembly; thermo coupler; gas valve; thermostat; blower motor; heat strips; heat pump; fan motor; fans; fittings; connections; ducts; ductwork; PC board.

**REFRIGERATOR:** Thermostat; thermo coupler; 2 or 3 way cooling unit; burner assembly; igniter; control panel; switches; fittings; connections; PC board.

**AUXILIARY POWERPLANT/GENERATOR – Factory Installed, or Factory Approved Dealer Installed:** All internally lubricated parts of the power plant engine; starter; switches; hour meter; voltage regulator; power converter; inverter; PC boards; interior monitor/control panel; generator assembly, cylinder block and head if damaged by the **Failure** of an internally lubricated part.

**BRAKES:** Master cylinder; wheel cylinder; hydraulic or electric brake actuator; backing plates.

**SUSPENSION:** Wheel bearings; coil and leaf springs; shackles; shackle bushing; spindles; spindle supports; axle shafts; actuators.

**CHASSIS FRAME:** Metal only; all components in lift crank system of Pop-Up Campers.

**POWER STEP COVERAGE:** Power step motor and power step control module; interior monitor/control panel.

**AUDIO SYSTEM – Factory Installed, or Factory Approved Dealer Installed:** Stereo receiver; compact disc player; cassette player; (excluding speakers).

### PLATINUM PLUS COVERAGE

**Includes Platinum Coverage and any options and surcharges as indicated on the Administrator copy of the Application and Your Identification Card, plus the following:**

**LUXURY COMPONENT COVERAGE:** Ice maker; trash compactor; central vacuum cleaner system; washer/dryer (excluding belts & hoses); dishwasher; in-sink disposal; freezer; external barbecue; kitchen center, if factory installed, or if dealer installed and meets all manufacturer's specifications; electronic entrance system; remote electronic entrance system; factory installed thermometer; central

locking system; factory installed anti-theft system; television set(s) (27" or less, excluding plasma screen); TV antenna motor; VCR/VCP/DVD player; Satellite System (receiver and dish only).

**LEVELING SYSTEM (HYDRAULIC/ELECTRIC) - Factory Installed, or Factory Approved Dealer Installed:** Motor; hydraulic/electric pump; actuators; jack assembly; lines; fittings; cylinders; electric motor; worm gear; gears; electric switch; wiring harness.

**SLIDE-OUT ROOM(S) - Factory Installed, or Factory Approved Dealer Installed:** Motor; hydraulic/electric pump; actuators; lines; fittings; cylinders; electric motor; worm gear; gears; electric switch; wiring harness.

**SEALS AND GASKETS - USED UNITS:** Current model year plus 8 years back at time of **Unit** sale qualifies for seals and gaskets **Coverage** for aforementioned components.

## DIAMOND COVERAGE

**Includes all of Platinum Plus. In addition, this comprehensive coverage is an exclusionary plan under which virtually every factory installed, or factory approved dealer installed component of the Unit is covered except those components and conditions listed in the Exclusions section of this Contract.**

*Some examples of covered components are:*

- WATER HEATER
- WASTE SYSTEM
- FRESH WATER SYSTEM
- AIR CONDITIONING (Roof mounted 110V or central)
- RANGE AND OVEN
- L.P. GAS / PROPANE SYSTEM
- HEATING SYSTEM
- REFRIGERATOR
- AUXILIARY POWERPLANT/GENERATOR

- BRAKES
- SUSPENSION
- CHASSIS FRAME
- POWER STEP COVERAGE
- AUDIO SYSTEM
- LEVELING SYSTEM (HYDRAULIC/ELECTRIC)
- LUXURY COMPONENT COVERAGE
- SLIDE-OUT ROOM(S)

**Additional components:**

- SLIDE OUT BOOT
- FLATPANEL (PLASMA/LCD/LED)TV

**Emergency Roadside Assistance: Towing / Road Service / Lockout: 1-800-492-6762 – Producer Code: 28244 – Plan: "N". Includes Coverage for the tow Vehicle while Unit is in tow\*.**

In the event **Your Unit** is disabled, **We** will dispatch a service vehicle to **Your** location to assist **You**. In the event **Your Unit** is unable to continue under its own power **Your Unit** may be towed to a location of **Your** choosing. **We** will pay the first fifty dollars (\$50) of any roadside assistance requested. Additional costs exceeding the first fifty dollars (\$50) are **Your** responsibility and payment will be expected at the time service is rendered. When calling for towing or road service **You** must call the following toll-free number: **1-800-492-6762**. **You** will be required to give the representative assisting **You** the following information: Producer Code – **28244**, **Your Unit** Service **Contract** Number (located on the front right hand corner of this application) and **Your** Plan Letter which is **N**.

**Coverage:** **You** are entitled to one (1) service per 72-hours. **We** will pay the first fifty dollars (\$50) for any of the following requested services: towing; battery jumpstart; flat tire change; essential fluid delivery (**You** are responsible for the actual cost of the delivered fluids i.e. gas, oil, water, etc.); locksmith (cost of replacement keys is not included).

**Reimbursement:** In the event **Your Unit** is disabled and **You** contracted for any of the above covered services on **Your** own, **You** will be able to submit **Your** original receipted road service expenses for reimbursement consideration. Reimbursement will only be considered when properly licensed and insured providers provide a covered service; private citizen services are not reimbursable. **Your** reimbursement for towing is fifty dollars (\$50). Reimbursement for any other roadside service including locksmith services is fifty dollars (\$50). **You** must send your original receipted roadside bills along with a completed claim form to the **Administrator**. Claim forms may be obtained from the **Administrator**.

\*For-hire tow trucks and similar vehicles are not covered.

## Options

Optional Coverage applies only if selected on the Administrator copy of the Application and indicated on Your Identification Card.

|  | PLATINUM | PLATINUM PLUS | DIAMOND  |
|--|----------|---------------|----------|
| <b>COMMERCIAL USE (New/Extended Eligibility ONLY):</b> Commercial use coverage <i>only</i> means daily, weekly or monthly rentals, short term (12 months or less) lease or primarily used for business purposes; e.g. a traveling salesperson. Coverage does not include taxi, shuttle, delivery services, principally used off-road or hauling.   | OPTION   | OPTION        | OPTION   |
| <b>COVERED PART CAUSE OF LOSS</b> – In the event a <b>Failure</b> occurs to a non-covered part under this <b>Contract</b> due to the <b>Failure</b> of a covered part, the non-covered part will be repaired (as an exception to the standard exclusion.)  | OPTION   | OPTION        | OPTION   |
| <b>ENHANCED SERVICE CALL COVERAGE (New Units Only)</b> For a period of up to 120 days from original purchase: Administrator agrees to pay/reimburse for a maximum of two (2) services calls for a factory adjustment on a stationary <b>Unit</b> ; proof of factory cover adjustment is required. Service call coverage amount is equal to contract stated coverage level.   | OPTION   | OPTION        | OPTION   |
| <b>FLAT PANEL (PLASMA/LCD/LED) TV COVERAGE</b> – <b>Factory Installed or Factory Approved Dealer Installed:</b> Television set(s) up to up to 60" (maximum 4 sets).  | OPTION   | OPTION        | Included |
| <b>FUELING STATION (TOY HAULER) – TOWABLE UNITS:</b> Line, nozzle, petcock, valves; (excluding tank).  | OPTION   | OPTION        | OPTION   |
| <b>LEVELING SYSTEM (HYDRAULIC/ELECTRIC) - Factory Installed, or Factory Approved Dealer Installed:</b> Motor; hydraulic/electric pump; actuators; jack assembly; lines; fittings; cylinders; electric motor; worm gear; gears; electric switch; wiring harness.  | OPTION   | Included      | Included |
| <b>LUXURY COMPONENT COVERAGE:</b> Ice maker; trash compactor; central vacuum cleaner system; washer/dryer (excluding belts & hoses); dishwasher; in-sink disposal; freezer; external barbecue; kitchen center, if factory installed, or if dealer installed and meets all manufacturer's specifications; electronic entrance system; remote electronic entrance system; factory installed thermometer; central locking system; factory installed anti-theft system; Television sets (27" or less, excluding plasma screen); TV antenna motor; VCR/VCP/DVD player; Satellite System (receiver and dish only). | OPTION   | Included      | Included |
| <b>LUXURY ELECTRONICS COVERAGE</b> – <b>Factory Installed or Factory Approved Dealer Installed:</b> GPS; perimeter warning system.   | OPTION   | OPTION        | OPTION   |
| <b>NON-COVERED PART CAUSE OF LOSS</b> – In the event a <b>Failure</b> occurs to a covered part under this <b>Contract</b> due to the <b>Failure</b> of a non-covered part, the covered part will be repaired (as an exception to the standard exclusion.)  | OPTION   | OPTION        | OPTION   |
| <b>SEALS AND GASKETS - USED UNITS:</b> Current model year plus 8 years back at time of Unit sale qualify for seals and gaskets Coverage for aforementioned components.   | OPTION   | Included      | Included |
| <b>SLIDE-OUT ROOM(S) - Factory Installed, or Factory Approved Dealer Installed:</b> Motor; hydraulic/electric pump; actuators; lines; fittings; cylinders; electric motor; worm gear; gears; electric switch; wiring harness.  | OPTION   | Included      | Included |
| <b>TOW VEHICLE TOWING</b> – In the event <b>Your</b> tow vehicle becomes inoperable while in the process of towing <b>Your</b> covered <b>Unit</b> , We will reimburse <b>You</b> up to \$100 for towing expense. <b>You</b> must provide a receipt.   | OPTION   | OPTION        | OPTION   |

## Benefits – Apply to ALL Coverage levels

### Deductible Does Not Apply

**TRAVEL EXPENSES:** **Contract** Holder will be reimbursed up the amounts listed below per day for a maximum of three (3) days for expenses for meals (restaurants only) and lodging (hotel/motel only) (except where prohibited by law) incurred if:

- 1–**You** cannot utilize **Unit** due to a mechanical **Failure**, covered under this **Contract** and **You** are more than one hundred (100) miles from home; and
- 2–Meals and lodging are required because the mechanical **Failure**, as defined, causes a delay en route. The date of the mechanical **Failure** shall be considered the first day of the three (3) day maximum period. The expense must be incurred between the time of the **Failure** and the time when repairs are completed, or by the end of the third calendar day subsequent to the mechanical **Failure** if the repairs are not completed, whichever occurs first.

**AIR TRANSPORTATION:** In the event of a **Failure** of a covered part that causes a delay that is more than three (3) days, **We** will reimburse **You** up to the amounts listed below for air transportation expenses. **You** must provide a receipt.

**SERVICE CALLS:** In the event of a **Failure** of a covered part, **You** will be reimbursed up to the amounts listed below per occurrence for service call charges in addition to normal parts and labor charges.

**FOOD SPOILAGE:** We will reimburse **You** up to the amounts listed below per occurrence if **Your** refrigerator breaks down due to **Failure** of a covered part where service is not available for twenty-four (24) hours or longer, and food spoilage occurs. **You** must provide a receipt.

**FUEL/L.P. GAS:** In the event **Your Unit** experiences a **Failure** due to a fuel tank **Failure** or requires fuel to be drained due to **Failure** of a covered component, **We** will reimburse **You** up to the amounts listed below for fuel and/or L.P. gas replacement. **You** must provide a receipt.

**PET BENEFIT:** In the event of a **Failure** of a covered part, **We** will reimburse **You** up to the amounts listed below for actual expenses for domestic pet removal, transporting, handling and boarding. **You** must provide a receipt.

**CONCIERGE and MOTORIST ASSISTANCE SERVICES: For Concierge Services please call: (855) 963-1683 – Producer Code: 28244**

**You** may contact emergency center to obtain assistance with:

- Turn by Turn Driving Directions and Traffic Reports
- Hospital and Urgent Care Facility Locators
- Emergency Message Relay to Family, Friends and Co-workers
- Hotel and Rental Car Availability
- General Travel Assistance – Rental Car Return, Missed Connection Coordination, Emergency Return Travel Arrangements
- RV Storage Facility Locators
- RV On-site Repair Locators
- Pet Care Locators
- Locate ATM, Medical Facilities, Restaurants
- Theme Park, Historical Site and Local Attraction Information
- Movie Schedules and Locations
- Golf Course Tee Time Reservations / Referrals
- Sport Scores

**Coverage:** Services provided are informational only. **You** are responsible for payment of arranged benefits that require additional billing, such as the actual cost of hotel rooms, rental cars, etc. Payment is to be made directly by **You** to the providers, vendors or establishments. All Concierge Service Benefits are available twenty-four (24) hours per day / seven (7) days a week. Benefits provided by Nation Safe Drivers.

**RV TECHNICAL ASSISTANCE: For RV Technical Assistance please call: (800) 362-8054 – Producer Code: 28244**

RV Technical assistance is available twenty-four (24) hours a day all days of the year and is in effect on the date of **Your** application and continues for the specified term.

The services of a certified or master certified technician as recognized by the RVDA and RVIA technician certification governing board are available to **You** as often as needed (see limitations below), however the use of the RV Technical Assistance line should be limited to immediate or emergency concerns that interfere with the normal operation and enjoyment of **Your Unit** and is not meant to be a substitute for proper RV repair and maintenance. Routine use for RV's lacking proper maintenance and repair may void or limit provisions contained herein and **You** will be notified in writing of the voided or limited portions of this benefit. Our technicians are adept at answering questions for most RV concerns. Examples of common technical support questions are electrical (12 VDC & 110VAC); LP Gas\*; appliances; fresh water system; leveling and slide outs. *\*For concerns regarding LP Gas or the smell of LP Gas **You** should immediately evacuate **Your Unit** and call us from a safe place.*

**IMPORTANT:** Advice obtained through this service is given based upon information **You** provide and is not meant to replace the need for proper RV servicing and maintenance. At times **You** may be asked to contact a service technician in **Your** area to further assist **You**. NSD and our technicians cannot remotely gauge **Your** ability to execute any of our recommendations or suggestions and as such is not responsible for **Your** acts or omissions. **You** should never attempt any recommended or suggested task that **You** feel would exceed **Your** personal abilities or threaten **Your** safety or the safety of those around **You**. Benefits provided by Nation Safe Drivers.

|  | Platinum | Platinum Plus | Diamond  |
|--|----------|---------------|----------|
| Travel Expenses                          | \$125    | \$150         | \$200    |
| Service Calls                            | \$100    | \$150         | \$200    |
| Air Transportation                       | \$250    | \$500         | \$750    |
| Food Spoilage                            | \$50     | \$100         | \$150    |
| Fuel/L.P. Gas                            | \$100    | \$150         | \$250    |
| Pet Benefit                              | \$100    | \$150         | \$250    |
| Concierge & Motorist Assistance Services | Included | Included      | Included |
| RV Technical Assistance                  | Included | Included      | Included |

**What to do in the Event of a Failure**

1. Prevent Further Damage - **You** should use all reasonable means and precautions to protect **Your** Unit from further damage. This **Contract** will not cover damage caused by not securing a timely repair of the failed component.
2. If **Your** Unit breaks down, return to the Issuing Dealer during normal service department hours. If this is not possible, take **Your** Unit to the licensed repair facility of **Your** choice (**You** may contact the **Administrator** for assistance in locating a repair facility).

3. Instruct the repair facility that they must obtain an authorization number from the **Administrator** prior to proceeding with repairs. The amount authorized is the maximum that will be paid. Any additional amounts need prior approval.
4. In some cases, **You** may be required to authorize the repair facility to inspect or tear down **Your Unit** to determine the cause and cost of the repair. **You** will be responsible for these charges if the **Failure** is not covered by this **Contract**. The **Administrator** reserves the right to require an inspection of **Your Unit** prior to any repair being performed. We reserve the right to move Your covered Unit to another repair facility.
5. After the **Administrator** has been contacted, review with the repair facility components that will be covered by this **Contract**.
6. **We** will reimburse the repair facility or **You** for the cost of authorized repairs performed on **Your Unit**, less any applicable **Deductible**. All repair orders and necessary documentation must be submitted to **Us** within thirty (30) days by **You** or repair facility to qualify for payment.
7. Emergency Repairs: If a **Failure** occurs when the **Administrator's** office is closed, emergency repairs can be performed. You may proceed without prior authorization from the **Administrator**, however, **IF YOU AUTHORIZE EMERGENCY REPAIRS AND THE FAILURE IS NOT COVERED BY THIS CONTRACT, YOU WILL NOT BE REIMBURSED FOR THE REPAIR COSTS. YOU MUST NOTIFY THE ADMINISTRATOR WITHIN THREE (3) BUSINESS DAYS FROM THE DATE OF REPAIR COMPLETION IN ORDER TO OBTAIN REIMBURSEMENT FOR THE COVERED EMERGENCY REPAIRS LESS THE COST OF ANY APPLICABLE DEDUCTIBLE(S).**

## Repair Facility Guidelines for Claims Handling

### Follow these steps when handling a claim:

1. Advise the **Contract** holder that evaluation of a **Failure** does not mean that the repair is covered under this **Contract**. All covered repairs must receive prior authorization from the **Administrator**.
2. Have the **Contract** holder authorize the inspection/tear down of the Unit to determine the cause of **Failure** and the cost to repair. Save all components, including fluids and filters, should the **Administrator** require an outside inspection. Notify the **Contract** holder that the cost of tear down will not be paid if it is determined that the **Failure** is not covered under this **Contract**.
3. Determine the cause of **Failure**, correction required and cost of the repair(s).
4. Contact the **Administrator's** Claims Department at **800-526-0929** to get authorization to proceed with the claim. Be prepared with the following information when placing the call:
  - a. Customer's Name and **Contract** Number.
  - b. Cause of **Failure** and recommended correction.
  - c. Cost of repair(s).
5. A Claims Advisor will verify **Coverage** and do one of the following:
  - a. Approve Claim – If approved, the authorization number must be recorded on the repair order. The authorized amount is the maximum that will be paid. Additional amounts must receive prior approval.
  - b. Require Additional Evaluation, Inspection or Tear Down- The **Administrator** may require an inspection prior to repair being completed. If a tear down is required to determine the cause of **Failure**, the **Contract** holder must authorize same. Notify the **Contract** holder that if the repair is not covered, then the **Contract** holder will be responsible for cost of the tear down. The repair facility should save all components requiring inspection, including fluids and filters. The Claims Advisor will arrange for the inspection. If the inspection is not made within forty eight (48) hours, contact the Claims Advisor.
  - c. Deny the claim and provide the reason for the denial.
6. Review the **Administrator's** findings with the **Contract** holder as well as what will be covered by the **Contract** and what portion of the repair(s), if any, will not be covered.
7. Obtain the **Contract** holder's authorization to complete repair(s). All repair orders must have the **Contract** holder's signature to qualify for payment.
8. Submit the repair order(s) that must include the **Contract** number, authorization number and authorized amount to **Administrator** within thirty (30) days to the following address:

**Interstate National Dealer Services, Inc.**  
**6120 Powers Ferry Rd. NW, Suite 200, Atlanta, GA 30339**  
**800-526-0929, Claims Fax: 770-952-9245**

## Cancellation of Service Contract

1. **You** may cancel this **Contract** at any time including when the **Unit** is sold, lost, stolen or destroyed by notifying **Us**. Contact the **Administrator** for a Cancellation Form which will need to be completed and sent to the **Administrator**.
2. **We** may cancel this **Contract** for nonpayment of the **Contract** charge, or for **Your** intentional misrepresentation in obtaining this **Contract** or in submitting a claim. If **We** cancel this **Contract**, **You** will receive a pro rata refund reflecting the days in force based on the term of the **Contract**, less a service charge of fifty dollars (\$50).
3. If **Your Unit** and this **Contract** have been financed, the lien holder may cancel this **Contract** for nonpayment, or if **Your Unit** has been declared a total loss or has been repossessed.
4. A. New and Extended Eligibility **Contract** type:

If You cancel this **Contract** within sixty (60) days of purchase and no claim has been filed, the entire **Contract** charge paid will be refunded. If **You** cancel this **Contract** after sixty (60) days of purchase or if a claim has been filed, an amount of the unearned **Contract** charge paid will be refunded according to the pro-rata method reflecting the days in force based on the term of the **Contract**. Elapsed time shall be measured from the **Contract** purchase date.

B. Used **Contract** type:

If You cancel this **Contract** within thirty (30) days of purchase and no claim has been filed, the entire **Contract** charge paid will be refunded. If **You** cancel this **Contract** after thirty (30) days of purchase or if a claim has been filed, an amount of the unearned **Contract** charge will be refunded according to the pro-rata method reflecting the days in force based on the term of the **Contract**. Elapsed time shall be measured from the **Contract** purchase date.

5. A fifty dollar (\$50) service charge will be deducted from all refunds after sixty (60) days for new, thirty (30) days for used **Contracts**, or if a claim has been filed.
6. In the event of cancellation, the lien holder, if any, will be named on the cancellation refund check.

## EXCLUSIONS

FOR ALL COVERAGE LEVELS EXCEPT DIAMOND, PARTS NOT LISTED ARE NOT COVERED.

FOR ALL COVERAGE LEVELS, THIS SERVICE CONTRACT PROVIDES NO COVERAGE OR BENEFITS FOR THE FOLLOWING:

- A. ALL MOTOR HOME CHASSIS COVERAGE, INCLUDING BUT NOT LIMITED TO, ENGINE; TRANSMISSION; DRIVE AXLE; SUSPENSION (FRONT AND REAR); STEERING; AIR CONDITIONING; BRAKES; ELECTRICAL; ELECTRONICS; HEATING/COOLING; FUEL SYSTEM; FRAME; CARBURETOR; BATTERY; BATTERY/BATTERY PACK ON HYBRID VEHICLES; SHOCK ABSORBERS; MANUAL TRANSMISSION CLUTCH ASSEMBLY; FRICTION CLUTCH DISC AND PRESSURE PLATE; THROWOUT BEARING; MANUAL AND HYDRAULIC LINKAGES; DISTRIBUTOR CAP AND ROTOR; SAFETY RESTRAINT SYSTEMS (INCLUDING AIR BAGS); GLASS; LENSES; SEALED BEAMS; LIGHT BULBS; BRAKE HARDWARE; JAKE BRAKE (EXCEPT DIAMOND COVERAGE); ALL EXHAUST AND EMISSION COMPONENTS EXCEPT THOSE SPECIFIED AS COVERED; WEATHER STRIPS; ALL TRIM, MOLDINGS, HANDLES, KNOBS OR DIALS; BRIGHT METAL; CHROME; UPHOLSTERY AND CARPET; PAINT; BUMPERS; BODY SHEET METAL AND PANELS; TIRES AND WHEELS/RIMS.
- B. GPS NAVIGATION SYSTEMS AND PERIMETER WARNING SYSTEMS (UNLESS YOU HAVE PURCHASED THE LUXURY ELECTRONICS COVERAGE OPTION AND IT IS INDICATED ON THE ADMINISTRATOR COPY OF THE APPLICATION AND YOUR IDENTIFICATION CARD); TELEVISION SETS, TV ANTENNA MOTOR, VCR/VCP/DVD PLAYER, SATELLITE RECEIVER AND DISH (UNLESS YOU HAVE PURCHASED THE OPTIONAL LUXURY COMPONENT COVERAGE OR YOU HAVE PLATINUM PLUS OR DIAMOND COVERAGE AND IT IS INDICATED ON THE ADMINISTRATOR COPY OF THE APPLICATION AND YOUR IDENTIFICATION CARD); TELEVISIONS IN EXCESS OF 60"; PHONE SYSTEMS; PERSONAL COMPUTERS AND PRINTERS; INTERNET ACCESS SYSTEMS; CABLE, SATELLITE AND TELEPHONE WIRING; FLAT PANEL (INCLUDES BUT NOT LIMITED TO PLASMA, LCD, LED) TVS (UNLESS YOU HAVE PURCHASED THE OPTIONAL COVERAGE OR YOU HAVE DIAMOND COVERAGE AND IT IS INDICATED ON THE ADMINISTRATOR COPY OF THE APPLICATION AND YOUR IDENTIFICATION CARD); DLP TVS; EXTERNAL SPEAKERS; AUDIO & VIDEO INTERCOM SYSTEMS; ROOFING MATERIALS, SKYLIGHT ASSEMBLY AND ITS PARTS; SEALANTS; SHEET METAL AND FIBERGLASS; SIDING(S); ALL FLOORS AND FLOOR COVERINGS; VANITIES; VENTS; WALLS, WINDOW SHADES, BLINDS, TREATMENTS AND DRAPERIES; ALL WINDOWS; ALL WOOD FRAMING; ALL WOODWORK AND MILLWORK; METAL, WOOD, RUBBER AND PLASTIC MOLDINGS; INTERIOR AND EXTERIOR WEATHER STRIPS INCLUDING: SLIDE OUT BOOT (EXCEPT DIAMOND COVERAGE); METAL OR PLASTIC TRIM; ALL METAL, ALUMINUM, WOOD, PLASTIC AND FIBERGLASS HARDWARE; LOOSE FASTENERS OR CONNECTIONS; LOUVERS; GRAY & BLACK WATER DRAIN HOSE/LINE AND ITS FITTINGS AND CONNECTIONS; MICROWAVE OR OVEN MEAT PROBES OR ROTISSERIES; RACKS, SHELVES, BASKETS OR BUCKETS; SHORE PLUG AND LINE; MECHANICAL SWIVEL JACKS; ORNAMENTATION; CAUSE OF RATTLES; BEDDING; BOWED WALLS OR CEILINGS; ALL CABINETS; CAULKING OR GROUTING; CEILINGS; COSMETIC DAMAGE; PEELING OF FORMICA AND ALL LAMINATED MATERIALS; COUNTER TOPS; TEARS, CUTS, DISCOLORATION OR FADING OF ANY MATERIAL; ALL DOORS; ALL FURNITURE; TRAILER FRAME OR STRUCTURAL SEPARATION; METAL SUPPORTS; ANY REPOSITIONING, REFITTING OR REALIGNING.
- C. MAINTENANCE SERVICES AND PARTS DESCRIBED IN YOUR UNIT'S OWNER'S MANUAL AS SUPPLIED BY THE MANUFACTURER AND OTHER NORMAL MAINTENANCE SERVICES AND PARTS INCLUDING, BUT NOT LIMITED TO: PAINT AND COSMETIC REPAIRS; ALIGNMENTS; WHEEL BALANCING; TUNEUPS; SPARK PLUGS AND SPARK PLUG WIRES; GLOW PLUGS; HOSES; DRIVE BELTS; WIPER BLADES. SHOP SUPPLY CHARGES; EPA DISPOSAL FEES; PARTS SHIPPING COSTS; PARTS RESEARCH FEE; DIAGNOSTIC FEES; STORAGE FEES; WATER LEAKS (OTHER THAN PLUMBING); REPAIRS AND ADJUSTMENTS TO CORRECT WIND NOISE CONDITIONS. NOTE: FILTERS, LUBRICANTS, COOLANTS, FLUIDS AND REFRIGERANTS WILL BE COVERED ONLY IF REPLACEMENT IS REQUIRED DUE TO A COVERED FAILURE.
- D. ANY FAILURE RESULTING FROM COLLISION; INTERNAL OR EXTERNAL FIRE; THEFT; VANDALISM; RIOT; EXPLOSION; LIGHTNING; EARTHQUAKE; FREEZING; RUST OR CORROSION; SMOKE OR SOOT; WINDSTORM; PESTS; HAIL; WATER OR FLOOD; FREEZING OR ICE DAMAGE; REVERSE POLARITY; ACTS OF GOD; CHEMICALS; SALT, SAP, SAND, DIRT OR OTHER OBSTACLES; COSMETIC OR PAINT CHANGES; ELECTROLYSIS; ENVIRONMENTAL DAMAGE; DETERIORATION, CONDENSATION, CONTAMINATION OR LOSS OF FLUIDS, FUELS, COOLANTS OR LUBRICANTS.
- E. ANY FAILURE CAUSED BY MISUSE; ABUSE; NEGLIGENCE; LACK OF NORMAL MAINTENANCE REQUIRED BY THE MANUFACTURER'S MAINTENANCE SCHEDULE FOR YOUR UNIT; IMPROPER SERVICING BY YOU AFTER THE EFFECTIVE DATE OF THIS CONTRACT; CARBON OR SLUDGE BUILD-UP OR NOT MAINTAINING PROPER LEVELS OF LUBRICANTS AND/OR COOLANTS; PREDETONATION/PREIGNITION; OR NOT PROTECTING THE UNIT FROM FURTHER DAMAGE WHEN A FAILURE HAS OCCURRED.

- F. ANY REPAIR OR REPLACEMENT OF A COVERED PART IF A FAILURE HAS NOT OCCURRED; ANY UNAUTHORIZED REPAIR. IF THE WEAR & TEAR OPTION IS PURCHASED OR IS INCLUDED, THE WEAR ON THAT PART HAS NOT EXCEEDED THE FIELD TOLERANCES PERMITTED BY THE MANUFACTURER.
- G. IF ANY ALTERATIONS HAVE BEEN MADE TO YOUR UNIT OR YOU ARE USING, OR HAVE USED, YOUR UNIT IN A MANNER NOT RECOMMENDED BY THE MANUFACTURER. THIS WILL INCLUDE, BUT NOT BE LIMITED TO, THE FAILURE OF ANY CUSTOM OR ADD-ON PART; ANY FRAME OR SUSPENSION MODIFICATIONS; LIFT KITS; OVERSIZED/UNDERSIZED TIRES OR WHEELS; AND OR TRAILER HITCHES.
- H. IF YOUR ODOMETER HAS CEASED TO WORK AND REPAIRS HAVE NOT BEEN IMMEDIATELY MADE; THE ODOMETER HAS BEEN ALTERED IN ANY WAY SUBSEQUENT TO PURCHASE; OR IF UNIT'S TRUE MILEAGE CANNOT BE DETERMINED.
- I. ANY LIABILITY FOR PROPERTY DAMAGE, OR FOR INJURY TO OR DEATH OF ANY PERSON(S) ARISING OUT OF THE OPERATION, MAINTENANCE OR USE OF YOUR UNIT, WHETHER OR NOT RELATED TO THE PARTS COVERED. LOSS OF TIME, PROFIT, INCONVENIENCE, OR ANY OTHER LOSS THAT RESULTS FROM A FAILURE. ANY COST DIRECTLY ASSOCIATED WITH THE UPGRADING OF A COVERED PART OR COMPONENT THAT IS NO LONGER IN PRODUCTION, OBSOLETE OR NOT COST EFFECTIVE TO REPLACE (REPLACEMENT VALUE OF THE ORIGINAL PART WILL BE THE MAXIMUM ALLOWED); ANY COSTS IN EXCESS OF THE ACTUAL WHOLESALE OR TRADE-IN VALUE OF THE UNIT AT THE TIME OF THE REPAIR OR FAILURE. THIS CONTRACT DOES NOT PROVIDE COVERAGE FOR DAMAGES FOR BAD FAITH, PUNITIVE OR EXEMPLARY DAMAGES, PERSONAL INJURY INCLUDING BODILY INJURY, PROPERTY DAMAGE (EXCEPT AS SPECIFICALLY STATED IN THE CONTRACT) AND ATTORNEY'S FEES.
- J. REPAIRS TO SEIZED OR DAMAGED ENGINES DUE TO CONTINUED OPERATION WITHOUT SUFFICIENT LUBRICANTS OR COOLANT. THERMOSTAT IS NOT COVERED. YOU ARE RESPONSIBLE FOR MAKING CERTAIN THAT THE OIL AND TEMPERATURE WARNING LIGHTS/GAUGES ARE FUNCTIONING PROPERLY. YOU MUST PULL OFF THE ROAD IMMEDIATELY AND DISCONTINUE UNIT OPERATION WHEN EITHER OF THESE LIGHTS/GAUGES INDICATES INADEQUATE PROTECTION OR PERFORMANCE.
- K. WHEN RESPONSIBILITY FOR A REPAIR IS COVERED BY AN INSURANCE POLICY; WARRANTY FROM THE MANUFACTURER INCLUDING EXTENDED DRIVE TRAIN, MAJOR COMPONENT OR FULL COVERAGE WARRANTIES; A REPAIRER'S GUARANTEE/WARRANTY; OR FAILURES FOR WHICH THE MANUFACTURER HAS ANNOUNCED ITS RESPONSIBILITY THROUGH ANY MEANS, INCLUDING RECALL CAMPAIGNS AND FACTORY SERVICE BULLETINS.
- L. IF YOUR UNIT IS USED FOR COMMERCIAL PURPOSES UNLESS THE COMMERCIAL USE OPTION HAS BEEN PURCHASED AND IS SO INDICATED ON ADMINISTRATOR COPY OF APPLICATION AND YOUR IDENTIFICATION CARD AND USE IS LIMITED TO THAT DESCRIBED IN THE OPTIONS COVERAGE.
- M. ANY FAILURE OCCURRING PRIOR TO THE CONTRACT PURCHASE DATE, OR IF INFORMATION PROVIDED BY YOU OR A REPAIR FACILITY CANNOT BE VERIFIED AS ACCURATE OR IS FOUND TO BE INACCURATE.
- N. ANY FAILURE OCCURRING OUTSIDE OF THE UNITED STATES OF AMERICA (50 U.S. STATES AND THE DISTRICT OF COLUMBIA) OR CANADA.
- O. DAMAGE CAUSED BY PRE-IGNITION DETONATION, PINGING, IMPROPER/CONTAMINATED FUEL OR IMPROPER ENGINE ADJUSTMENTS.

**INTERSTATE NATIONAL DEALER SERVICES, INC.**

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