

Contract Number:

Purchase Date:



XTREMEPROTECT
CERAMIC COAT SYSTEM

APPLICATION BUNDLE

MAIN OFFICE (866) 660-7003

Owner Information:

LAST NAME	FIRST NAME	PHONE	EMAIL
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ADDRESS	CITY	STATE	ZIP CODE
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Co-Owner Information:

NAME	PHONE	EMAIL
<input type="text"/>	<input type="text"/>	<input type="text"/>
ADDRESS	CITY	STATE ZIP CODE
<input type="text"/>	<input type="text"/>	<input type="text"/>

Selling Dealership Information:

DEALER ID#	DEALERSHIP NAME	PHONE
<input type="text"/>	<input type="text"/>	<input type="text"/>
ADDRESS	CITY	STATE ZIP CODE
<input type="text"/>	<input type="text"/>	<input type="text"/>

Vehicle Information:

VIN#	YEAR	MAKE	MODEL
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
PRESENT MILEAGE	VEHICLE PURCHASE PRICE		
<input type="text"/>	<input type="text"/>		

Coverage Information:

5 YEARS

Product Information:

- | | |
|--|--|
| <input type="checkbox"/> EXTERIOR PROTECTION | <input type="checkbox"/> HEADLIGHT LENS PROTECTION |
| <input type="checkbox"/> INTERIOR PROTECTION | <input type="checkbox"/> WINDSHIELD PROTECTION |
| <input type="checkbox"/> PROTECTION WHEN DENTS OCCUR | <input type="checkbox"/> ALLOY WHEEL PROTECTION |
| <input type="checkbox"/> ROADSIDE WITH KEY REPLACEMENT | PRODUCT PRICE <input type="text"/> |

To File A Claim:



I have read, understand, and agree to the terms and conditions within the body of this contract.

OWNER SIGNATURE: _____

DATE: _____

I, the Vehicle Owner, hereby declare the above information is correct. I understand the purchase of this product does not require financing for the Covered Vehicle. I ACKNOWLEDGE THE TERMS AND CONDITIONS LISTED ON THIS LIMITED WARRANTY, ONLY APPLY TO THE PRODUCT(S) SELECTED ABOVE AND THE SELLING DEALER OF THE ASCENT PRODUCT(S) HAS PROVIDED ME WITH A COMPLETE COPY OF THIS LIMITED WARRANTY.

Interior & Exterior Protection LIMITED WARRANTY TERMS & CONDITIONS

THIS IS A LIMITED WARRANTY AND NOT INSURANCE. THE SELLING DEALER MUST APPLY THE PURCHASED PRODUCT, AS SELECTED, TO THE COVERED VEHICLE, TO RECEIVE THE BENEFIT OF THE LIMITED WARRANTY. ANY IMPLIED WARRANTY, SUCH AS THE WARRANTY OF MARKETABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED IN DURATION TO THE TERM OF THIS LIMITED WARRANTY. WE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS OF HOW LONG AN IMPLIED LIMITED WARRANTY WILL LAST OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. NO EXPRESS RIGHTS ARE GIVEN UNDER THIS LIMITED WARRANTY EXCEPT FOR THOSE SPECIFICALLY DESCRIBED HEREIN. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

DEFINITIONS

WARRANTOR, WE, US, and OUR mean Ascent Administration, 360 South Smith Road, Tempe, Arizona 85281, (866) 660-7003, the **Warrantor** for this Limited Warranty.

YOU and YOUR mean the **Covered Vehicle** Owner identified on the Application Page and purchaser of the **Warrantor** protection products as indicated on the Application Page.

COVERED VEHICLE means the Vehicle identified on the Application Page to which the protection products have been applied as indicated on the Application Page. New vehicles shall be defined herein as current year or less than two (2) calendar years from its date of manufacture. Used vehicles shall be defined herein as more than two (2) calendar years from its date of manufacture. The definitions herein of new and used vehicles shall be for warranty coverage periods only, not for determining **Covered Vehicle** value.

TERM OF THIS LIMITED WARRANTY

This Limited Warranty begins on the Product Purchase Date identified on the Application Page and expires upon the passing of the Limited Warranty term indicated on the Application Page.

WHAT THIS LIMITED WARRANTY COVERS

Each of the following sections describes the types of damage that each protection product is designed to help prevent and what **We** will do in the event the product fails to perform as specified. Each section only applies if its purchase is indicated on the Application Page. **We** reserve the right to determine the type of repair necessary and the appropriate repair procedure to be used. Such service will be performed with reasonable promptness and quality. Ascent Administration has no obligation toward reimbursement of transportation or inconvenience costs during time of repair. **There is no deductible for service under this Limited Warranty.**

Exterior: Ascent Administration hereby guarantees the applied exterior product will help prevent damage to the treated exterior surfaces caused by weather-induced fading, UV exposure, oxidation, hard water etching, bird droppings, tree sap, road salt, road de-icing agents, acid rain, insect damage (including but not limited to love bugs), accidental spray paint overspray or industrial fallout. Should the treated exterior surface become damaged from such environmental hazards, **Warrantor** will repair such condition completely free of charge, subject to the "WHAT THIS LIMITED WARRANTY DOES NOT COVER" section in this Limited Warranty. **Warrantor** reserves the right to repair any such damage through professional detailing or mobile repair service prior to repainting any surface.

Interior Protect Leather or Fabric: Ascent Administration hereby guarantees the applied Interior Protect product will help prevent damage to the treated interior cabin surfaces caused by permanent stains, UV exposure and temperature extremes; and will help prevent damage to the treated interior seating surfaces caused by rips, punctures and burns. Should the treated interior cabin surfaces become damaged by stains, UV exposure or temperature extremes, Ascent Administration will repair such condition completely free of charge, subject to the "WHAT THIS LIMITED WARRANTY DOES NOT COVER" section in this Limited Warranty. Should the treated interior seating surface become damaged by a rip, puncture or burn, **Warrantor** will repair and/or replace the damaged area completely free of charge, subject to the "WHAT THIS LIMITED WARRANTY DOES NOT COVER" section in this Limited Warranty. **Warrantor** reserves the right to attempt repair of any covered damage using professional reconditioning prior to the replacement with either an upholstery insert or replacement seating component.

Alloy Wheel Protection: Ascent Administration hereby guarantees the applied exterior product will help protect the face of the treated alloy wheel from corrosion or surface abrasion. Should the treated exterior face of an alloy wheel become cosmetically damaged, **Warrantor** will repair or recondition the cosmetic damage completely free of charge, to the fullest extent possible, subject to the "WHAT THIS LIMITED WARRANTY DOES NOT COVER" section in this Limited Warranty. Cosmetic damage is defined as scuffs, scratches or superficial damage to the surface of the wheel. **Coverage will not be provided if the wheel has been bent.**

Paint Protection When Dents Occur: Ascent Administration hereby guarantees the application of two coats of exterior product will help prevent damage to paint on exterior sheet metal surfaces when dents occur. Dealer must apply two coats of the exterior product to the exterior painted sheet metal surfaces of the **Covered Vehicle**.

Windshield Glass Modifier: Ascent Administration hereby guarantees the applied product will help prevent damage to the windshield caused by a propelled object. Should the treated exterior surface of the windshield become chipped or cracked, **Warrantor** will repair the chip or crack completely free of charge, to the fullest extent possible, subject to the Limitations/Exclusions section in this Limited Warranty. If it is determined by the licensed repair technician that the damaged windshield must be replaced because such repairs will not allow it to function safely, **Warrantor** will reimburse **You** up to five hundred dollars (\$500.00) for the replacement of the windshield. Proof of a completed comprehensive insurance claim or receipt of the windshield replacement is required for reimbursement. The maximum reimbursement equals **Your** comprehensive insurance deductible (for a windshield replacement claim) on the **Covered Vehicle**, up to five hundred dollars (\$500.00).

Headlight Lens Protection: Ascent Administration hereby guarantees the applied headlight product will help prevent damage to the headlights caused by UV exposure and other environmental hazards. Should the treated exterior surface of the headlight lens become damaged by UV exposure and other environmental hazards resulting in fading and or yellowing, **Warrantor** will repair the affected area

free or charge subject to the limitations/exclusions section of this Limited Warranty.

24-HOUR ROADSIDE ASSISTANCE & TOWING:

Warrantor has contracted with Quest Towing Services, LLC ("Quest Towing Services" or "QTS") who covers **You** for up to three (3) emergency road or towing service events per year. If additional emergency road or towing services are requested, Quest Towing Services will dispatch service; however, **You** will be fully responsible for all charges incurred, and **You** will be required to pay the service provider directly at the time of service. **You** must be present at time of service. Service provided in the United States and Canada. To make a Roadside Assistance Claim, please call 877-626-0880. All towing and roadside services are provided by Quest Towing Services, LLC, 106 West Tolles Drive, St. Johns, MI 48879. In Nevada, Quest's business address is 3773 Howard Hughes Pkwy, Ste 500s, Las Vegas, NV 89169. For Alabama, Maryland and Utah customers, services are provided by Quest Towing, Inc. In Wyoming, Quest's business address is 1621 Central Ave., Cheyenne, WY 82001. In Maryland, Quest's business address is 1519 York Rd., Lutherville, MD 21093. In Oklahoma, Quest's business address is 324 N. Robinson Ave, Suite 100, Oklahoma City, OK 73102. For California customers, services are administered by Quest Motor Club of California, 755 West A Street, Suite 150, San Diego, CA 92101. Services can vary to comply with individual state laws and some restrictions may apply.

- Emergency Fluid Delivery:** QTS will come to the **Covered Vehicle's** location to deliver normal types of emergency fluids needed to get the **Vehicle** to the nearest service facility, i.e., fuel, oil, water, etc. The cost of fuel, oil, etc., will be **Your** responsibility.
- Flat Tire Assistance:** QTS will come to the **Covered Vehicle's** location and replace flat tire with **Your** inflated spare. Repair or replacement cost of tire is **Your** responsibility. The benefit's limit is up to fifty dollars (\$50.00) per occurrence.
- Dead Battery Jump-Starts:** QTS will come to the **Covered Vehicle's** location to jump-start a dead battery. This service will not be provided to hybrid vehicles. The benefit's limit is up to fifty dollars (\$50.00) per occurrence.
- Lockout Service:** QTS will come to the **Covered Vehicle's** location to unlock the doors of the **Vehicle** or provide assistance if the key is lost or broken. Any key(s) replacement cost will be **Your** responsibility. The benefit's limit is up to fifty dollars (\$50.00) per occurrence.
- Towing:** QTS will administer the Terms & Conditions of this Limited Warranty to be provided and updated by both parties and provide services up to the benefits limits. Towing under Roadside Assistance does not include Primary or Secondary tow services for **Covered Vehicles** involved in collisions. For towing to the nearest qualified repair facility, the benefit's limit is up to one hundred dollars (\$100.00) per occurrence.
- Key Replacement Service:** In the event that **Your** key fob is lost, stolen or destroyed, the **Warrantor** will pay for the cost of repairing or replacing the key fob up to eight hundred dollars (\$800.00) per year for the term of this Limited Warranty. Contact the **Warrantor** at (866) 660-7003 for authorization.
- Information Hotline:** All non-emergency calls received by QTS will be answered and referred to **Warrantor**.

Roadside Exclusions: The following items are not included as part of the Roadside Assistance benefit: Coverage shall not be provided in the event of emergencies resulting from the use of intoxicants or narcotics, or the use of the **Vehicle** in the commission of a felony. Cost of parts, replacement keys, fluids, lubricants, fuel, material, additional labor relating to towing, or the cost of installation of products. Non-emergency towing or other non-emergency service. Non-emergency mounting or removing of snow tires or chains. Shoveling snow from around the Covered Vehicle, tire repair, extrication or winching, motorcycles, trucks over one-and-a-half-ton capacity, antique vehicles (meaning vehicles over 20 years old or out of manufacture for 10 years or more), taxicabs, limousines, or other commercial vehicles. Recreational Vehicles (RVs), camping trailers, travel trailers, or any vehicles in tow. Any and all taxes or fines. Damage or disablement due to collision, fire, flood or vandalism. Towing from or repair work performed at a service station, garage or repair shop. Towing by other than a licensed service provider or garage; vehicle storage charges; a second tow for the same disablement. Service on a **Vehicle** that is not in a safe condition to be towed or serviced or that may result in damage to the Covered **Vehicle** if towed or serviced. Towing or service on roads not regulatory maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law. Repeated service calls for a Covered **Vehicle** in need of routine maintenance or repair. Services received independently from QTS, without prior authorization from QTS. Only one (1) disablement for the same service type during any seven (7) day period will be accepted.

WHAT YOU MUST DO

You must maintain the **Covered Vehicle** by washing the exterior regularly and vacuuming the interior frequently. **THIS LIMITED WARRANTY DOES NOT INCLUDE GENERAL CLEANING AND MAINTENANCE OF THE COVERED VEHICLE'S PAINT, FABRIC OR LEATHER SURFACES. REGULAR CLEANING AND CARE IS NECESSARY.** Please refer to manufacturer's care and maintenance instructions.

WHAT THIS LIMITED WARRANTY DOES NOT COVER

Limits of Liability: Our liability for each claim is limited to the lesser of the cost of repair of the treated area or up to the current average wholesale value of **Your Covered Vehicle** immediately preceding the damage resulting **Your** claim, as determined by the National Automobile Dealers Association ("N.A.D.A.") Official Used Car Guide. Our liability for all claims for the entire Limited Warranty period is limited to the average wholesale value of **Your Covered Vehicle** at the time the Ascent Administration product(s) were applied to **Your Covered Vehicle**, as determined by the National Automobile Dealers Association ("N.A.D.A.") Official Used Car Guide.

Each of the following sections describes the types of damage that will not be covered under this Limited Warranty for each Ascent Administration product. Each section only applies if its purchase is indicated on the Application Page.

Carbon Ceramic Polymeric Coating Limitations/Exclusions: This Limited Warranty does not cover pre-existing damage, non-clear-coated surfaces, damage caused by road hazards, vandalism, collision or similar accident, fire, hail damage, flood or other natural casualties, rusting of metal, modifications or alterations of the factory's original painted finish after application of the Ascent Administration product to **Your** painted surfaces (e.g. repainted surfaces, aftermarket pin striping, vinyl graphics, etc.), paint chips, scratches, road striping paint; oxidation that has perforated to the primer coat or bare metal, and any damage caused by neglect or abuse.

Interior Protect Leather or Fabric Limitations/Exclusions: This Limited Warranty does not cover: (1) stains or damage caused by tar, acid or other caustic or corrosive substances; (2) interior fabric, carpet, leather or vinyl damage resulting from flood, vandalism, abnormal use, surface wear or natural creases in leather and vinyl seats, modification or alteration of leather or vinyl surfaces; (3) damage caused by rusting or poor adhesion to the surface to which the leather or vinyl has been attached; (4) surfaces which have become subject to a claim arising out of a

collision, manufacturing defects (e.g. fabric shredding, improper vinyl and/or leather adhesion, etc.); (5) headliners, steering wheels, side door storage compartments; (6) vandalism, terrorism, acts of God, neglect or abuse, and normal wear and tear. If a permanent stain is caused by dye or ink damage or if a stain occurs on the dashboard or an interior door panel, the repair is limited to reconditioning and/or re-dyeing the damaged area only; or (7) odors of any kind. This Limited Warranty does not cover rips, punctures and burns to fabric, vinyl and/or leather that occur prior to delivery, rips greater than six (6) inches in length, punctures and burns greater than a half (1/2) inch in diameter.

TRANSFER & CANCELLATION

Covered Vehicle Owner's Right to Transfer: The original **Covered Vehicle** owner will have the right to transfer this Limited Warranty to the first subsequent owner of the **Covered Vehicle**. To continue the Limited Warranty coverage, the first subsequent owner must e-mail **Us** at transfers@ascentadmin.com to request a Warranty Transfer within thirty (30) days from the date of transfer/purchase of the **Covered Vehicle**.

The Warrantor product(s) that You have purchased, as indicated on the Application Page, have been applied to Your Covered Vehicle and cannot be removed; therefore, **THIS LIMITED WARRANTY IS NON-CANCELABLE BY YOU AND THE PURCHASE PRICE OF EACH PRODUCT IS NON-REFUNDABLE.**

We may only cancel this Limited Warranty if (1) You fail to pay the purchase price for the product(s) (2) You make a material misrepresentation to Us or the Dealer in obtaining one or more products and/or this Limited Warranty, (3) You commit fraud related to this Limited Warranty, or (4) You substantially breach Your duties under this Limited Warranty. If We cancel this Limited Warranty, We shall mail to You written notice of cancellation stating the reason for and effective date of cancellation at Your last known address in Our records at least thirty (30) days prior to the effective date of the cancellation. No refund will be issued in the event of such cancellation.

HOW TO MAKE A CLAIM

Damage once incurred, may greatly worsen unless repairs are promptly made. In order to reasonably minimize any additional damage that might occur, a claim must be filed online at www.ascentadmin.com, or by calling (866) 660-7003 within sixty (60) days from the onset of damage. **Photos of the damage may be required for the processing of the claim.**

- You must call Us at (866) 660-7003 and receive a claim authorization number PRIOR to initiating any repairs. **Our claims hours are 6:30am-4:30pm PST Monday through Friday.** In order to reasonably minimize further damage which might occur, a claim must be filed with Us within sixty (60) days from the date of either the appearance of damage covered by this Limited Warranty or the time when damage could have been discovered upon reasonable observation or inspection.
- We will give You authorization to have the repair made when the claim is approved. **Any repairs made on claims prior to receiving authorization will be denied.**
- For reimbursement, after all services are completed, You must provide Us a copy of the following: (1) this Limited Warranty; (2) the invoice(s) or receipt(s) evidencing the applicable service(s); (3) the completed claim form with the claim number; and (4) any other records reasonably requested by Us. This information must be submitted to: **Ascent Administration** via the online form at www.ascentadmin.com; or email: claims@ascentadmin.com. If You are unable to use the online or email options, You must contact (866) 660-7003 for submission instructions.

INSURANCE BACKING

Obligations of the Warrantor under this Limited Warranty contract are guaranteed under a contractual liability insurance policy. If the Warrantor fails to pay or provide service on a claim within sixty (60) days after proof of loss has been filed, the warranty holder is entitled to make a claim directly against Old Republic Insurance Company, P.O. Box 35008, Tulsa, OK 74153-0008, (800) 331-3780.

STATE SPECIFIC AMENDMENTS

Connecticut residents: Under Regulations of Connecticut State Agencies 42-260-3, We are required to make reasonable efforts with You to resolve disputes regarding this Limited Warranty. If You and Us cannot reach an agreement, You may file a written complaint with the State of Connecticut Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attention: Consumer Affairs.

Florida residents: This Purchase Price charged is not subject to regulation by the Florida Office of Insurance Regulation. **Transfer fee is \$40.00.**

Georgia residents: This Limited Warranty may not be canceled by You or Us.

Hawaii residents: Unresolved complaints or questions concerning a registered warrantor may be addressed to the Department of Commerce and Consumer Affairs, 335 Merchant St, Honolulu, HI 96813, 808-587-3222.

Insurance Backing section is amended as follows: If the **Warrantor** fails to pay an authorized claim or meet any obligation within sixty (60) days after proof of loss has been filed, or if the **Warrantor** becomes insolvent or ceases to conduct business during the term of this Limited Warranty, **You** may submit **Your** claim directly to the insurer.

Indiana residents: This Limited Warranty is not insurance and is not subject to Indiana insurance law. This Limited Warranty excludes consequential damages or preexisting conditions.

Idaho residents: Coverage afforded under this Limited Warranty is not guaranteed by the Idaho Insurance Guarantee Association.

Indiana residents:

1. This Limited Warranty is not insurance and is not subject to the Indiana insurance law.
2. This Limited Warranty excludes consequential damages or preexisting conditions.

Mississippi residents: Regulated by the Mississippi Motor Vehicle Commission, 1755 Lelia Drive, Suite 200, Jackson, MS 39216, 601-987-3995.

Missouri residents: This Limited Warranty does not have a deductible.

New Jersey residents:

1. **The product being offered is a Limited Warranty and is separate and distinct from any product or service warranty which may be provided by the manufacturer, importer, or seller, and does not extend the term of any original product or service warranty that the manufacturer, importer, or seller may have provided.**
2. **THIS LIMITED WARRANTY IS A PRODUCT WARRANTY, NOT INSURANCE, AND IS UNDER THE PURVIEW OF THE DIVISION OF CONSUMER**

AFFAIRS.

3. Any questions concerning the Limited Warranty may be directed to the Division of Consumer Affairs, 124 Halsey St., Newark, NJ 07101, (973) 504-6200. www.njconsumeraffairs.gov. Any questions concerning the Limited Warranty reimbursement insurance policy may be directed to the New Jersey Department of Banking and Insurance at 20 West State Street, PO Box 325, Trenton, NJ 08625, (800)446-7467, www.state.nj.us/dobi/index.html.
4. **Insurance Backing** is amended as follows: If the **Warrantor** fails to pay an authorized claim or meet any obligation within sixty (60) days after proof of loss has been filed, or if the **Warrantor** becomes insolvent or ceases to conduct business during the term of this Limited Warranty, **You** may submit **Your** claim directly to the applicable insurer at the above address for consideration.

Ohio residents: This Limited Warranty is not subject to the insurance laws of the state, contained in Title XXXIX of the Ohio Revised Code. This Limited Warranty may not include all of the benefits or protections of an insurance policy that includes theft coverage issued by an insurer authorized to do business in Ohio.

Oklahoma residents: Coverage afforded under this Limited Warranty is not guaranteed by the Oklahoma Insurance Guaranty Association.

Oregon residents: Unresolved complaints concerning a warrantor or questions concerning the regulation of a warrantor may be addressed to the Department of Consumer and Business Services, Consumer Advocacy Unit at 350 Winter Street NE, P O Box 14480, Salem, Oregon 97309, or at 888- 877-4894.

South Carolina residents:

1. If You have any questions regarding this Limited Warranty, or a complaint against the **Warrantor**, **You** may contact the South Carolina Department of Insurance at Capital Center, 1201 Main Street, Suite 1000, South Carolina 29201, (803) 737-6180.
2. This Limited Warranty is not insurance and payments or reimbursement under this Limited Warranty may not exceed two thousand five hundred (\$2,500) dollars.

Texas residents: Vehicle Protection Products are regulated by the Texas Department of Licensing and Regulation, P. O. Box 12157, Austin, Texas 78711, 1-800-803-9202, 512-463-6599. Unresolved complaints concerning a registered **Warrantor** or questions concerning the regulation of a may be addressed to the Texas Department of Licensing and Regulation.

Utah residents:

1. This Limited Warranty is subject to the limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. Coverage afforded this Limited Warranty is not guaranteed by the Property and Casualty Guaranty Association.

2. **PURCHASE OF THE VEHICLE PROTECTION PRODUCTS IS OPTIONAL AND IS NOT REQUIRED IN ORDER TO FINANCE, LEASE, OR PURCHASE A MOTOR VEHICLE.** _____(consumer initials)

Virginia residents: If any promise made in the Limited Warranty has been denied or has not been honored within sixty (60) days after **Your** request, **You** may contact the Virginia Department of Agriculture and Consumer Services, Office of Charitable and Regulatory Programs at www.vdacs.virginia.gov/food-extended-service-contract-providers.shtml to file a complaint.

Washington residents: This Limited Warranty is a Protection Product Guarantee in which Ascent Administration is the Product Guarantee Provider. If **You** wish to file a claim directly with **Our** reimbursement carrier Old Republic Insurance Company, please do so at P.O. Box 35008, Tulsa, OK 74153-0008, phone number: (800) 331-3780.

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free or charge subject to the limitations/exclusions section of this Limited Warranty.

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Warrantor has contracted with Quest Towing Services, LLC (“Quest Towing Services” or “QTS”) who covers **You** for up to three (3) emergency road or towing service events per year. If additional emergency road or towing services are requested, Quest Towing Services will dispatch service; however, **You** will be fully responsible for all charges incurred, and **You** will be required to pay the service provider directly at the time of service. **You** must be present at time of service. Service provided in the United States and Canada. To make a Roadside Assistance Claim, please call 877-626-0880. All towing and roadside services are provided by Quest Towing Services, LLC, 106 West Tolles Drive, St. Johns, MI 48879. In Nevada, Quest’s business address is 3773 Howard Hughes Pkwy, Ste 500s, Las Vegas, NV 89169. For Alabama, Maryland and Utah customers, services are provided by Quest Towing, Inc. In Wyoming, Quest’s business address is 1621 Central Ave., Cheyenne, WY 82001. In Maryland, Quest’s business address is 1519 York Rd., Lutherville, MD 21093. In Oklahoma, Quest’s business address is 324 N. Robinson Ave, Suite 100, Oklahoma City, OK 73102. For California customers, services are administered by Quest Motor Club of California, 755 West A Street, Suite 150, San Diego, CA 92101. Services can vary to comply with individual state laws and some restrictions may apply.

- Emergency Fluid Delivery:** QTS will come to the **Covered Vehicle’s** location to deliver normal types of emergency fluids needed to get the **Vehicle** to the nearest service facility, i.e., fuel, oil, water, etc. The cost of fuel, oil, etc., will be **Your** responsibility.
- Flat Tire Assistance:** QTS will come to the **Covered Vehicle’s** location and replace flat tire with **Your** inflated spare. Repair or replacement cost of tire is **Your** responsibility. The benefit’s limit is up to fifty dollars (\$50.00) per occurrence.
- Dead Battery Jump-Starts:** QTS will come to the **Covered Vehicle’s** location to jump-start a dead battery. This service will not be provided to hybrid vehicles. The benefit’s limit is up to fifty dollars (\$50.00) per occurrence.
- Lockout Service:** QTS will come to the **Covered Vehicle’s** location to unlock the doors of the **Vehicle** or provide assistance if the key is lost or broken. Any key(s) replacement cost will be **Your** responsibility. The benefit’s limit is up to fifty dollars (\$50.00) per occurrence.
- Towing:** QTS will administer the Terms & Conditions of this Limited Warranty to be provided and updated by both parties and provide services up to the benefits limits. Towing under Roadside Assistance does not include Primary or Secondary tow services for **Covered Vehicles** involved in collisions. For towing to the nearest qualified repair facility, the benefit’s limit is up to one hundred dollars (\$100.00) per occurrence.
- Key Replacement Service:** In the event that **Your** key fob is lost, stolen or destroyed, the **Warrantor** will pay for the cost of repairing or replacing the key fob up to eight hundred dollars (\$800.00) per year for the term of this Limited Warranty. Contact the **Warrantor** at (866) 660-7003 for authorization.
- Information Hotline:** All non-emergency calls received by QTS will be answered and referred to **Warrantor**.

Roadside Exclusions: The following items are not included as part of the Roadside Assistance benefit: Coverage shall not be provided in the event of emergencies resulting from the use of intoxicants or narcotics, or the use of the **Vehicle** in the commission of a felony. Cost of parts, replacement keys, fluids, lubricants, fuel, material, additional labor relating to towing, or the cost of installation of products. Non-emergency towing or other non-emergency service. Non-emergency mounting or removing of snow tires or chains. Shoveling snow from around the Covered Vehicle, tire repair, extrication or winching, motorcycles, trucks over one-and-a-half-ton capacity, antique vehicles (meaning vehicles over 20 years old or out of manufacture for 10 years or more), taxicabs, limousines, or other commercial vehicles. Recreational Vehicles (RVs), camping trailers, travel trailers, or any vehicles in tow. Any and all taxes or fines. Damage or disablement due to collision, fire, flood or vandalism. Towing from or repair work performed at a service station, garage or repair shop. Towing by other than a licensed service provider or garage; vehicle storage charges; a second tow for the same disablement. Service on a **Vehicle** that is not in a safe condition to be towed or serviced or that may result in damage to the Covered **Vehicle** if towed or serviced. Towing or service on roads not regulatory maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law. Repeated service calls for a Covered **Vehicle** in need of routine maintenance or repair. Services received independently from QTS, without prior authorization from QTS. Only one (1) disablement for the same service type during any seven (7) day period will be accepted.

WHAT YOU MUST DO

You must maintain the **Covered Vehicle** by washing the exterior regularly and vacuuming the interior frequently. **THIS LIMITED WARRANTY DOES NOT INCLUDE GENERAL CLEANING AND MAINTENANCE OF THE COVERED VEHICLE’S PAINT, FABRIC OR LEATHER SURFACES. REGULAR CLEANING AND CARE IS NECESSARY.** Please refer to manufacturer’s care and maintenance instructions.

WHAT THIS LIMITED WARRANTY DOES NOT COVER

Limits of Liability: Our liability for each claim is limited to the lesser of the cost of repair of the treated area or up to the current average wholesale value of **Your Covered Vehicle** immediately preceding the damage resulting **Your** claim, as determined by the National Automobile Dealers Association (“N.A.D.A.”) Official Used Car Guide. Our liability for all claims for the entire Limited Warranty period is limited to the average wholesale value of **Your Covered Vehicle** at the time the Ascent Administration product(s) were applied to **Your Covered Vehicle**, as determined by the National Automobile Dealers Association (“N.A.D.A.”) Official Used Car Guide.

Each of the following sections describes the types of damage that will not be covered under this Limited Warranty for each Ascent Administration product. Each section only applies if its purchase is indicated on the Application Page.

Carbon Ceramic Polymeric Coating Limitations/Exclusions: This Limited Warranty does not cover pre-existing damage, non-clear-coated surfaces, damage caused by road hazards, vandalism, collision or similar accident, fire, hail damage, flood or other natural casualties, rusting of metal, modifications or alterations of the factory’s original painted finish after application of the Ascent Administration product to **Your** painted surfaces (e.g. repainted surfaces, aftermarket pin striping, vinyl graphics, etc.), paint chips, scratches, road striping paint; oxidation that has perforated to the primer coat or bare metal, and any damage caused by neglect or abuse.

Interior Protect Leather or Fabric Limitations/Exclusions: This Limited Warranty does not cover: (1) stains or damage caused by tar, acid or other caustic or corrosive substances; (2) interior fabric, carpet, leather or vinyl damage resulting from flood, vandalism, abnormal use, surface wear or natural creases in leather and vinyl seats, modification or alteration of leather or vinyl surfaces; (3) damage caused by rusting or poor adhesion to the surface to which the leather or vinyl has been attached; (4) surfaces which have become subject to a claim arising out of a

collision, manufacturing defects (e.g. fabric shredding, improper vinyl and/or leather adhesion, etc.); (5) headliners, steering wheels, side door storage compartments; (6) vandalism, terrorism, acts of God, neglect or abuse, and normal wear and tear. If a permanent stain is caused by dye or ink damage or if a stain occurs on the dashboard or an interior door panel, the repair is limited to reconditioning and/or re-dyeing the damaged area only; or (7) odors of any kind. This Limited Warranty does not cover rips, punctures and burns to fabric, vinyl and/or leather that occur prior to delivery, rips greater than six (6) inches in length, punctures and burns greater than a half (1/2) inch in diameter.

TRANSFER & CANCELLATION

Covered Vehicle Owner's Right to Transfer: The original **Covered Vehicle** owner will have the right to transfer this Limited Warranty to the first subsequent owner of the **Covered Vehicle**. To continue the Limited Warranty coverage, the first subsequent owner must e-mail **Us** at transfers@ascentadmin.com to request a Warranty Transfer within thirty (30) days from the date of transfer/purchase of the **Covered Vehicle**.

The Warrantor product(s) that You have purchased, as indicated on the Application Page, have been applied to Your Covered Vehicle and cannot be removed; therefore, **THIS LIMITED WARRANTY IS NON-CANCELABLE BY YOU AND THE PURCHASE PRICE OF EACH PRODUCT IS NON-REFUNDABLE.**

We may only cancel this Limited Warranty if (1) You fail to pay the purchase price for the product(s) (2) You make a material misrepresentation to Us or the Dealer in obtaining one or more products and/or this Limited Warranty, (3) You commit fraud related to this Limited Warranty, or (4) You substantially breach Your duties under this Limited Warranty. If We cancel this Limited Warranty, We shall mail to You written notice of cancellation stating the reason for and effective date of cancellation at Your last known address in Our records at least thirty (30) days prior to the effective date of the cancellation. No refund will be issued in the event of such cancellation.

HOW TO MAKE A CLAIM

Damage once incurred, may greatly worsen unless repairs are promptly made. In order to reasonably minimize any additional damage that might occur, a claim must be filed online at www.ascentadmin.com, or by calling (866) 660-7003 within sixty (60) days from the onset of damage. **Photos of the damage may be required for the processing of the claim.**

- You must call Us at (866) 660-7003 and receive a claim authorization number PRIOR to initiating any repairs. **Our claims hours are 6:30am-4:30pm PST Monday through Friday.** In order to reasonably minimize further damage which might occur, a claim must be filed with Us within sixty (60) days from the date of either the appearance of damage covered by this Limited Warranty or the time when damage could have been discovered upon reasonable observation or inspection.
- We will give You authorization to have the repair made when the claim is approved. **Any repairs made on claims prior to receiving authorization will be denied.**
- For reimbursement, after all services are completed, You must provide Us a copy of the following: (1) this Limited Warranty; (2) the invoice(s) or receipt(s) evidencing the applicable service(s); (3) the completed claim form with the claim number; and (4) any other records reasonably requested by Us. This information must be submitted to: **Ascent Administration** via the online form at www.ascentadmin.com; or email: claims@ascentadmin.com. If You are unable to use the online or email options, You must contact (866) 660-7003 for submission instructions.

INSURANCE BACKING

Obligations of the Warrantor under this Limited Warranty contract are guaranteed under a contractual liability insurance policy. If the Warrantor fails to pay or provide service on a claim within sixty (60) days after proof of loss has been filed, the warranty holder is entitled to make a claim directly against Old Republic Insurance Company, P.O. Box 35008, Tulsa, OK 74153-0008, (800) 331-3780.

STATE SPECIFIC AMENDMENTS

Connecticut residents: Under Regulations of Connecticut State Agencies 42-260-3, We are required to make reasonable efforts with You to resolve disputes regarding this Limited Warranty. If You and Us cannot reach an agreement, You may file a written complaint with the State of Connecticut Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attention: Consumer Affairs.

Florida residents: This Purchase Price charged is not subject to regulation by the Florida Office of Insurance Regulation. **Transfer fee is \$40.00.**

Georgia residents: This Limited Warranty may not be canceled by You or Us.

Hawaii residents: Unresolved complaints or questions concerning a registered warrantor may be addressed to the Department of Commerce and Consumer Affairs, 335 Merchant St, Honolulu, HI 96813, 808-587-3222.

Insurance Backing section is amended as follows: If the **Warrantor** fails to pay an authorized claim or meet any obligation within sixty (60) days after proof of loss has been filed, or if the **Warrantor** becomes insolvent or ceases to conduct business during the term of this Limited Warranty, **You** may submit **Your** claim directly to the insurer.

Indiana residents: This Limited Warranty is not insurance and is not subject to Indiana insurance law. This Limited Warranty excludes consequential damages or preexisting conditions.

Idaho residents: Coverage afforded under this Limited Warranty is not guaranteed by the Idaho Insurance Guarantee Association.

Indiana residents:

1. This Limited Warranty is not insurance and is not subject to the Indiana insurance law.
2. This Limited Warranty excludes consequential damages or preexisting conditions.

Mississippi residents: Regulated by the Mississippi Motor Vehicle Commission, 1755 Lelia Drive, Suite 200, Jackson, MS 39216, 601-987-3995.

Missouri residents: This Limited Warranty does not have a deductible.

New Jersey residents:

1. **The product being offered is a Limited Warranty and is separate and distinct from any product or service warranty which may be provide by the manufacturer, importer, or seller, and does not extend the term of any original product or service warranty that the manufacturer, importer, or seller may have provided.**
2. **THIS LIMITED WARRANTY IS A PRODUCT WARRANTY, NOT INSURANCE, AND IS UNDER THE PURVIEW OF THE DIVISION OF CONSUMER**

AFFAIRS.

3. Any questions concerning the Limited Warranty may be directed to the Division of Consumer Affairs, 124 Halsey St., Newark, NJ 07101, (973) 504-6200. www.njconsumeraffairs.gov. Any questions concerning the Limited Warranty reimbursement insurance policy may be directed to the New Jersey Department of Banking and Insurance at 20 West State Street, PO Box 325, Trenton, NJ 08625, (800)446-7467, www.state.nj.us/dobi/index.html.
4. **Insurance Backing** is amended as follows: If the **Warrantor** fails to pay an authorized claim or meet any obligation within sixty (60) days after proof of loss has been filed, or if the **Warrantor** becomes insolvent or ceases to conduct business during the term of this Limited Warranty, **You** may submit **Your** claim directly to the applicable insurer at the above address for consideration.

Ohio residents: This Limited Warranty is not subject to the insurance laws of the state, contained in Title XXXIX of the Ohio Revised Code. This Limited Warranty may not include all of the benefits or protections of an insurance policy that includes theft coverage issued by an insurer authorized to do business in Ohio.

Oklahoma residents: Coverage afforded under this Limited Warranty is not guaranteed by the Oklahoma Insurance Guaranty Association.

Oregon residents: Unresolved complaints concerning a warrantor or questions concerning the regulation of a warrantor may be addressed to the Department of Consumer and Business Services, Consumer Advocacy Unit at 350 Winter Street NE, P O Box 14480, Salem, Oregon 97309, or at 888- 877-4894.

South Carolina residents:

1. If You have any questions regarding this Limited Warranty, or a complaint against the **Warrantor**, **You** may contact the South Carolina Department of Insurance at Capital Center, 1201 Main Street, Suite 1000, South Carolina 29201, (803) 737-6180.
2. This Limited Warranty is not insurance and payments or reimbursement under this Limited Warranty may not exceed two thousand five hundred (\$2,500) dollars.

Texas residents: Vehicle Protection Products are regulated by the Texas Department of Licensing and Regulation, P. O. Box 12157, Austin, Texas 78711, 1-800-803-9202, 512-463-6599. Unresolved complaints concerning a registered **Warrantor** or questions concerning the regulation of a may be addressed to the Texas Department of Licensing and Regulation.

Utah residents:

1. This Limited Warranty is subject to the limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. Coverage afforded this Limited Warranty is not guaranteed by the Property and Casualty Guaranty Association.

2. **PURCHASE OF THE VEHICLE PROTECTION PRODUCTS IS OPTIONAL AND IS NOT REQUIRED IN ORDER TO FINANCE, LEASE, OR PURCHASE A MOTOR VEHICLE.** _____(consumer initials)

Virginia residents: If any promise made in the Limited Warranty has been denied or has not been honored within sixty (60) days after **Your** request, **You** may contact the Virginia Department of Agriculture and Consumer Services, Office of Charitable and Regulatory Programs at www.vdacs.virginia.gov/food-extended-service-contract-providers.shtml to file a complaint.

Washington residents: This Limited Warranty is a Protection Product Guarantee in which Ascent Administration is the Product Guarantee Provider. If **You** wish to file a claim directly with **Our** reimbursement carrier Old Republic Insurance Company, please do so at P.O. Box 35008, Tulsa, OK 74153-0008, phone number: (800) 331-3780.