



## Auto Butler Paint Warranty Claims Procedure

General: All calls and actions taken are to be logged on the 1<sup>st</sup> Contact Claim Worksheet throughout the course of working the claim and emailed to [autobutler@broadwayequipment.com](mailto:autobutler@broadwayequipment.com) , any dealer/consumer correspondence to Auto Butler shall be logged and sent to the rep.

1. Determine if the event is covered by Auto Butler Warranty
  - a. Acid Rain, Tree Sap, Bird Droppings and Loss of Gloss are Covered Events
  - b. Love Bugs are only covered in Florida when purchased and maintained in Florida
  - c. Paint Delaminating (Peeling), Hard Water Spotting, Rust, Chipped Paint, Damage from Accident, Vandalism, Intentional Act, Chemically Treated Water, Man-Made Chemicals, Natural Disasters, or Acts of God are Not Covered Events.

**If the Claim is a Covered Event – Proceed to Step 2**  
**If the Claim is Not Covered, Deny the Claim or Proceed to Step 6.**

2. Verify Reapplication History
  - a. If claim originated from the dealership, ask them for the history during the call. This may easily determine if the claim needs to be dealt with further.
  - b. For Customer calls, inform the customer that the reapplication history must be complete and timely to proceed with claims coverage and request a reasonable amount of time to garner the reapplication history from their dealership.
    - i. If this is the case, gather the reapplication history from the dealer and proceed accordingly.

**If the revalidation history appears complete and timely – Proceed to Step 3**  
**If the History is Not Timely or Complete, Deny the Claim or Proceed to Step 6.**

3. If the Reapplication History meets criteria, submit a First Contact Claims Worksheet.
  - a. Enter in as much information you have available at this time and email the sheet to [autobutler@broadwayequipment.com](mailto:autobutler@broadwayequipment.com)
    - i. Auto Butler will validate the warranty and input the card sent dates onto your worksheet along with the warranty type and issue date.
    - ii. Observations and recommendations will be made based from your notes
    - iii. Once completed the updated worksheet will be emailed back to you.



- b. If circumstances are such that immediate verification is required, call Auto Butler for an over-the-phone verification
  - i. Submit your First Contact Claims Worksheet as soon as possible afterwards, noting the over the phone verification in the “Notes” section.

**If the claim is still valid at this point, proceed to Step 4**

**If there is No Warranty Registered, But There is Reapplication History, Call Auto Butler.**

**If the History is Not Timely or Complete, Deny the Claim or Proceed to Step 6.**

1. Determine the cost of repairs
  - a. \$200 or Less – You are approved to Proceed with Repairs
  - b. \$201 -\$1000 – Submit Estimate along with clear digital photos of the affected area(s) to Auto Butler for Approval
  - c. \$1001 and over – Submit 2 Estimates along with clear digital photos of the affected area(s) to Auto Butler for Approval

**If the cost of repairs has been approved by Auto Butler, proceed to Step 5**

**If the cost of repairs were not approved by Auto Butler, proceed to Step 6**

2. Submit for Request for Payment of Claim form
  - a. You need to email the following before your request can be submitted for payment, or send them in with the Request form:
    - i. First Contact Claims Worksheet, complete with notes showing the date repairs were completed
    - ii. Copies of RO’s proving the Revalidation History
    - iii. Digital Photographs where required.
    - iv. Estimates, if for any reason they aren’t already on file at Auto Butler
    - v. Invoice for the completed repairs.

**\*\*DO NOT PAY A CLAIM OUT OF POCKET, YOU WILL NOT BE REIMBURSED\*\***

- b. Provided all paperwork is in order, the claim will be paid within 30 days of receipt of your request
- c. If payment is required sooner than 30 days, contact Auto Butler to expedite payment.

**\*\*ALL CLAIMS MUST BE PAID BY AUTO BUTLER CREDIT CARD ONLY\*\***



### 3. Goodwill Repairs

- a. Any Rep of Any Auto Butler Account has 100% discretion to go above and beyond the guidelines of the Auto Butler Warranty parameters to address any issue that may fall under the umbrella of the term “Warranty Claim”, regardless of whether or not it is a covered event or if the facts demand denial of the claim to a registered program participant.
  - i. Rep must be willing to assume 100% of the cost to address the issue
  - ii. Rep may petition Auto Butler for Goodwill Repair Participation in writing, citing the reason(s) that Auto Butler should be inclined to make any contribution to resolve the issue.
    1. Any participation by Auto Butler for Goodwill Repair MUST be approved prior to the work being performed
  - iii. Even if rep assumes 100% of the costs, Step 5 still applies for payment process.
    1. When Rep commits to 100% of the costs, their payment requests will be immediately submitted for payment as no review is required.