



Declaration Page

PURCHASER INFORMATION

Purchaser Name	Email	Contract Number: GOMO
Street Address	City, State, and Zip Code	Area Code and Phone Number

VEHICLE INFORMATION

Year, Make, and Model	Mileage at the Time of Sale	
Vehicle Identification Number (17 Digits)	Rate Class	Vehicle Selling Price \$

SELLING COMPANY INFORMATION

Selling Company Name:	
Selling Company Address:	Phone:

ADMINISTRATOR OBLIGOR

DEALERS ALLIANCE CORPORATION, P.O. Box 30250, Albuquerque, NM 87190, 1-800-519-1566. This agreement is not an insurance contract; it is a Contract between You and the Administrator Obligor. The Administrator Obligor's performance under this Contract is insured by an insurance policy, policy #AO-WA129 as issued by Dealers Assurance Company, P.O. Box 21185, Upper Arlington, OH 43221, 1-800-282-8913. You may file a claim with Dealers Assurance Company at the address listed above or at 1-866-315-1334 at any time.

CONTRACT INFORMATION

Contract Sale Date:	Contract Activation Fee: \$	Contract Expiration Date:	Monthly Payment	Term MONTHLY
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COVERAGE INFORMATION

GoMonthly Coverage

Please see the "WHAT IS COVERED" section for a detailed outline of covered components. Please see "CONTRACT TERM AND RENEWAL PROCESS" and "CANCELLATION OF THIS CONTRACT" for information regarding payment, renewal, and cancellation.

WAITING PERIOD

This **Contract** contains a mandatory waiting period of one (1) month from the **Contract** Purchase Date and one thousand (1,000) miles from the odometer reading at the time of **Contract** purchase during which no claims may be filed.

DEDUCTIBLE

SURCHARGES

<input type="checkbox"/> \$250 <input type="checkbox"/> \$250/100 (Reducing Deductible) If You take Your Vehicle to the Selling Company's Licensed Repair Facility, Your deductible will be \$100. Otherwise, Your deductible will be \$250.	<input type="checkbox"/> Business Use If Your Vehicle is to be used for Business Purposes, You must select the Business Use surcharge for any coverage to apply.
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IMPORTANT INFORMATION

THIS CONTRACT IS NOT AN INSURANCE POLICY; IT IS A SERVICE CONTRACT BETWEEN YOU AND THE ADMINISTRATOR OBLIGOR. ANY CHANGE TO THE PREPRINTED TERMS AND CONDITIONS OF THIS CONTRACT IS INVALID AND OF NO FORCE OR EFFECT. IF ANY INFORMATION ON THIS CONTRACT IS IN ERROR, CONTACT THE SELLING COMPANY OR ADMINISTRATOR OBLIGOR IMMEDIATELY. IF NO DEDUCTIBLE IS SELECTED ABOVE, A \$250 DEDUCTIBLE WILL APPLY.

PURCHASER SIGNATURE

I have read this **Contract**; I understand and agree to its terms and conditions. The above information is true and correct to the best of My knowledge and belief, and I agree to the term and coverage selected above. If I choose to renew the **Contract**, I understand that the **Monthly Payment** may vary. I also understand that both the **Selling Company** and the **Administrator** assume no obligation or liability that does not appear in this **Service Contract**. My signature below gives Us and Our affiliates permission to communicate with You via the number listed above.

Purchaser Signature _____ DATE _____ Selling Company Signature _____ DATE _____

**AUTHORIZATION MUST BE OBTAINED FROM THE ADMINISTRATOR BEFORE STARTING ANY TEARDOWN OR REPAIRS.
PLEASE CALL 1-855-500-MATRIX FOR AUTHORIZATION AND INSTRUCTIONS.**

TERMS AND CONDITIONS

1. DEFINITIONS

- **ACTIVATION FEE:** Payment received by the **Administrator** to activate **Contract** coverage.
- **ACTUAL CASH VALUE:** The clean "trade-in" value of **Your Vehicle** as determined by the most recent edition of the regional NADA guide.
- **ADMINISTRATOR OBLIGOR, ADMINISTRATOR, WE, US, and OUR:** Dealers Alliance Corporation, P.O. Box 30250, Albuquerque, NM 87190, 1-800-519-1566.
- **BREAKDOWN, MECHANICAL BREAKDOWN, FAILURE, or FAILED:** The inability of any **Covered Component** that has received proper maintenance, as prescribed by this **Service Contract**, to function in the manner for which it was designed. This inability must be the result of defective materials or faulty workmanship, not due to **Wear and Tear** (unless the **Vehicle** has less than 125,000 miles at the time of **Breakdown**). In addition, all **Failed** parts must be outside the allowable tolerances prescribed by the manufacturer.
- **BUSINESS USE, BUSINESS PURPOSES:** **Vehicles** used primarily for profit, such as repair work, route work, service work, and delivery. **Vehicles** used for farm work or oil field work are included under this definition if their primary use is transportation and not off-road work. Other examples include, but are not limited to floral delivery, cable TV repair, plumbing, vending machine services, catering, medical supply delivery, home repairs, and realty services.
- **CONTRACT ACTIVATION DATE, ACTIVATION DATE:** The initial date of **Contract** purchase by **You**. A one (1) month AND one thousand (1,000) mile waiting period begins on this date, during which no claims may be filed.
- **COST:** The customary and reasonable charges for parts and labor necessary to repair or replace **Covered Components**. These charges are subject to the **Administrator's** approval and will not exceed either the manufacturer's suggested retail (list) price for parts or the labor allowances derived from industry recognized flat-rate manuals.
- **COVERED MECHANICAL BREAKDOWN:** A **Failure** that is covered by this **Contract**.
- **COVERED PART(S) and COVERED COMPONENT(S):** Any part of the **Vehicle** listed herein as a **Covered Part/Component** and not excluded from coverage by this **Service Contract**.
- **COVERED REPAIR:** A repair to a **Covered Part/Component** approved by the **Administrator**.
- **EMERGENCY REPAIRS:** Repairs made outside of the **Administrator's** business hours, which, if not performed, would impair the future operation of **Your Vehicle**, or render **Your Vehicle** inoperable or unsafe to drive.
- **FINANCE COMPANY:** The financial institution listed on the first page of this **Contract** who is financing this **Service Contract**.
- **INITIAL PAYMENT:** The **Activation Fee** plus the first **Monthly Payment**.
- **LICENSED REPAIR FACILITY:** Any automotive repair facility licensed to perform automotive repairs by the state in which it operates.
- **LUBRICATED PART:** A part that requires lubrication to function correctly.
- **MONTHLY PAYMENT, MONTHLY RENEWAL PAYMENT:** The payment required to renew a **Contract** for a one-month term.
- **MONTHLY TERM:** The one-month term during which coverage is afforded to **You** under the terms and conditions of this **Contract**.
- **RENEWAL DATE:** The date the **Monthly Payment** is due and upon which coverage is renewed for an additional monthly term.
- **SELLING COMPANY:** The entity identified on the first page of this **Contract** from whom **You** purchased this **Service Contract**.
- **SERVICE CONTRACT or CONTRACT:** This document in its entirety.
- **DEDUCTIBLE:** The amount the **Purchaser** pays per repair visit.
- **VEHICLE:** The **Vehicle** identified on the first page of this **Contract**.
- **WEAR AND TEAR:** The gradual reduction in component performance through normal or excessive usage.
- **YOU, YOUR, MY, and I:** The person(s) whose name is listed as the purchaser of this **Service Contract**.

2. CONTRACT TERM AND RENEWAL PROCESS

This **Contract** shall be in effect as of the date the **Contract** was purchased from the **Selling Company**, provided this **Contract** is accepted by **Us**, and shall continue in effect until cancelled, terminated, non-renewed, voided, or the **Limit of Liability** has been reached. UPON CONTRACT ACTIVATION, THERE IS A ONE (1) MONTH AND ONE THOUSAND (1,000) MILE WAITING PERIOD BEFORE COVERAGE BEGINS. Any **Breakdown** that occurs during the waiting period will not be covered.

Your Initial Payment will include the first **Monthly Payment** plus a one-time **Contract Activation Fee**. Subsequent **Monthly Payments** are due on the **Renewal Date** of each **Monthly Term**, starting at and tracked from one month after the **Contract Sale Date**. The **Contract** will continue to renew on a monthly basis thereafter as long as you subscribe to the program via submission of **Monthly Payments**. If the **Contract** is cancelled, terminated, non-renewed, voided, or if the aggregate limit of liability of \$12,500 has been paid, coverage will cease.

You authorize **Us** to collect the full **Monthly Payment**, which must be received within ten (10) business days before the **Renewal Date** or the **Contract** will be terminated. The **Monthly Payment** amount may change, and if so, **You** will be notified sixty (60) days before the effective date of any changes. **Your** submittal of the full **Monthly Payment** constitutes acceptance of any changes. If there is any lapse in payment, this **Contract** will not renew, and all coverage will cease.

We reserve the right to refuse, cancel, terminate or void any **Contract** that (a) does not meet **Our** underwriting guidelines, (b) is submitted with insufficient payment, or (c) is obtained through material misrepresentation, or if material misrepresentation is made in the submission of a claim. **We** further reserve the right not to renew **Your Contract** at any time for any reason. If **We** choose not to renew **Your Contract**, **You** will be given a thirty (30) day notice in advance of non-renewal. Payments scheduled after the non-renewal date will not be processed, or if already processed, will be refunded. In addition, please see "CANCELLATION AND RENEWAL" for additional information about **Contract** cancellation.

To accurately process **Your** payments, it is **Your** responsibility to ensure that **We** have the correct account and billing information at all times. If **You** change **Your** account information, billing information, or **Your** contact information (including phone number or email address), it is **Your** responsibility to notify **Us** in writing of the change(s) immediately in order to avoid payment interruption and lapse in coverage. If there is any lapse in payment, or coverage is terminated or not renewed, all coverage will cease and **We** will not reinstate **Your** coverage.

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PLEASE CALL 1-855-500-MATRIX FOR AUTHORIZATION AND INSTRUCTIONS.**

3. LIMITS OF LIABILITY

The total of all benefits paid for a visit during which repairs are performed will not exceed the lesser of the following two amounts, either (a) the **Actual Cash Value of Your Vehicle** at the time of **Breakdown** or (b) \$12,500. Additionally, at no point shall the total benefit of all claims paid or payable exceed \$12,500 while this **Contract** is in force.

Once the aggregate Limit of Liability has been reached, this **Contract** expires and **Your** right to cancel this **Contract** expires, and no further claims can be made against **Us**. We shall not be responsible for lost time, wages, lost use or any other consequential or incidental damages. These limitations and exclusions of liability apply only to the extent allowed by law.

4. MAINTENANCE AND RECORDS

To obtain the benefits provided by this **Service Contract**, **Covered Components** must be maintained at a **Licensed Repair Facility** in accordance with what is recommended by the manufacturer of **Your Vehicle**. Proper documentation and verifiable receipts for all relevant maintenance and repairs may be required in the event of a claim. Receipts must reflect proper **Vehicle** documentation (e.g. year, make, and model), complete **Vehicle** identification number, and the current mileage of the **Vehicle**. Handwritten receipts will not be accepted. Failure to provide proof of required maintenance may result in denial of coverage. **Your** failure to provide the **Covered Components** of **Your Vehicle** with the maintenance recommended by the manufacturer may result in denial of coverage.

5. WHAT IS COVERED

Coverage is provided based on the mileage of **Your Vehicle** at the time it experiences a **Breakdown** and **You** file a claim. Please see table and corresponding sections below for details.

IF YOUR VEHICLE HAS	COVERAGE YOUR VEHICLE QUALIFIES FOR	SEE SECTION(S)
Under 75,000 miles	ULTIMATE	A
Between 75,000 miles and 125,000 miles	DELUXE	B and C
Between 125,001 miles and 200,000 miles	POWERTRAIN PLUS	C
Over 200,000 miles	ENGINE	D

A. Ultimate Coverage

If **Your Vehicle** has less than 75,000 miles at the time a **Breakdown** occurs, it qualifies for Ultimate Coverage, which provides coverage for necessary repairs to all the mechanical and electrical components of **Your Vehicle** except those listed under "WHAT IS NOT COVERED," provided all surcharges and options have been paid. Coverage is subject to the terms and conditions herein.

B. Deluxe Coverage

If **Your Vehicle** has between 75,000 miles and 125,000 miles at the time a **Breakdown** occurs, it qualifies for Deluxe Coverage, which provides coverage for those items in the section below and the items listed under "Powertrain Plus Coverage," provided all surcharges have been paid. Coverage is subject to the terms and conditions herein. For convenience, **Covered Components** are categorized by related vehicle systems.

Suspension: Control arms; control arm shafts; bearings and bushings; radius arm; radius arm bushing; stabilizer bar; stabilizer link; stabilizer bushing; spindle; wheel bearings; torsion bars; upper and lower ball joints; steering knuckles; kingpin and bushings; coil and leaf springs.

Steering: Steering gear box or rack and all internal **Lubricated Parts**; power steering pump; steering column shaft; steering column shaft couplings; cooler and cooler lines; power cylinder; pitman arm; idler arm; tie rod and ends; link and control valve.

Cooling: Radiator; engine cooling fan motor; fan and fan clutch.

Air Conditioning (OEM INSTALLED ONLY): Compressor; compressor clutch and pulley; condenser; evaporator; accumulator; coil; expansion valve; blower motor; serpentine belt tensioner; power module; idler pulley and bearing; ducts and outlet hoses; orifice tube; high/low cutoff switches; pressure cycling switch; receiver/dryer. If the covered costs to repair an R-12 system exceed the cost to convert to an R-134a system, the system will be converted to use R-134a refrigerant. Refrigerant is also covered if required in connection with a **Covered Breakdown**. We will pay up to fifteen dollars (\$15) per pound for refrigerant.

Fuel System: Fuel pump; fuel tank; fuel sending unit; diesel injection pump; fuel injectors; metal fuel lines; fuel pressure regulator; fuel gauge; air control valve; engine control module (ECM); fuel injection sensors.

Brakes: Master cylinder; power brake cylinder; vacuum assist booster; vacuum brake booster pump; compensating valve; disc brake calipers; wheel cylinders; hydraulic lines; hydraulic line fittings; backing plates; springs; clips and retainers; self-adjusters; linkage and cables; rear actuators; and the following anti-lock braking system (ABS) components: master cylinder; electronic wheel sensors; pump and pressure control module; electronic control module.

Electrical: Starter motor; alternator; voltage regulator; main battery; ignition module; ignition coil; distributor; starter solenoid; front and rear wiper motors; wiper module; washer pump and switch; power window motors; power seat motors, power door lock actuator; power antenna motor; power mirror motor; power trunk motor; rear spoiler motor; steering column motor; stepper motor; delays and pumps; cruise control transducer; pole pieces; condenser fan motor; DK motor; headlight motor; idle air control motor; idle speed control motor; aspirator fan motor; phase control motor.

High Tech: Level control compressor; sensors and limiter valve; pneumatic suspension pump; sensors and valves; ignition module; spark control detonation sensors and controller; moisture control unit and sensors; anti-detonation sensors; combination entry system; cam sensor; crank angle sensor; fuel injector control unit (including sensors and O2 sensors); all additional electrical motors, electrical controllers, and switches not enumerated under Electrical coverage above. Only original OEM equipment qualifies for coverage.

Manufacturer-Installed GPS: Navigation display unit; navigation control module; navigation system wiring harness. Antennae, cables, and wiring are excluded from Coverage.

Seals & Gaskets: Seals and gaskets are covered. A seal or gasket must show an active leak or drip for Coverage to apply; minor seepage is considered normal and will not be considered a **Breakdown**.

Wear and Tear: If **Your Vehicle** has fewer than 125,000 odometer miles, **WEAR and TEAR** is covered, subject to the terms and conditions herein.

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C. Powertrain Plus Coverage

If **Your Vehicle** has between 125,001 miles and 200,000 miles at the time a **Breakdown** occurs, it qualifies for Powertrain Plus Coverage, which provides coverage for only those items in this section, subject to the terms and conditions of this **Contract**, and in accordance with the coverage and surcharges indicated on the first page of this **Contract**. For convenience, **Covered Components** are categorized by related vehicle systems.

Engine: All internal, **Lubricated Parts** of the engine, including but not limited to pistons; piston rings; wrist pins; crankshaft and main bearings; connecting rods and rod bearings; camshaft and camshaft bearings; eccentric shaft; oil pump; push rods; rocker arms; rocker arm shafts; replaceable guides and seats; timing chain; timing gears; hydraulic lifters; intake and exhaust valves; and valve springs. Also engine torque strut; harmonic balancer; timing belt; timing cover; intake and exhaust manifolds; valve covers; flexplate or flywheel (only if not damaged by a manual clutch disc or other clutch component); oil pan; dipstick and tube; engine mounts and cushions; pulleys; water pump. The Engine Block and Cylinder Heads are covered only if damaged by the **Failure** of an internal, **Lubricated Part**.

Turbo/Supercharger: (OEM ONLY): All internal, **Lubricated Parts** of the Turbocharger/Supercharger. The Housing is covered only if damaged by the **Failure** of an internal, **Lubricated Part**.

Transmission: All internal, **Lubricated Parts** of manual or automatic transmissions, including but not limited to: gears; input and output shafts; bearings; oil pump; planetaries; pressure regulator valve; stator and stator shaft; sprags; separator plate; governor assembly; overdrive carrier; reaction carrier; center support; valve body; torque converter; parking lock actuator; dipstick and tube; vacuum modulator; internal linkage; transmission control unit. Covers, Pans and Cases are covered only if damaged by the **Failure** of an internal, **Lubricated Part**.

Drive Axle: Drive shaft; axle shaft(s); axle bearings; universal joints; constant velocity joints; ring and pinion gears; pinion bearings; supports; retainers; carrier assembly; side carrier bearings; thrust washers. The Drive Axle housing is covered only if damaged by the **Failure** of an internal, **Lubricated Part**.

4WD/AWD: Front drive shaft; axles; locking hubs; locking rings; differential; universal joints; constant velocity joints; main shaft; drive chain; gears; bearings; thrust washer and shims. Transfer Case housing is covered only if damaged by the **Failure** of an internal, **Lubricated Part**.

Basic Air Conditioning: All internal, **Lubricated Parts** contained within the compressor; condenser; evaporator; orifice tube. Seals and Gaskets along with R134a are only covered when required in connection with the replacement of a **Covered Component**.

Basic Cooling: Water pump.

Basic Electrical: Alternator and starter.

Hybrid: Hybrid transaxle, electronic transmission, inverter, generator(s), and electronic display monitor.

D. Engine

If **Your Vehicle** has over 200,000 miles, the following engine components will be covered, subject to the terms and conditions herein:

All internal **Lubricated Parts** of the engine, including but not limited to pistons; piston rings; wrist pins; crankshaft and main bearings; connecting rods and rod bearings; camshaft and camshaft bearings; eccentric shaft; oil pump; push rods; rocker arms; rocker arm shafts; replaceable guides and seats; timing chain; timing gears; hydraulic lifters; intake and exhaust valves; and valve springs; engine torque strut; harmonic balancer; timing belt; timing cover; intake and exhaust manifolds; valve covers; flexplate or flywheel (only if not damaged by a manual clutch disc or other clutch component); oil pan; dipstick and tube; engine mounts and cushions; pulleys; water pump. The Engine Block and Cylinder Heads are covered only if damaged by the **Failure** of an internal **Lubricated Part**.

6. ADDITIONAL BENEFITS

Additional Benefits are included with all plans. There will be no deductible for Additional Benefits.

Rental Reimbursement: In the event of a **Breakdown** covered by this **Contract**, **We** will pay or reimburse **You** for receipted expenses to rent a replacement vehicle (from a licensed rental agency) while **Your Vehicle** is at a **Licensed Repair Facility**. Coverage will be provided to **You** up to a maximum of forty dollars (\$40) for every eight (8) hours or portion thereof of approved labor time to complete the **Covered Repair** with a five (5) day maximum, not to exceed two hundred dollars (\$200). **You** must submit receipts to the **Administrator** for reimbursement. This Coverage does not apply to service or parts delays or other time delays beyond **Our** control or that of the **Licensed Repair Facility**.

Trip Interruption (Available Only Where Allowed By Law): If **You** experience a **Breakdown** that occurs more than one hundred (100) miles from **Your** home resulting in a **Licensed Repair Facility** keeping **Your Vehicle** overnight, **We** will reimburse **You** for receipted motel and meal expenses not to exceed seventy-five dollars (\$75) per day for up to three (3) days and a maximum benefit per occurrence of two hundred twenty-five dollars (\$225).

7. SURCHARGES

Business Use Vehicle: A surcharge is required if **Your Vehicle** is used for primarily for profit. See "Business Use" in the "DEFINITIONS" section. If the **Vehicle** is used for **Business Purposes**, selection and purchase of the surcharge is required in order to make the **Vehicle** eligible for any coverage, provides basic eligibility only, and does not add any additional coverage to this **Contract**.

8. WHAT IS NOT COVERED

ANY PART NOT SPECIFICALLY LISTED UNDER "WHAT IS COVERED" IS NOT COVERED. IN ADDITION, THIS SERVICE CONTRACT DOES NOT COVER:

- A. Any repair that has not received prior authorization from the Administrator. This exclusion does not apply to Emergency Repairs.
- B. The repair or replacement of any motor vehicle component that was not operating properly in accordance with manufacturer's specifications at the time this Service Contract was sold (i.e. pre-existing conditions).
- C. Any vehicle with a branded title (e.g. salvage, junk, rebuilt, total loss, flood, fire, or gray market).
- D. Any vehicle that has been repurchased by or had its price renegotiated with the manufacturer. Any vehicle that has had the manufacturer's warranty revoked, voided, or cancelled; or any vehicle that never came with a manufacturer's warranty.
- E. The repair or replacement of any Covered Component that has not Failed, as defined in this Service Contract.
- F. The repair, retrofit, or replacement of any component required for compliance by any local, state, or federal law or legislation.
- G. The repair or replacement of engine valves, valve guides, valve seals, and/or piston rings, if the purpose of such repair(s) is simply to raise the compression of the engine, increase performance, or to reach acceptable oil consumption.
- H. Damage due to the alteration, modification, or use of **Your Vehicle** in a manner not recommended by the manufacturer, including the use of "non-stock" or modified parts, suspension components modified by a lift/lower kit, or oversized/undersized tires. All "non-stock" or modified components are not covered.

AUTHORIZATION MUST BE OBTAINED FROM THE ADMINISTRATOR BEFORE STARTING ANY TEARDOWN OR REPAIRS.

PLEASE CALL 1-855-500-MATRIX FOR AUTHORIZATION AND INSTRUCTIONS.

- I. Any Mechanical Breakdown covered by an insurance entity, the manufacturer's warranty or recall; or any component with a warranty or "repairer's guarantee" through a repair facility. Additionally, if an insurance entity, the manufacturer, or repair facility notifies You that they will monetarily participate in a repair that has been authorized and paid by Us, then We will exercise Our right to recover the respective amount.
 - J. Any vehicle with an odometer that has been tampered with, altered, disconnected, or not maintained. You may be required to provide an odometer statement at the time of sale of this Service Contract. Misrepresentation of the odometer reading either before or during the term of this Contract may render this Contract voidable.
 - K. Any Mechanical Breakdown or Failure caused by (i) Wear and Tear if the Vehicle is over 125,000 miles; (ii) Your Failure to provide proper maintenance to the Failed part or parts; (iii) overheating, regardless of the cause of overheating; (iv) incorrect, contaminated, or inadequate amounts of coolant, lubricants, or fluids; (v) accidental loss or damage, impact, collision or upset, falling missiles or objects, rust, corrosion, fire, theft, larceny, explosion, lightning, earthquake, wind storm, hail, water, flood, freezing, malicious mischief, vandalism, riot, or civil commotion; or (vi) driver negligence or misuse, including the operation of an impaired vehicle.
 - L. Cosmetic damage or cosmetic related repairs (e.g. scratches, nicks, dents, or tears).
 - M. Body components or repairs related to the body of the Vehicle (e.g. bumpers, lenses, glass, paint, convertible or vinyl tops, sheet metal, outside ornamentation, frame or structural body parts, air or water leaks, wind noise, weather strips, squeaks or rattles, trim, upholstery, carpet, or mats).
 - N. Electronic components that were not originally installed by the manufacturer (i.e. non-OEM components) including the following: audio/video equipment and accessories, navigational systems, security systems, and electronic transmitting/receiving devices.
 - O. The following, unless required in conjunction with a Covered Repair: upgrades, adjustments, alignments, oil, fluids, greases, lubricants or refrigerant.
 - P. Maintenance services and parts described in the manufacturer's maintenance schedule for Your Vehicle. Note: during the term of this Contract, it may become necessary to (i) replace spark/glow plugs and wires, emission control valves, timing belts, drive belts, distributor caps and rotors, and filters; (ii) adjust belts, ignition, transmission bands, or clutch system; (iii) clean fuel and cooling systems, or remove sludge or carbon deposits; and (iv) maintain or replace items not specifically covered under this Contract. These aforementioned services and replacements are Your responsibility. Costs for these services and parts are not covered by this Contract.
 - Q. Any expenses associated with shop supplies, charges (i.e. miscellaneous items not directly associated with a Covered Repair), hazardous waste charges, diagnosis time (where a Covered Mechanical Breakdown has not occurred), freight charges, or storage charges.
 - R. The repair or replacement of the following: (i) batteries and battery cables; (ii) exhaust system components and catalytic converters; (iii) tires, wheels/rims, and shock absorbers; (iv) fasteners, nuts, bolts, clips, screws; (v) fuses and bulbs; (vi) safety restraint systems (including air bags); (vii) brake linings, rotors, and drums; (viii) sealed beams and LED or HID headlamp assemblies; (ix) wiper blades, hoses, molded rubber, and rubber-like items; (x) clutch disc and linings, clutch pressure plate, clutch throw-out bearings, pilot bearings; (xi) bent shift forks, stretched timing chains; and (xii) cellular phones.
 - S. Any losses resulting from delays, labor strikes, loss of time, inconvenience, or other causes beyond the control of the Administrator.
 - T. The repair or replacement of any Covered Component that has been damaged by a non-covered component or an improper repair.
 - U. The repair or replacement of any non-covered component damaged as a result of the failure of a Covered Component.
 - V. Vehicles registered or needing repairs or replacements outside of the contiguous United States, Alaska, or Hawaii.
 - W. Any component or part of a component that enables a vehicle to be propelled by any source of power other than gasoline, diesel fuel, or e85 ethanol. In addition, components belonging solely to any of the following: electric vehicles, extended-range electric vehicles, or hydrogen-powered vehicles. The hybrid battery is not covered in any instance.
 - X. Vehicles used for commercial towing, dump or refuse collection, hauling or towing loads weighing in excess of vehicle manufacturer's specifications, taxi, livery, shuttle, rental, construction, racing or competitive driving, emergency services, or Vehicles equipped with a snow plow.
 - Y. Business Use Vehicles, unless the Business Use surcharge is selected and paid at the time this Contract is sold.
 - Z. Vehicles operated by more than one person or vehicles using multiple drivers over a period of time due to shift work.
9. WHAT TO DO IF YOUR VEHICLE SUSTAINS A MECHANICAL BREAKDOWN
- A. Take immediate action to prevent further damage to Your Vehicle. Any damage resulting from continued operation of an impaired Vehicle will constitute failure to protect Your Vehicle and will not be covered under this Service Contract.
 - B. Deliver Your Vehicle to the Licensed Repair Facility of Your choice. Ensure that any Licensed Repair Facility You choose is willing to perform repairs according to the terms and conditions of this Service Contract. If necessary, We reserve the right to relocate Your Vehicle to a Licensed Repair Facility of Our choice.
 - C. Present this Contract to the Licensed Repair Facility. The Administrator may also require You to provide the Licensed Repair Facility with proof of all relevant maintenance as expressed in "MAINTENANCE AND RECORDS".
 - D. It is Your responsibility to make certain that the Licensed Repair Facility contacts the Claims Department for instructions prior to any repairs. The Claims Department can be reached at 1-855-500-MATRIX (6287).
 - E. If Emergency Repairs are required, deliver Your Vehicle to a Licensed Repair Facility and have the necessary repairs performed at a reasonable and customary charge. On the next business day, report the repairs to the Administrator at 1-855-500-MATRIX (6287). The Administrator will determine the reimbursement eligibility in accordance with the terms and conditions of this Service Contract.
 - F. In all instances, if Your repair is a Covered Repair, then You are required to pay the Licensed Repair Facility the deductible amount reflected on the first page of this Contract. In addition, You are also required to pay for anything not authorized by the Administrator.
 - G. In the event the Administrator determines the repair in question is not a Covered Repair, then You are responsible for any cost incurred.
10. WHAT THE ADMINISTRATOR WILL DO WHEN A CLAIM IS REPORTED
- Subject to the terms and conditions of this Contract, the Administrator will determine the extent of coverage, verify the Mechanical Breakdown with the Licensed Repair Facility, verify coverage, determine the Cost of the repair, and authorize the claim for any Covered Repairs. The claim is not approved unless authorization numbers are given to the Licensed Repair Facility.
- NOTE: (1) At the sole discretion of the Administrator, a Covered Part may be replaced with new parts, remanufactured parts, or with used parts of like kind and quality.
(2) We reserve the right to inspect Your Vehicle to verify a Failure(s). In addition, if a dispute arises between the Licensed Repair Facility and Us, We reserve the right to relocate Your Vehicle to a Licensed Repair Facility of Our choice. In the event the Administrator determines that a repair in question is not a Covered Repair, then You are responsible for any cost incurred.

**AUTHORIZATION MUST BE OBTAINED FROM THE ADMINISTRATOR BEFORE STARTING ANY TEARDOWN OR REPAIRS.
PLEASE CALL 1-855-500-MATRIX FOR AUTHORIZATION AND INSTRUCTIONS.**

11. CANCELLATION OF THIS CONTRACT

CANCELLATION BY THE ADMINISTRATOR

The **Administrator** may cancel this **Contract** for material misrepresentation or substantial breaches of contractual duties, conditions, or warranties, or if **You** fail to make **Your Monthly Payment**.

CANCELLATION BY THE CONTRACT HOLDER

You may cancel this **Service Contract** at any time by notifying the **Selling Company** or **Administrator** in writing. This notification must include this **Service Contract**. A notarized statement indicating the actual mileage (odometer reading) of **Your Vehicle** on the date of the cancellation request may also be required.

CANCELLATION PROVISIONS

If this **Contract** is cancelled within the first thirty (30) days after the **Contract Sale Date** and no claims have been filed, then **You** will receive a full refund of the **Contract Activation Fee**. If this **Contract** is cancelled after thirty (30) days past the **Contract Sale Date**, **You** will receive a pro rata refund of the amount **You** have paid for the current **Monthly Term** less any claims that have been authorized and/or paid during that term. Pro rata refunds are determined by multiplying the amount **You** paid for the current **Monthly Term** by the result of the following: the number of covered days remaining during the **Monthly Term** divided by the original number of days in the **Monthly Term**. In addition, a cancellation fee of either \$50 or the refund amount due, whichever is less, will apply to all cancellations made by the **Contract Holder** after thirty (30) days past the **Contract Sale Date**.

12. HOW THIS CONTRACT MAY BE TRANSFERRED

This **Contract** is non-transferable.



AUTHORIZATION MUST BE OBTAINED FROM THE ADMINISTRATOR BEFORE STARTING ANY TEARDOWN OR REPAIRS.
PLEASE CALL 1-855-500-MATRIX FOR AUTHORIZATION AND INSTRUCTIONS.