

Agreement Number:

Agreement Purchase Date:



APPLICATION / PRE PAID MAINTENANCE

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"/>

Lienholder:

FINANCIAL INSTITUTION/LENDER NAME AND ADDRESS

Vehicle Information:

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

Coverage Information:

TERM: 3 YEAR 4 YEAR 5 YEAR

COVERAGE: OIL & FILTER CHANGE AND 4-WHEEL TIRE ROTATION SCHEDULED MAINTENANCE PLAN

OIL TYPE: SEMI-SYNTHETIC OIL* FULL- SYNTHETIC OIL** DIESEL OIL***

Interval: 6 mos/7,500 miles **Interval: 12 mos/10,000 miles *Interval: 12 mos/10,000 miles*

***** DIESEL OIL COVERAGES include Diesel Exhaust Fluid*

Agreement Purchase Price: \$

I have read, understand, and agree to the terms and conditions within the body of this Agreement. This Agreement is optional, cancellable and not a condition of credit, or the equivalent. The Administrator must be contacted prior to performing any service, lease, or rental of this Agreement and any questions You may have about the terms and coverages.

SAMPLE

OWNER SIGNATURE: _____ DATE: _____

I have read, understand, and agree to the terms and conditions within the body of this Maintenance Agreement. The Administrator must be contacted prior to performing any repair. The Administrator will not be responsible for any repairs that are not pre-authorized. This Limited Warranty is non-cancellable. There is no cash value for this Limited Warranty. This Limited Warranty is being provided at no additional charge. This is not a Service Agreement. The Terms and Conditions contained herein are the full and complete agreement between the parties. No oral representation or statement should be relied upon by You. This Limited Warranty will be governed by the laws of the state in which the Vehicle was purchased or leased unless state law requires otherwise.

DEFINITIONS

Administrator/Obligor (We, Us, Our): Ascent Administration Services, LLC, 2812 N Norwalk, Mesa, Arizona 85215, (866) 660-7003.

Agreement: This Agreement is between **You** and **Us**.

Application Page: The first page of this Agreement that contains information about **You**, the **Vehicle** and Coverage Information.

Repair Facility: A service facility licensed to perform maintenance on the **Vehicle**.

Selling Dealer: The retail seller of this Agreement to **You** for the **Covered Vehicle** described on the **Application Page**.

Services: Refers to those types of services as described in this Agreement under COVERAGES.

Term: The term selected on the **Application Page**.

Vehicle or Covered Vehicle: The Vehicle described on the **Application Page** under Vehicle Information.

You or Your: The Agreement holder identified on the **Application Page** under Owner Information.

ELIGIBILITY

Eligible Vehicles - All passenger cars, light-duty trucks, and SUVs sold by an authorized **Selling Dealer**. No model year or mileage restrictions.

COVERAGES

OIL & FILTER CHANGE AND 4-WHEEL TIRE ROTATION

1. OIL CHANGES:

- **Semi-Synthetic Oil** – (Interval: 6 months/7,500 miles) Up to 5.5 quarts not to exceed fifty dollars (\$50.00) per oil change (max. 2 oil changes per year).
- **Full-Synthetic Oil** – (Interval: 12 months/10,000 miles) Up to 5.5 quarts not to exceed one hundred sixty dollars (\$160.00) per oil change (max. 1 oil change per year).
- **Diesel Oil** – (Interval: 12 months/10,000 miles) Up to 12 quarts of not to exceed one hundred sixty dollars (\$160.00) per oil change (max. 1 oil change per year). Diesel Oil Coverage includes Diesel Exhaust Fluid.

2. TIRE ROTATIONS: Up to fifteen dollars (\$15.00) paid towards tire rotation (max. 1 per oil & filter change).

SCHEDULED MAINTENANCE PLAN

1. OIL CHANGES:

- **Semi-Synthetic Oil** – (Interval: 6 months/7,500 miles) Up to 5.5 quarts not to exceed fifty dollars (\$50.00) per oil change (max. 2 oil changes per year).
- **Full-Synthetic Oil** – (Interval: 12 months/10,000 miles) Up to 5.5 quarts not to exceed one hundred sixty dollars (\$160.00) per oil change (max. 1 oil change per year).
- **Diesel Oil** – (Interval: 12 months/10,000 miles) Up to 12 quarts of not to exceed one hundred sixty dollars (\$160.00) per oil change (max. 1 oil change per year). Diesel Oil Coverage includes Diesel Exhaust Fluid.

2. TIRE ROTATIONS: Up to fifteen dollars (\$15.00) paid towards tire rotation (max. 1 per oil & filter change).

3. WIPER BLADES: Up to twenty-five dollars (\$25.00) paid towards wiper blades replacement (max. 1 every 15,000 miles).

4. IN CABIN MICROFILTER: Up to one hundred dollars (\$100.00) paid towards microfilter replacement (max. 1 replacement every 15,000 miles).

5. ENGINE AIR FILTER: Up to forty dollars (\$40.00) paid towards air filter replacement (max. 1 replacement every 30,000 miles).

6. BRAKE FLUID CHANGE: Up to one hundred dollars (\$100.00) paid towards brake fluid change (max. 1 replacement every 20,000 miles).

7. ALIGNMENT: We will pay up to one hundred dollars (\$100.00) towards an alignment. (max. 1 alignment every 30,000 miles).

CLAIM PROCEDURES

FAILURE, BY YOU OR YOUR REPAIR FACILITY, TO FOLLOW THESE CLAIM PROCEDURES MAY DELAY AND/OR RESULT IN CLAIM DENIAL. TO AVOID DELAY, FOLLOW THE CLAIM PROCEDURES LISTED BELOW:

- A claim must be submitted to Us during normal business hours.
- A claim must be submitted during the Term of this Agreement while Your Agreement is active.
- **RETURN TO THE SELLING DEALER FOR SERVICE:** If Your Vehicle is within fifty (50) miles of the Selling Dealer, You must return Your Vehicle to the Selling Dealer at the address shown on the Application Page of this Maintenance Agreement for service. If Your Vehicle is more than fifty (50) miles from the Selling Dealer, call Us at (866) 660-7003 for instructions before You deliver Your Vehicle to a Repair Facility for service. To assure coverage under this Agreement, authorization from Us must be obtained prior to Service.
- Your Vehicle must be at a Repair Facility, of Your choosing, within the United States.
- Repair Facility must call Us at (866) 660-7003 to open a claim BEFORE any services have begun.
- We will arrange for payment or Reimbursement of the amount of the authorized service, less related charges not covered by the Agreement.

Reimbursement: To receive reimbursement for covered services You must submit to the Administrator the paid invoice that must include Your name, Vehicle Identification Number (VIN), current miles at the time of service, parts and labor and a description of the work. Handwritten receipts are not accepted, You have ninety (90) days to be eligible for reimbursement.

24-HOUR ROADSIDE ASSISTANCE & TOWING

Administrator 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 **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 **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 **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 **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 **Service Contract** 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 **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.**

Information Hotline: All non-emergency calls received by QTS will be answered and referred to **Administrator**.

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 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 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 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.

THIS IS NOT A ROADSIDE ASSISTANCE REIMBURSEMENT SERVICE.

TRIP INTERRUPTION: In the event of a breakdown of the **Covered Vehicle**, the **Administrator/Obligor** will REIMBURSE **You** a maximum of one hundred fifty dollars (\$150.00) per day, not to exceed a total of four hundred fifty dollars (\$450.00) for three days, for expense incurred by **You** for meals and/or lodging, provided: **You** cannot operate **Your Vehicle** due to a breakdown; **You** are more than 100 miles away from **Your** home; and expenses are incurred between the time of breakdown and the time repairs are completed. (The date of breakdown shall be considered the first day.) **We** will reimburse one day's trip interruption expense for each six hours of Mitchell's ProDemand labor guide time to repair or replace the component. A detailed receipt must be submitted to the **Administrator/Obligor** before reimbursement will be made.

CANCELLATION

ALL REQUESTED CANCELLATIONS/REFUNDS MUST BE IN WRITING AND WILL BE PROCESSED THROUGH **YOUR SELLING DEALER**. IF FINANCED, **YOU** AGREE **YOUR LIENHOLDER** IS A JOINT PAYEE TO RECEIVE ANY APPLICABLE REFUND. ANY CANCELLED **AGREEMENT** IS VOID AND WILL NOT BE REINSTATED.

You may cancel this **Agreement** within the first thirty (30) days from the **Agreement** Purchase Date, and receive a full refund of the **Agreement** Purchase Price, less any claims paid. This **Agreement** is non-cancellable after thirty (30) days from the **Agreement** Purchase Date and no refund will be provided. If this **Agreement** is provided to **You** at no cost, the **Agreement** is not cancellable and no refund is provided.

This **Agreement** will automatically be cancelled in the event of fraud, a material misrepresentation, a substantial breach, or nonpayment of the **Agreement** Purchase Price. Prior notice of cancellation is not required for these violations. No refund will be provided.

TRANSFER

This **Agreement** is non-transferable.