



Towable



Congratulations! Your peace of mind has been restored

Thank you for choosing RV Ultimate Protection Direct coverage to protect your investment. We've revolutionized service contracts to make it simpler than ever to shield you from the impact of unexpected mechanical repairs, and make your journey ahead more certain.

Enclosed is your identification card and state-specific regulations, if applicable. Please take a few moments to review this document and call us with any questions. Simply show this card to your repair facility when making a claim.

WITH COVERAGE BY RV ULTIMATE PROTECTION DIRECT, YOU CAN BE SURE THAT EVEN IF THINGS GO WRONG, YOU WILL BE ALRIGHT



Contract #:
Year:
Make:
Model:
Sur/Opts:
Provider:

Coverage:
Last 6 VIN:
Exp. Miles:
Exp. Date:
Deductible:

IN THE EVENT OF MECHANICAL FAILURE

1. Protect your vehicle or unit from further damage after the first recognition of a failure.
2. Take your vehicle or unit back to the issuing dealer within a reasonable amount of time. If that is not possible, use a licensed repair facility of your choice.
3. Get Authorization from the Administrator's CLAIM CENTER. Have the repair facility call 1-800-942-0400 to determine coverage and receive issuance of an authorization number on covered repairs before proceeding with any repair work.
4. Call member services at 1-800-942-0400 if you have questions.
5. For Roadside Assistance, please call 1-877-398-3637.

PLEASE SEE REVERSE FOR IMPORTANT STATE REGULATIONS



RV Towable

Vehicle Service Contract Declaration Page

Contract No.

RVT



PURCHASER

Name:		Co-Purchaser Name:	
Address:			
City:		State:	Zip:
Telephone: () -		E-mail:	

DEALER/SELLER

Name:		Dealer Code:	
Address:			
City:		State:	Zip:
Telephone:		E-mail:	
Lienholder:			<input type="radio"/> Contract to be financed

UNIT

Year:	Make:	Model:
Delivery Date:	Price Class:	
Selling Price:	Service Contract Price:	
Coach/Travel Trailer Serial #:		

FACTORY WARRANTY

Coach/Travel Trailer In-Service Date:	Months:
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COVERAGE

Coverage level: <input type="radio"/> Gold <input type="radio"/> Platinum <input type="radio"/> Diamond	
Term in years:	Contract Type: <input type="radio"/> New <input type="radio"/> Used
Unit type: <input type="radio"/> Travel Trailer <input type="radio"/> Fifth Wheel <input type="radio"/> Pop-Up Camper <input type="radio"/> Slide-In Camper <input type="radio"/> MHCC	Deductible: <input type="radio"/> \$200 <input type="radio"/> \$100 <input type="radio"/> \$50 <input type="radio"/> Disappearing \$50 <input type="radio"/> \$0 <input type="radio"/> <input type="text"/>

OPTIONS

	Diamond
2 yr + manufacturer warranty credit*	<input type="radio"/>
Commercial Use (New only)*	<input type="radio"/>
Consequential Damage	<input type="radio"/>
Park Model	<input type="radio"/>
Flat Panel (Plasma/LCD/LED) TV*	Included
Fueling Station (Toy Hauler)*	<input type="radio"/>
Leveling System*	Included
Leveling/Slide-Out Combo*	Included
Luxury Component*	Included
Luxury Electronics*	<input type="radio"/>
Motor Home Coach coverage*	<input type="radio"/>
Older Unit (Used only)	<input type="radio"/>
Seals and Gaskets (Used only)	Included
Slide-Out Room(s)*	Included
Tow Vehicle Towing	<input type="radio"/>
After sale (new only)	<input type="radio"/>
Enhanced Service Call (new only)	<input type="radio"/>
	<input type="radio"/>

* N/A for Pop-Ups

YES



Customer initials

I acknowledge that the information contained above is, to the best of my knowledge, true; I understand that authorization from the Administrator must be received before any repairs are performed under this Service Contract.

YES



Customer initials

I understand that in order to maintain Coverage under this Contract, I must have my Unit serviced as indicated under "Maintenance Requirements" in the Contract as defined in Item 7. Terms and Conditions.

The purchase of this Contract is a separate consideration from the purchase price of the Unit and is not a requirement to purchase the Unit or to obtain financing. The implied warranty of merchantability on the Unit is not waived if this Contract has been purchased within ninety days of the purchase date of the Unit from a seller who also sold the Unit covered by this Contract. I hereby declare that I have read the terms of this Contract and I understand and accept all the provisions therein.

Purchaser's Signature

Date

Dealer/Seller Representative's Signature

Date

Salesperson Code

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I understand to file a claim in the event I have a Failure, I am to follow the instructions listed under the section entitled "What You Should do in the Event of a Failure".
NO PAYMENT FOR REPAIRS WILL BE MADE WITHOUT PRIOR AUTHORIZATION FROM THE ADMINISTRATOR



RV Service Contract Terms & Conditions

1 COVERAGE

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

PLATINUM COVERAGE

INTERIOR AND EXTERIOR: Hood hinges; hood latches; hood gas cylinders; hood springs; door handles; door hinges; seat tracks; courtesy map light assembly; glove box door and hinges; glove box lock; shift lever.

SEALS AND GASKETS – NEW/EXTENDED ELIGIBILITY UNITS ONLY: Coverage for aforementioned components.

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-drier; blower motor fans; fan motor; fans; bathroom vent motor; high/low cut off switch; pressure cycling switch; electronic module; ducts; 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 pump; heat strips; 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.

POWER STEP COVERAGE

Power step motor and power step control module; interior monitor/control panel.

AUDIO SYSTEM - Factory Installed, or Factory Approved Dealer Installed: The following non-in dash components: stereo receiver; compact disc player; cassette player (excluding speakers).

AWNING MOTOR - Factory Installed, or Factory Approved Dealer Installed.

SLIDE-OUT BOOT - Factory Installed, or Factory Approved Dealer Installed.

SEALS AND GASKETS – NEW/EXTENDED ELIGIBILITY UNITS ONLY: Coverage for aforementioned components. Fluids, lubricants and Freon will be covered when required in conjunction with a covered repair. Sales tax will be paid whenever applicable.

COMPONENT COVERAGE: Rear monitor system; 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; factory installed compass; computer dash printed circuit boards; central locking system; factory installed anti-theft system; power seat computer; television set(s) 42" or less, excluding plasma screen; TV antenna motors; 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: Coverage for aforementioned components.

*If damaged by the failure of an internally lubricated moving part. Fluids, lubricants and Freon will be covered when required in conjunction with a covered repair. Sales tax will be paid whenever applicable.

DIAMOND - EXCLUSIONARY COVERAGE

Coverage for ALL RV Factory or Dealer installed Mechanical and Electrical System Components which does include but is not limited to the components listed within the Platinum Level of Coverage above. Coverage is subject to the list of non-covered conditions in Section 8 of this contract and also subject to the parts and services listed below as excluded.

SAFETY RESTRAINT SYSTEMS (INCLUDING AIR BAGS); GLASS; LENSES; SEALED BEAMS; LIGHT BULBS; LED LIGHT ASSEMBLIES; 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; GPS NAVIGATION SYSTEMS AND PERIMETER WARNING SYSTEMS (UNLESS YOU HAVE PURCHASED THE LUXURY ELECTRONICS COVERAGE OPTION WHICH IS INDICATED ON THE ADMINISTRATOR COPY OF THE DECLARATION PAGE); TELEVISIONS IN EXCESS OF 72"; PHONE SYSTEMS; PERSONAL COMPUTERS AND PRINTERS; INTERNET ACCESS SYSTEMS; CABLE, SATELLITE AND TELEPHONE WIRING; 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 METAL, ALUMINUM, WOOD, PLASTIC AND FIBERGLASS HARDWARE; LOOSE FASTENERS OR CONNECTIONS; LOUVERS; GRAY & BLACK WATER DRAIN HOSES/LINES AND THEIR FITTINGS AND CONNECTIONS; MICROWAVE OR OVEN MEAT PROBES OR ROTISSERIES; RACKS, SHELVES, BASKETS OR BUCKETS; 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;

TRAVEL TRAILER FRAME OR TRAVEL TRAILER FRAME STRUCTURAL SEPARATION; METAL SUPPORTS; ANY REPOSITIONING, REFITTING OR REALIGNING; 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; HOSES; SHOP SUPPLY CHARGES; EPA DISPOSAL FEES; TARIFFS; PARTS SHIPPING COSTS; PARTS RESEARCH FEE; ANY DIAGNOSTIC FEES NOT ASSOCIATED WITH THE FAILURE OF A COVERED PART; STORAGE FEES; WATER LEAKS (OTHER THAN PLUMBING); REPAIRS AND ADJUSTMENTS TO CORRECT WIND NOISE AND RATTLE CONDITIONS.

NOTE: FILTERS, LUBRICANTS, COOLANTS, FLUIDS AND REFRIGERANTS WILL BE COVERED ONLY IF REPLACEMENT IS REQUIRED DUE TO A COVERED FAILURE.

2. BENEFITS - Deductible Does Not Apply

- o RENTAL EXPENSE: In the case of a covered Failure, We will reimburse You for substitute transportation. Such reimbursement will be limited to the amounts listed below for every eight (8) hours, or portion thereof, of applicable labor time required to complete the covered repair (based on applicable national repair manual), up to the maximums listed below (except where prohibited by law).
- o ADDITIONAL RENTAL EXPENSE: Rental benefit will be increased up to five (5) additional days in cases of covered major component (Engine, Transmission, Drive Axle) Failure and/or a parts delay for any covered Failure or the Administrator requested Unit authorization is obtained from the Administrator (except where prohibited by law). In all cases no rental expense reimbursement will be provided if the repair is not covered by this Contract. inspection provided additional
- o TOWING AND ROAD SERVICE: In the event of a Failure of a covered part We will reimburse You up to the amounts listed below for towing and/or emergency road service labor (except where prohibited by law):
- o TRAVEL EXPENSES: You will be reimbursed up to 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 the Unit is 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.
- o 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.
- o 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.
- o FOOD SPOILAGE: We will reimburse You up to the amounts listed below 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.
- o 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.
- o 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.
- o CONCIERGE and MOTORIST ASSISTANCE SERVICES:
You may contact the emergency center to obtain assistance with:
 - General travel assistance— rental car return, missed connection coordination, emergency return travel arrangements
 - Locate ATM, medical facilities, restaurants
 - Theme park, historical site and local attraction information
 - Turn by turn driving directions & traffic reports
 - Hospital and urgent care facility locators
 - Emergency message relay to family, friends and co-workers
 - Movie schedules and locations
 - Golf course tee time reservations/referrals
 - Sport scores
 - RV storage facilities
 - RV on-site repair locators
 - Pet care locators
 - Hotel and rental car availability

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. Limitations: Concierge Services are limited to a maximum of three (3) uses per twelve (12) month period of coverage during the term of Your Contract. All Concierge Service Benefits are available twenty-four (24) hours per day / seven (7) days a week. Benefits provided by Nation Safe Drivers.

o RV TECHNICAL ASSISTANCE:

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.

o EMERGENCY ROADSIDE ASSISTANCE: Towing / Road Service / Lockout: – Plan: “AB”

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 one hundred dollars (\$100) of any roadside assistance requested. Additional costs exceeding the first one hundred dollars (\$100) are Your responsibility and payment will be expected at the time service is rendered. When calling for towing or road service You must the following toll-free number provided in the contract. You will be required to give the representative assisting You the following information: , Your Service Contract Number (located on the front right hand corner of the Application) and Your Plan Letter which is AB Coverage: You are entitled to one (1) service per 72-hours. We will pay the first one hundred dollars (\$100) 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 one hundred dollars (\$100). Reimbursement for any other roadside service including locksmith services is one hundred dollars (\$100). 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.

Program Benefit Package Allowance Summary

Rental Expense (for every 8 hours of labor time)	\$75/ hr. (max reimbursement \$500)
\$1000 Towing Option	Included in Diamond
Travel Expenses	\$200
Service Calls	\$200
Air Transportation	\$750
Food Spoilage	\$150
Fuel/L.P. Gas	\$250
Pet Benefit	\$250
Concierge & Motorist Assistance Services	Included in Diamond
RV Technical Assistance	Included in Diamond
Emergency Roadside Assistance	Included in Diamond

3. DEFINITIONS

Administrator	refers to the entity that provides administrative services under this Contract unless otherwise noted.
Business/ Commercial Use	refers to registered qualifying units used for pickup and delivery, light duty contracting (e.g. florist, messenger, electrician, carpenter, plumber), company pool use, use involving more than one driver, ride-hailing, ride-sharing, business travel or fleet service if Unit is registered in company name, messenger, route sales, carrying tools to the job site, maintenance and repair, gardening and landscape, farming or ranching. Units that are not eligible for Business/Commercial Use coverage include: taxi, shuttle service, limousine service, livery, hire, police or other security/emergency use, Business/Commercial snow plowing, route work, towing or road repair, construction, hauling, principal off-road use, racing or competitive driving, rental or loaner Business/Commercial Use Coverage requires the payment of a mandatory surcharge and must be indicated on the Administrator's copy of the Declaration Page.
Contract	refers to this Service Contract. The Declaration Page and Terms and Conditions comprise this Contract.
Coverage	refers to the component protection You have chosen, as shown on the Declaration Page.
Dealer/Seller	Refers to the entity listed as the Dealer/Seller on the Declaration Page and Identification Card.
Declaration Page	refers to the document attached hereto and forms part of this Contract.
Deductible	refers to the Deductible type and amount You will need to pay, as shown on the Declaration Page for each covered Failure repair visit.

Failure	refers to a Failure of a covered part under normal service. A covered part has failed when it can no longer perform the function for which it was designed solely due to its condition, and not due to the action or inaction of any non-covered parts. In addition, a Failure will be deemed to have occurred when a covered part has worn beyond the manufacturer's tolerances allowed for the particular Unit at the mileage the problem occurs.
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.
Territory	refers to the United States of America (excluding US territories and possessions).
Unit	refers to the recreational vehicle unit described on the Declaration Page, which cannot be used for emergency, for hire or rental unless the Business/Commercial Use option (New/Extended Eligibility Units only) is purchased and is so indicated on the Administrator copy of the Declaration Page.
We, Us, Our	refers to the entity who is obligated to perform under this Contract (the "obligor") unless otherwise noted.
You, Your, Holder	refers to the purchaser(s) named on the Declaration Page and the Identification Card or the person to whom this Contract was properly transferred.

4. TERMS & CONDITIONS

These Terms and Conditions include information about Coverage, Benefits, Cancellations, What You Should 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 . Any state-specific disclosure language, where applicable, will be included with Your Identification Card and become part of this Contract.

1. **CONTRACT PERIOD:** Coverage under this Contract begins immediately and will expire according to passing of the Term of the Contract selected, All New and Used Unit Contract expiration dates are 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. In all cases parts replacement cost shall not exceed the manufacturer's suggested retail price. In no event, shall Our liability exceed the approved cost necessary to correct the actual cause of the Failure. 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 in the Territory or in Canada.
4. **LIMIT OF LIABILITY**
 - a) The maximum limit of liability per loss shall not exceed the lesser of the actual cost to repair a covered Failure, or NADA Average Retail Value of Your Unit at the time of Failure.
 - b) The aggregate limit of liability for each Service Contract 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. 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 signed by both You (as seller) and purchaser;
 - b) Provide a Bill of sale with the Transfer Application indicating the sale date signed by both You (as seller) and purchaser;
 - c) Proof of transfer of the remaining manufacturer's warranty, if applicable; and
 - d) Payment in the amount seventy-five dollars (\$75) for the Transfer fee made payable to the Administrator; Provide all above documents to the Administrator within thirty (30) days of the transfer of Unit ownership.
 If original Contract Holder is deceased, the following additional documentation must also be submitted with all transfer requests:
 - a) Death Certificate showing original Contract Holder name.
 - b) Executed Power of Attorney to act on behalf of original Contract Holder; or
 - c) Letter of Appointment of Executor of the deceased original Contract Holder.
7. **UNIT MAINTENANCE REQUIREMENTS:** You must maintain Your Unit and all parts related to Your Unit according to the manufacturer's recommendations As outlined in the owner's manual or respective related manufacturer's parts 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 Declaration Page 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 selected on the Administrator copy of the Declaration Page, the five hundred dollar (\$500) Deductible will apply.
9. **MEDIATION AND ARBITRATION:** In the event of any controversy or claim arising out of or relating to this Contract, or the alleged breach thereof, the parties hereto agree first to try and settle the dispute by mediation. In this Mediation and Arbitration clause, all references to "We, Us, Our" or "You" will be referred to individually as "party" and collectively as "parties". The parties agree to select a mutually agreeable, neutral third party to mediate any dispute that arises under the terms of this Contract. If the mediation is unsuccessful, the parties agree that the dispute shall be decided by non-binding arbitration according to the American Arbitration Association's Non-Binding Arbitration Rules for Consumer Disputes and Business Disputes.
10. **NOTICE:** YOU ARE REMINDED THAT THIS CONTRACT IS NOT AN INSURANCE POLICY. HOWEVER, AN INSURANCE POLICY IS IN EFFECT WITH DEALERS ASSURANCE COMPANY. IF WE FAIL TO PAY AN AUTHORIZED CLAIM WITHIN SIXTY (60) DAYS AFTER PROOF OF LOSS HAS BEEN FILED, YOU ARE ENTITLED TO MAKE A DIRECT CLAIM AGAINST THE INSURER, DEALERS ASSURANCE COMPANY, 15920 ADDISON ROAD, ADDISON TEXAS 75001; PHONE NUMBER: 1-800-282-8913.

5. WHAT TO DO IN THE EVENT OF A FAILURE

No payment for repairs will be made without prior authorization from the Administrator.

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 the 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 DAT OF REPAIR COMPLETION IN ORDER TO OBTAIN REIMBURSEMENT FOR THE COVERED EMERGENCY REPAIRS LESS THE COST OF ANY APPLICABLE DEDUCTIBLE(S).

6. CLAIMS HANDLING PROCEDURES

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 the Failure and the cost to repair. Save all components, including fluids and filters, should the Administrator require an outside inspection. Notify the Contract holder 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 to get authorization to proceed with the claim. Be prepared with the following
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.
 - 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 repairs, if any, will not be covered.
7. Obtain the Contract holder's authorization to complete repairs. 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 the Administrator within thirty (30) days.

7. CANCELLATION PROCEDURES

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 to complete and return to the Administrator. No cancellation date will be effective more than thirty (30) days prior to Our receipt of Your request. Reinstatements are not allowed under this Contract. This Contract is non-renewable.
2. We may cancel this Contract for non-payment of the Contract charge, or for Your intentional misrepresentation in obtaining this Contract or in submitting a claim. If We cancel this Contract, an amount of the unearned Contract charge paid will be refunded according to the pro-rata method reflecting the number of days in force based on the term of the Contract. Elapsed time shall be measured from the Contract purchase date at time of purchase.
3. If Your Unit and this Contract has been financed, the lien holder may cancel this Contract for non-payment, or if Your Unit has been declared a total loss or has been repossessed. In the case of total loss or repossession, the rights under this Contract are transferred to the lien holder and the lien holder is also entitled to any resulting refund.
4. If You cancel this Contract within thirty (30) days of purchase and no claim has been authorized or paid, 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 authorized or paid, an amount of the unearned Contract charge paid will be refunded according to the pro-rata method reflecting the greater of the days in force based on the term of the Contract. Elapsed time shall be measured from Contract purchase date at time of purchase.
5. A seventy-five-dollar (\$75) service charge and the total amount of any claim(s) paid under this Contract will be deducted from all refunds after thirty (30) days from purchase date or within thirty (30) days of purchase date if a claim was authorized/paid. If You cancel this Contract within thirty (30) days and no claims were authorized or paid; no service charge will be assessed.
6. In the event of cancellation, the lienholder, if any, will be named on the cancellation refund check, unless the cancellation is accompanied by a discharge of lien.

8. EXCLUSIONS – WHAT THIS CONTRACT DOES NOT COVER

For all Coverage levels, this Contract provides no Coverage or benefits for the following:

- A. SAFETY RESTRAINT SYSTEMS (INCLUDING AIR BAGS); GLASS; LENSES; SEALED BEAMS; LIGHT BULBS; LED LIGHT ASSEMBLIES; BRAKE HARDWARE; 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 WHICH IS INDICATED ON THE ADMINISTRATOR COPY OF THE DECLARATION PAGE), TV ANTENNA MOTOR, VCR/VCP/DVD PLAYER, SATELLITE RECEIVER AND DISH (UNLESS YOU HAVE PLATINUM PLUS OR DIAMOND COVERAGE OR YOU HAVE PURCHASED THE LUXURY COMPONENT COVERAGE OPTION AND IT IS INDICATED ON THE ADMINISTRATOR COPY OF THE DECLARATION PAGE); TELEVISIONS IN EXCESS OF 72"; PHONE SYSTEMS; PERSONAL COMPUTERS AND PRINTERS; INTERNET ACCESS SYSTEMS; CABLE, SATELLITE AND TELEPHONE WIRING; 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: 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; 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; TRAVEL TRAILER FRAME OR TRAVEL TRAILER FRAME 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; BALANCING; SHOP SUPPLY CHARGES; EPA DISPOSAL FEES; TARIFFS. PARTS SHIPPING COSTS; PARTS RESEARCH FEE; ANY DIAGNOSTIC FEES NOT ASSOCIATED WITH THE FAILURE OF A COVERED PART; STORAGE FEES; WATER LEAKS (OTHER THAN PLUMBING); REPAIRS AND ADJUSTMENTS TO CORRECT WIND NOISE AND RATTLE CONDITIONS. NOTE: FILTERS, LUBRICANTS, 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, 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; 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 REGARDLESS OF REPAIR FACILITY RECOMMENDATIONS. OR IF THE WEAR ON THAT PART HAS NOT EXCEEDED THE FIELD TOLERANCES PERMITTED BY THE MANUFACTURER; ANY UNAUTHORIZED REPAIR.
- 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; KITSST KITS; OVERSIZED/UNDERSIZED TIRES OR WHEELS; 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 IN EXCESS OF THE REPLACEMENT VALUE OF AN ORIGINAL OBSOLETE OR OUT OF PRODUCTION PART OR COMPONENT DIRECTLY ATTRIBUTABLE TO THE COST OF THE UPGRADE OR SUBSTITUTE REPLACEMENT PART OR COMPONENT;; 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. 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 REGARDLESS OF WHETHER OR NOT THE GUARANTOR IS DOING BUSINESS AS AN ONGOING ENTERPRISE.
- K. IF YOUR UNIT IS USED FOR COMMERCIAL PURPOSES UNLESS THE COMMERCIAL USE OPTION HAS BEEN PURCHASED AND IS SO INDICATED ON THE ADMINISTRATOR COPY OF DECLARATION PAGE AND USE IS LIMITED TO THAT DESCRIBED IN THE OPTIONS COVERAGE SECTION.
- L. ANY FAILURE OCCURRING PRIOR TO THE CONTRACT PURCHASE DATE, PRE-EXISTING CONDITIONS, OR IF INFORMATION PROVIDED BY YOU OR A REPAIR FACILITY CANNOT BE VERIFIED AS ACCURATE OR IS FOUND TO BE INACCURATE.
- M. ANY FAILURE OCCURRING OUTSIDE OF THE TERRITORY OR CANADA.