



Signature A La Carte - Claim Procedures

CLAIMS TOLL FREE- 877-222-4162

Office Hours :9:00 am-5:00 pm. Monday through Friday

All claims require Prior Authorization

<p>Tire</p>	<p>For unrepairable tire damage that requires replacement, follow the procedures on the Service Agreement and also include the following for authorization consideration:</p> <ol style="list-style-type: none"> 1. Computer generated estimate must contain the following: <ol style="list-style-type: none"> a. Vehicle information, including Year, Make, Model b. Customer's name, address and phone number c. The current vehicle's mileage d. The position of the tire on the vehicle at time of damage i.e., left front, right rear... e. Tire brand, size, load and speed rating f. Tire cost (MSRP) g. Customer's signature showing customer authorized the work <p>***Tire repairs don't require pictures but require the RO to have all the information above</p> <ol style="list-style-type: none"> 2. For tire replacement, please include the following (legible) pictures to assess damage: <ol style="list-style-type: none"> a. Tire showing damage/failure b. Tread depth gauge visible in affected tire c. Close up shot of DOT number of affected tire d. Long shot of tire on the vehicle to show tire position, i.e., left front, right rear... <p style="text-align: center;">*Note: Contact our office one of 3 ways Call 877-222-4162 or Fax 813-582-4008</p> <p style="text-align: center;">Or send all the above information to casclaims@classictrak.com. We will review the claim for coverage.</p>
<p>Wheel</p>	<p>For wheel damage due to Road Hazard, follow the procedures on the Service Agreement and also include the following for authorization consideration:</p> <ol style="list-style-type: none"> 1. Take the following pictures to assess wheel damage: <ol style="list-style-type: none"> a. Long shot of wheel on the vehicle showing position, i.e., left front, right rear... b. Close up of wheel showing damage 2. Computer generated estimate must contain the following: <ol style="list-style-type: none"> a. The vehicle information, including Year, Make, Model b. The customer's name, address and phone number c. The current vehicle's mileage d. The position of the wheel on the vehicle i.e., left front, right rear... e. Wheel brand, size and cost (MSRP & Refurbished or Aftermarket) f. Describe the cause of failure g. Customer's signature showing customer authorized the work h. Reason wheel is not repairable from repair specialist <p style="text-align: center;">*Note: Contact our office one of 3 ways Call 877-222-4162 or Fax 813-582-4008</p> <p style="text-align: center;">Or send all the above information to casclaims@classictrak.com. We will review the claim for coverage.</p>
<p>Curb & Cosmetic Wheel Repair</p>	<p>For curb and cosmetic wheel damage, follow the procedures on the Service Agreement and also include the following for authorization consideration:</p> <ol style="list-style-type: none"> 1. Take the following pictures to assess wheel damage: <ol style="list-style-type: none"> a. Picture of wheel on the vehicle showing position, i.e., left front, right rear... b. Close up of wheel showing damage 2. Computer generated estimate must contain the following: <ol style="list-style-type: none"> a. The vehicle information, including Year, Make, Model b. The customer's name, address and phone number c. The current vehicle's mileage d. The position of the wheel on the vehicle i.e., left front, right rear... e. Wheel brand, size and cost (Repair only) f. Customer's signature showing customer authorized the work <p style="text-align: center;">*Note: Contact our office one of 3 ways Call 877-222-4162 or Fax-813-582-4008</p> <p style="text-align: center;">Or send all the above information to casclaims@classictrak.com. We will review the claim for coverage.</p>

<p>Key or Remote</p>	<p>If the customer experiences a lost, stolen or damaged key, follow the claim procedures on the service agreement and also include the following for reimbursement consideration:</p> <ol style="list-style-type: none"> 1. Computer generated invoice must contain the following: <ol style="list-style-type: none"> a. The vehicle information, including Year, Make, Model b. The customer's name, address and phone number c. The current vehicle's mileage d. A description of what happened to the key/remote (lost or damaged) e. Cost of key and reprogramming f. Customer's signature showing customer authorized the work <p>IMPORTANT NOTE: for the safety and security of the Agreement Holder, all keys and/or remotes that are reported lost, stolen or destroyed must be de-programmed by the dealer prior to replacement.</p> <p style="text-align: center;">*Note: Contact our office one of 3 ways Call 877-222-4162 or Fax-813-582-4008</p> <p>Or send all the above information to casclaims@classictrak.com. We will review the claim for coverage.</p>
<p>Windshield Protection</p>	<p>If the customer experiences a chip or crack in the Windshield, follow the claim procedures on the service agreement and also include the following for reimbursement consideration:</p> <ol style="list-style-type: none"> 1. Computer generated invoice must contain the following: <ol style="list-style-type: none"> a. The vehicle information, including Year, Make, Model b. The customer's name, address and phone number c. The current vehicle's mileage d. The description of failure from customer e. Customer's signature showing customer authorized the work <p style="text-align: center;">*Note: Contact our office one of 3 ways Call 877-222-4162 or Fax-813-582-4008</p> <p>Or send all the above information to casclaims@classictrak.com. We will review the claim for coverage</p>
<p>Paintless Dent Repair</p>	<p>If the customer experiences repairable dings/dents less than 2 inches in size, follow the claim procedures on the service agreement and also include the following:</p> <ol style="list-style-type: none"> 1. Take the following pictures: <ol style="list-style-type: none"> a. Picture of the vehicle showing all positions/panels, i.e., left front, right rear, hood? b. Close up of ding/dent to visualize the size of damage 2. Computer generated invoice must contain the following: <ol style="list-style-type: none"> a. The vehicle information, including Year, Make, Model b. The customer's name, address and phone number c. The current vehicle's mileage d. If more than one on a panel describe how many on each panel e. Cost of initial dent and reduced cost for each additional dent/ding <p style="text-align: center;">*Note: Contact our office one of 3 ways Call 877-222-4162 or Fax-813-582-4008</p> <p>Or send all the above information to casclaims@classictrak.com. We will review the claim for coverage</p>