

## CLAIMS PROCEDURES

800.662.5519  
www.AlphaWarranty.com  
sales@alphawarranty.com

### CUSTOMER INITIATED CLAIMS

1

**CONTACT ALPHA:**

The customer may call 800.662.5519, option 3, to start a claim.

2

**TAKE VEHICLE TO REPAIR FACILITY:**

- After speaking with Customer Service, take the vehicle to a repair facility.
- The repair facility must call Alpha to obtain approval for repairs. Repairs done prior to approval are not covered.

### REPAIR FACILITY INITIATED CLAIMS

1

**LOOK UP COVERAGE AND DIAGNOSE:**

Prior to repair, go to [alphawarranty.com/coveragelookuptool](http://alphawarranty.com/coveragelookuptool) to verify potential coverage. If there appears to be coverage, call 800.662.5519, OPT 4 and provide the following:

- Cause of failure
- Part numbers
- Labor time
- Required repairs
- Part prices
- Labor rate

2

**REVIEW WITH CLAIMS ADJUSTER:**

The claims adjuster will determine coverage. Once coverage is confirmed, the following will be reviewed:

**1. Labor Time/Rate**

- Labor time coverage is determined by ALLDATA<sup>®</sup>.
- Labor rate coverage is determined by repair facility type and market average per zip code.

**2. Parts Price**

- Parts cannot be greater than MSRP.
- Parts may be sourced from an Alpha parts supply partner. Inquire for alternate options.
- All parts and labor must come with at least a 12 month/12,000 mile warranty.

**3. Inspection**

- A third-party inspection may be required to verify diagnosis on major claims.

**4. Customer Questions**

- On occasion, contract holders are contacted to answer a few routine questions about the vehicle usage and claim.

3

**PAYMENT:**

A final signed invoice must be faxed to Alpha before payment is issued. Once the invoice is received, a one-time use credit card will be faxed within 1 hour.