



Lifetime Battery Claims and Repair Information

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

- **Verify Customer Contract:** We offer two types of contracts: Standard Contract that covers MSRP of battery only and Plus Contract that covers MSRP of battery, sales tax, and 0.5 labor time.
- **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 administrator is available Monday through Friday, 8:00 a.m. to 5:00 p.m. (EST) at 1-888-785-9736 or via e-mail at claims@capadminpros.com. 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.
- **Review Coverage:** After the administrator has been contacted, review with the service manager/advisor at the repair facility to determine what will be covered by this contract.
- We will reimburse the repair facility or contract holder for the cost of the work performed on the contracted vehicle that is covered by this contract and previously authorized, less any additional repair facility fees not authorized.
- **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, your name and signature, repair facility name, address and phone number, repair totals, deductible (if applicable), and 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. Once authorization is obtained, and the repair is completed, all repair orders and documentation must be submitted to the administrator within thirty (30) days to be eligible for payment.



Lifetime Battery Claim Questionnaire:

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

1. Full Name of the registered vehicle's owner
2. Address Phone Number
3. Year, Make & Model of Vehicle
4. Contract #
5. Last Six of VIN#
6. Manufacturer & Model of Battery
7. What day did the battery fail?
8. How many batteries are currently on the vehicle?
9. Is this the vehicle's original battery?
10. What was the voltage when charged?
11. What was the voltage after the load test?
12. Please provide the name and phone number of the service manager whom to contact.
13. Please provide the name and email address of whom to send the payment.

Please submit the following documents using the Rider's Advantage File A Claim page at <https://www.riders-advantage.com/dealers/claim/>. Also, provide a completed battery questionnaire, a copy of load test results (whether by picture or print out), and suggested retail price and warranty of replacement battery. The claims department is open Monday through Friday from 9:00 am to 5:00 pm EST and can be reached at 888-785-9736 (CAP) or 877-222.4162 (Classic/Fortegra). Please note that all claims must be pre-approved by the administrator prior to replacement.