

WORLD PAC PROFESSIONAL AUTOMOTIVE COMMUNITY 36 MONTH / 36,000 MILE NATIONWIDE REPAIR LIMITED WARRANTY



WHO MAKES THIS REPAIR LIMITED WARRANTY (“WARRANTY”): This repair limited warranty is extended only to you, the original purchaser, and not to anyone who may purchase your vehicle from you during the term of the Warranty. This Warranty is made by the Independent Service Facility (“Facility”) who is so named on the original repair invoice and performed the service/repairs on your vehicle. This Warranty and the original repair invoice form the entire repair limited warranty. This Warranty may be honored by any Facility participating in this program, or other authorized facility anywhere in the United States and Canada. This Warranty is not a warranty of Sonsio Administrative Services, LLC, Worldpac, LLC, either company’s affiliates, subsidiaries or any of their employees, or member companies. In addition, Sonsio Administrative Services, LLC serves as the administrator (“Administrator”) only.

WHAT IS COVERED BY THE WARRANTY: This Warranty covers the following types of repairs and services:

- A. Air conditioning, heating, and climate control systems
- B. Advanced Driver Assistance System(s) (ADAS) services and repair.
- C. ADAS calibration.
- D. Brake system(s)
- E. Clutches (clutch component or assembly repair and replacement)
- F. Electrical system(s)
- G. Emission control system(s)
- H. Engine cooling system(s)
- I. Electronic engine management system and other on-board computer systems (engine, body, brake, and suspension computers), cruise control systems
- J. Engine performance or drivability services and repair
- K. Exhaust system(s)
- L. Fuel system(s)
- M. Ignition system(s)
- N. Starting and charging systems
- O. Steering/suspension systems, wheel bearings, CV joints, half-shafts, and driveshafts

The Independent Repair Facility warrants that the above repairs and services performed at their location will be free from defects in materials and workmanship for 36 months or 36,000 miles (60,000 kilometers), whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair invoice (“Warranty Period”). This Warranty is conditioned on the vehicle being subjected only to normal use and receiving reasonable and necessary maintenance during the Warranty Period. **Warranty repair costs shall in no case exceed the costs of the original repair or service.** If there is a defect in either materials or workmanship within the Warranty Period, the Facility has the option to either perform remedial service work at no charge to you, replace the defective warranted part(s) without charge to you, or refund to you the entire charge for the warranted repairs, minus any previous refunds or credits.

WHAT YOU MUST DO TO OBTAIN WARRANTY SERVICE: You must keep a copy of the original repair invoice and present it when seeking service under this Warranty. If Warranty work is performed, you must temporarily surrender possession of the original repair invoice, or a legible copy of the same. **If you are less than 25 miles away from the original service Facility, you must return your vehicle to that Facility and present your copy of the original repair invoice to the Facility. Unless the warranty administrator authorizes work to be performed by a different repair facility**

If you are more than 25 miles from the original service Facility and you are unable to reasonably return your vehicle to the that Facility, then

prior to any Warranty repair work being performed, you must call the Warranty Administrator, at 1-866-541-9805, from 8:00 a.m. to 8:00 p.m. Monday through Friday (EST), excluding U.S. holidays. The Warranty Administrator will direct you to the nearest participating Facility location. If there are no participating Facility locations in your area, you may take your vehicle to a non-participating service facility in your area. If the non-participating service facility will not accept payment from the Warranty Administrator, you must pay for the Warranty service and submit your original repair invoice and subsequent Warranty repair invoice to the Warranty Administrator for reimbursement. In all cases, these original document(s) will be returned to you as soon as practicable.

TRIP INTERRUPTION REIMBURSEMENT: If your vacation or personal trip is interrupted because of the failure of a covered repair during the Warranty Period and you are more than 100 miles (160 kilometers) from home, you may qualify for reimbursement for eligible meal and lodging expenses. If Warranty repairs required an overnight stay before your vehicle could be made ready for your use, you may request reimbursement of up to one (1) claim per 12 months not to exceed a total of \$250.00 for eligible meal and lodging expenses. Contact the Administrator to submit a claim.

WHAT IS NOT COVERED BY THIS WARRANTY: You must pay for any non-warranty service you order to be performed at the same time as the Warranty service. This Warranty will not apply to your the covered repair or part if it has been damaged by abnormal use, misuse, neglect, accident, alteration, or “tampering with” that contributes to a failure of a covered repair or part. **This Warranty does not cover replacement or repairs due to normal wear and tear.** The Facility’s employees and/or agents do not have authority to modify the terms of this Warranty nor to make any promises in addition to those contained in this Warranty. **THIS WARRANTY DOES NOT IN ANY WAY INCLUDE INCIDENTAL OR CONSEQUENTIAL DAMAGES** (additional expenses which you may incur as the result of faulty repair or service). Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Warranty gives you specific rights, and you may also have other rights, which vary from state to state.

AUTOMOTIVE REPAIRS EXCLUDED FROM WARRANTY: This Warranty does not cover repair(s) or replacement(s) except as listed in the section, “What is Covered by this Warranty,” even though the Facility may offer other services. Specifically excluded are any repairs involving the removal and/or replacement of the engine, and other such repairs as listed below.

- I. REMOVAL, REPAIR OR REPLACEMENT OF INTERNALLY LUBRICATED PARTS including, but not limited to, turbochargers; supercharger; timing chain(s); cylinder head gaskets; camshafts; crankshafts; internal fuel injectors; automatic transmission; manual transmission; transaxles; drive axle/differential assembly including Ring gear, pinion shaft, pinion seal, related gears, and associated bearings; etc.
- II. ANY DRIVE MOTORS (wheel motors, high voltage converter motors, etc.)
- III. AUTO BODY, PAINT, MOLDING REPAIR
 - A. Any repair or materials related to auto body repair work
 - B. Glass related repairs
- IV. REPAIRS PERFORMED ON COMMERCIAL VEHICLES with a load carrying capacity greater than 1 ton
- V. TIRES, BATTERIES
- VI. USED OR SALVAGED PARTS
- VII. PREVENTIVE MAINTENANCE SERVICES (excluding belt and hose replacement)
 - A. Oil changes, fluid changes, and flushes, wiper blades, filters
- VIII. CUSTOMER SUPPLIED PARTS

**NATIONWIDE WARRANTY ADMINISTRATOR
P.O. BOX 17659, GOLDEN, CO 80402-6027
1-866-541-9805**

36-MONTH WORLDPAC PROFESSIONAL AUTOMOTIVE COMMUNITY TIRE ROAD HAZARD PROTECTION PLAN



YOU MUST PRESENT YOUR ORIGINAL TIRE PURCHASE INVOICE TO SUBMIT REQUESTS FOR BENEFITS

This 36-Month WorldPac Professional Automotive Community Tire Road Hazard Protection Plan ("Road Hazard Program") is provided by the Auto Service facility identified on your invoice for the new tires you purchased ("Original Selling Facility") as part of a service package.

WHAT IS COVERED: This Road Hazard Program covers only the new tires that you purchased from the Original Selling Facility and that are (i) listed clearly on your original purchase invoice by brand, type, and size and Department of Transportation ("DOT") numbers, and (ii) for which you purchased the Road Hazard Program ("Eligible Tires"). This Road Hazard Program is limited to the repair or replacement of tires damaged as a result of a road hazard.

TERM OF COVERAGE: This Road Hazard Program covers eligible tires for a term of 36 months from the tire purchase date on your original invoice, or until any part of the tire tread that comes in contact with the road has a tread depth of 2/32" or less, whichever occurs first ("Coverage Term").

WHAT IS ROAD HAZARD DAMAGE? Road hazard damage occurs when a tire fails during the course of driving in a legal manner on a road maintained by state or local authority. Nails, glass and potholes are the most common examples of road hazards.

WHAT ARE THE BENEFITS? This Road Hazard Program provides reimbursement for (i) flat tire changing assistance up to \$75.00 per incident; (ii) flat tire repair up to \$25.00 per tire, per occurrence; and/or (iii) tire replacement up to the lesser of the original purchase price of the tire, the replacement tire cost, or \$399.99, per tire per occurrence, as set forth below (collectively the "Benefit Limits") during the Coverage Term, when an Eligible Tire is damaged by a road hazard.

WHAT ARE THE LIMITATIONS?

- Your original purchase invoice must include the following:
 - Original Facility name, address, and phone number
 - Your full name, address, and signature
 - The year, make, model, and mileage of your vehicle
 - The brand, type, size and DOT number of each tire
 - Purchase of the Road Hazard Program at the time of tire purchase
- Under no circumstances will the eligible reimbursement amount exceed the Benefit Limits.
- The Road Hazard Program reserves the right to limit reimbursement to the generally accepted retail replacement costs
- If you do not follow the instructions provided, the Road Hazard Program is not obligated to reimburse or pay for the cost of any repairs or replacements.

WHERE YOU CAN OBTAIN SERVICE: Whenever you are within 25 miles of the Original Selling Facility or a commonly owned facility (collectively, the "Original Facility") you must return your vehicle to the Original Facility. If you are not within 25 miles of the Original Facility, or you are not sure, contact Customer Care at 1-866-541-9805 during normal business hours to receive assistance locating the nearest tire servicing facility.

FLAT TIRE CHANGING ASSISTANCE: During first year of the Coverage Term, you are eligible for reimbursement up to \$75.00 for roadside flat tire changing assistance provided by a licensed service provider of your choice when an Eligible Tire is damaged by a covered road hazard and you are more than 25 miles from the Original Facility. Flat tire changing assistance is strictly limited to the roadside installation of your useable spare tire. You must have a useable spare tire. You are solely responsible for towing or other parts and services. This benefit applies only to motorized passenger vehicles and specifically excludes trailers. You may contact the service provider of your choice.

FLAT TIRE REPAIR: If an Eligible Tire is damaged due to a covered road hazard during the Coverage Term and can be safely repaired per industry standards and guidelines, and you are within 25 miles of the Original Facility, you must return to the Original Facility. The Original Facility will repair your tire at no charge to you. When you are more than 25 miles from the Original Facility, contact the Customer Care at 1-866-541-9805 for assistance locating the nearest tire servicing facility. When a repair is performed by a different facility, the permanent patch/plug and the labor to perform the tire repair is reimbursable up to \$25.00 per tire, per occurrence. You are responsible for any additional amounts including, but not limited to, mounting, balancing, taxes and miscellaneous fees. The Road Hazard Program will remain in effect for the repaired tire for the remainder of the Coverage Term. **You must contact Customer Care at 1-866-541-9805 before having a flat tire repaired if you are not returning to the Original Facility.**

TIRE REPLACEMENT: If an Eligible Tire is damaged due to a covered road hazard during the Coverage Term and cannot be safely repaired per industry standards and guidelines, it will be replaced with an exact make/model of tire if available. If not available, a comparable quality tire will be installed.

If you are within 25 miles of the Original Selling Facility or a commonly owned facility (collectively, the "Original Facility"), you must return to the Original Facility. When you are more than 25 miles from the Original Facility, you must contact Customer Care at 1-866-541-9805 for assistance locating the nearest tire servicing facility. When a tire failure occurs during the first 12-month period of the Coverage Term, it will be replaced with coverage up to 100% of the original purchase price of the tire or the replacement tire cost, whichever is less. When a tire failure occurs during the second 12-month period, it will be replaced with coverage up to 50% of the original purchase price of the tire or the replacement tire cost, whichever is less. When a tire failure occurs during the third 12-month period, it will be replaced with coverage up to 25% of the original purchase price of the tire or the replacement tire cost, whichever is less. Under no circumstances will 100% coverage exceed \$399.99 per covered tire. You are responsible for any additional charges including, but not limited to, mounting, balancing, valve stem, taxes, disposal, and miscellaneous fees. **WHEN AN ELIGIBLE TIRE IS REPLACED, THE ROAD HAZARD PROGRAM COVERAGE FOR THAT TIRE ENDS. IF YOU DESIRE TO INCLUDE THE REPLACEMENT TIRE IN THE ROAD HAZARD PROGRAM, YOU MUST PURCHASE A NEW ROAD HAZARD PROGRAM FOR THE REPLACEMENT TIRE.**

YOUR RESPONSIBILITIES:

- Properly care for and maintain your tires, including ensuring tires are operated at proper inflation pressures.
- Use all reasonable means to protect your tires from additional damage.
- When you are not returning to the Original Facility, you must contact Customer Care at 1-866-541-9805 for prior authorization and a claim number before replacing a damaged tire.
- Furnish such information as may be required.
- Incur only expenses which are authorized in advance.
- Payment of all expenses and costs not covered by this Road Hazard Program.
- If a tire needs to be replaced and the damage has occurred outside of the Original Facility's normal business hours, you may elect to wait for the Original Facility to provide service or proceed with a tire repair or replacement. In order to be eligible for reimbursement by the Original Facility: (1) if replaced, the damaged tire must be retained, AND (2) the Original Facility must be contacted within 2 business days. There is no guaranteed eligibility by the Original Facility.
- If a tire needs to be replaced and you are more than 25 miles from the Original Facility, and prior authorization cannot be obtained because the damage has occurred outside of Customer Care's normal business hours, you may elect to wait for authorization or proceed with a tire repair or replacement. In order to be eligible for reimbursement: (1) if replaced, the damaged tire must be retained, AND (2) Customer Care must be contacted at 1-866-541-9805 within 2 business days. There is no guaranteed eligibility.

WHAT YOU MUST DO TO REQUEST REIMBURSEMENT FOR FLAT TIRE CHANGING ASSISTANCE: Submit a copy of your original invoice that clearly shows the information required above under Limitations and a copy of the paid invoice from a licensed service provider showing the location of your vehicle at the time assistance was rendered. The invoice must be dated and include the service provider's name, address and telephone number and the year, make, and model of your vehicle. Submit requests for reimbursement by email to mechclaims@sonsio.com or by postal mail to WorldPac Professional Automotive Community Customer Care, P.O. Box 17659, Golden, CO 80402.

WHAT YOU MUST DO TO RECEIVE BENEFITS WHEN AN ELIGIBLE TIRE IS DAMAGED: If you are within 25 miles of the Original Facility, you must return to the Original Facility.

WHAT YOU MUST DO TO RECEIVE BENEFITS WHEN YOU ARE AT A DIFFERENT FACILITY AND AN ELIGIBLE TIRE IS DAMAGED:

- If you have presented an Eligible Tire during the Coverage Term, the tire servicing facility must verify that the damage to the tire is due to a road hazard as defined above.
- The tire servicing facility must contact Customer Care at 1-866-541-9805 for prior authorization and to obtain a claim number (not required for flat tire repair). Prior authorization and a claim number must be obtained before replacing the damaged tire or your claim may be denied.
- You must sign the repair or replacement invoice.
- You must present your original purchase invoice identifying the tires and showing the purchase of the Road Hazard Program. Your original purchase invoice must include the information listed above in the Limitations section.
- The tire servicing facility will make a copy of the original invoice and the repair/replacement invoice and return the original invoices to you.
- Submit a copy of the original invoice that clearly shows the information required above under Limitations and a copy of the signed repair or replacement invoice. Documents may be sent by email to mechclaims@sonsio.com or by postal mail to WorldPac Professional Automotive Community Customer Care, P.O. Box 17659, Golden,

CO 80402. You must include the claim number provided to you if the tire was replaced.

7. You are responsible for all expenses and costs not covered by this Road Hazard Program. Tires that require replacement must be made available for inspection if requested by Customer Care. If the tire is required for inspection, you will be informed during the call to obtain prior authorization.
8. Tires being replaced must be surrendered to the tire servicing facility or to the inspection center if requested for inspection.
9. ALL DOCUMENTATION MUST BE RECEIVED BY CUSTOMER CARE (INCLUDING THE TIRE IF REQUESTED) WITHIN SIXTY (60) DAYS OF SERVICE, OR THE BENEFIT REQUEST MAY BE DENIED.

EXCLUSIONS: THIS ROAD HAZARD PROGRAM WILL NOT PAY OR REIMBURSE FOR:

1. Failures to tires occurring when any part of the tire tread that comes in contact with the road has a tread depth of 2/32" (1.6mm) or less.
2. Replacements made without Customer Care's prior authorization if you have not returned to the Original Facility.
3. Repairs or replacements made by anyone other than a licensed service provider, its agents, contractors, or licensees.
4. Any invoice presented for payment of services not performed as described at the time of authorization.
5. Damage incurred outside the United States and Canada.
6. Fees charged by the roadside assistance provider when (i) the driver is not with the Covered Vehicle when the roadside assistance provider arrives; (ii) the Covered Vehicle is not at the location given to the dispatcher when the roadside assistance provider arrives; or (iii) if you do not call back to cancel the requested service within the window given by the roadside assistance provider.
7. Tire repair, replacement, or flat tire changing assistance if the original purchase invoice does not include: (1) the Original Servicing Facility name, address, and phone number; (2) the customer's full name, address, and signature; (3) the year, make, model, and mileage of the vehicle on which the tires are installed; (4) the brand, type, size, and DOT number of each tire; (5) the purchase of the Road Hazard Program.
8. Cosmetic damage, i.e. damage that does not affect the structural integrity or safety of the tire.
9. Damage caused by mechanical failures (e.g., failed shocks, struts, alignment, balancing) or interference with vehicle components (e.g., fenders, exhaust, springs).
10. Damage due to misuse, abuse, negligence, improper application, improper towing, improper balancing or alignment, improper inflation, brake lock up, wheel spinning, torque snags, etc.
11. Damage to tires either in the sidewall or tread area due to dry rot, peeling, or cracking.
12. Loss, damage or expense as a result of off-road use (off-road use is described as driving on anything that is not a paved or gravel road maintained by the state or local authority).
13. Loss, damage, or expense caused by accidents, collision, theft, larceny, snow chains, explosion, lightning, earthquakes, fire, windstorms, hurricanes, water, floods, malicious mischief, vandalism, civil commotion, riots, war, etc.
14. Michelin PAX® system, PAX® tires, and tires and wheels of similar construction and purpose.
15. Repair or replacement of a tire due to manufacturer recall, defect or warranty or any reason the manufacturer will repair or replace the tire at its expense or at a reduced cost.
16. Repair or replacement of any tire(s) used or installed on motorcycles, trailers, or on vehicles used for competitive driving or racing, police or emergency service, snow removal, carriage of passengers for hire, commercial towing, construction, or postal service.
17. Repair or replacement of any tire(s) used or installed on vehicles used for farm, ranch, or agriculture, and vehicles that are registered to or licensed under a farm or ranch.
18. Repair or replacement of any tire(s) used or installed on vehicles with a load capacity of one ton or greater designed for, built for or used in a private recreational or commercial application including but not limited to Class A (or Type A) Motor Homes and Class C (or Type C) Motor Homes.
19. Repair or replacement of any tire(s) used or installed on vehicles with a manufacturer's load rating capacity greater than one-ton.
20. Repair or replacement of tire pressure monitoring systems (TPMS) and/or devices and components associated with TPMS.
21. Repair or replacement of tires that have been repaired in a manner other than per tire manufacturer guidelines and industry approved methods.
22. Repair or replacement of tires that have been re-treaded, re-capped, re-grooved, remolded, or tubed.

23. Liability for damage to property, injury to or death of any person arising out of the operation, maintenance, or use of the vehicle whether or not related to tire damage.
24. Personal expenses arising because your vehicle is not available for use, including storage or freight charges.

25. PRE-EXISTING, CONSEQUENTIAL, INCIDENTAL, AND/OR SECONDARY DAMAGES.

26. Traffic fines, citations, or penalties.
27. Unreasonable costs that a customer may suffer as a result of the need to repair or replace a tire.

The benefits of this Program are secondary to any other benefits you may have purchased including motor club contracts and vehicle service contracts that provide tire and/or wheel coverage. When an Eligible Tire is damaged by a road hazard and another company provides any reimbursement for the tire, the maximum amount reimbursable under this Program will be less the amount of their reimbursement.

This Road Hazard Program gives you specific legal rights; you may have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of consequential or incidental damages, therefore such limitations may not apply to you.

THE ROAD HAZARD PROGRAM RESERVES THE RIGHT TO DENY ANY REQUESTS FOR BENEFITS SUBMITTED WITH FALSE OR MISLEADING INFORMATION OR IF THE PAPERWORK DOES NOT CLEARLY IDENTIFY THE ORIGINAL PURCHASER, VEHICLE AND TIRES. Authorization is granted based on the information provided during the call; if the documentation submitted (including the tire(s) if requested) does not substantiate the information provided during the call, your benefit request may be denied. All requests for benefits must be submitted within 60 days of service or your benefit request may be denied. All documentation, including the tire(s) if requested, must be submitted within 60 days of service in order for benefit requests to be considered for reimbursement.

GENERAL:

1. The terms and conditions outlined herein are the full and complete agreement between the parties. No oral representations should be relied upon, including any oral statements of the Original Facility or any other tire servicing facility.
2. The Road Hazard Program assumes no obligation or responsibility with regard to the vehicle.
3. The Road Hazard Program neither assumes nor authorizes anyone to assume additional liability on its behalf.
4. If any payment is made under this Road Hazard Program and you have a right to recover against another party, your rights shall become our rights and you shall do whatever is necessary to enable enforcement of these rights.

CANCELLATION: If no requests for benefits have been made, you may cancel this Road Hazard Program by returning to the Original Facility and requesting cancellation within 10 days for a full refund of the amount paid for the Road Hazard Program. The Road Hazard Program reserves the right to cancel your Road Hazard Program Stamps by refunding the original purchase price to you.

TRANSFER: This Road Hazard Program is extended only to you, the original purchaser, and not to anyone who may purchase your vehicle or tires during the term of this Road Hazard Program. Coverage is not transferable to any other vehicle or tires.

DISCLAIMER: YOU ARE NOT REQUIRED TO PURCHASE THIS ROAD HAZARD PROGRAM AS A CONDITION TO THE PURCHASE OF ANY PRODUCT OR AS A CONDITION TO THE EXTENSION OF CREDIT. THIS PROGRAM IS NOT AVAILABLE IN WASHINGTON, NEW YORK, OR OHIO.

**WORLD PAC PROFESSIONAL
AUTOMOTIVE COMMUNITY
ROADSIDE ASSISTANCE PROGRAM
TERMS AND CONDITIONS**



This Roadside Assistance Program (the "Program") is complimentary with any purchase of parts and/or service for your vehicle from this WorldPac Professional Automotive Community Auto Service facility. **Your Program benefit begins on the date identified on your invoice from the participating authorized service facility and continues for 365 days from the date of your invoice ("Coverage Period").** All services reimbursable through the Program are described below:

Covered Vehicle: Coverage is specific to the vehicle identified on the invoice (the "Covered Vehicle") and will be provided to the vehicle owner, spouse, and/or dependent children when driving the Covered Vehicle. Requests for roadside assistance will only be honored for Covered Vehicles under the Program.

Covered Vehicles Exclude: Vehicles with a manufacturer's load rating capacity greater than one and one-half tons including vehicles designed for, built for or used in a private recreational or commercial application including but not limited to Class A (or Type A) Motor Homes and Class C (or Type C) Motor Homes. Any motorcycles. Any emergency service vehicle, any vehicle used for hire, towing, construction, or postal service. Any vehicle used for farm, ranch, agriculture, or off-road use (off-road use is described as driving on anything that is not a paved or gravel road maintained by the state or local authority).

Roadside Assistance: If you are in need of roadside assistance for your Eligible Vehicle, contact a licensed service provider of your choice.

Benefit Limit: The Program benefit is limited to the reimbursement of covered services per Coverage Period per Covered Vehicle. **The total maximum reimbursement during any Coverage Period will under no circumstances exceed one hundred fifty (\$150.00) dollars per Covered Vehicle (the "Benefit Limit").** You will be reimbursed for covered services up to the Benefit Limit upon our receipt of your complete request for reimbursement.

Covered Services:

1. Towing. When towing is necessary, the disabled Covered Vehicle may be towed to the nearest qualified repair facility or to the repair facility of your choice.
2. Lock-Out Assistance. Assistance may be provided in unlocking the Covered Vehicle in the event the keys are lost or locked inside.
3. Flat Tire Assistance. If the Covered Vehicle's spare tire is serviceable, it may be installed to replace the flat tire. If the disabled Covered Vehicle has no serviceable spare, or if it has two or more flat tires, the vehicle may be towed.
4. Fuel, Oil, Fluid and Water Delivery Service. An emergency supply of gasoline (where permitted), oil, fluid and water may be delivered to any Covered Vehicle in immediate need. You must pay for the costs of the actual fluids delivered.
5. Battery Jump-Start. If a battery failure occurs, a battery jump-start may be provided to start the Covered Vehicle.

Service Limits & Requirements: Service is limited to the Covered Vehicle and will be provided to the vehicle owner, spouse and/or dependent children when driving the Covered Vehicle. The Benefit Limit applies to all Covered Services.

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The Program is intended to cover emergencies and is not intended to be a substitute for proper vehicle maintenance or repair. The driver of the Covered Vehicle must be with the Covered Vehicle when the Service Provider arrives, as roadside assistance cannot be provided to an unattended vehicle. If the driver is not with the Covered Vehicle, you may be charged for an associated fee by

the Service Provider that is not covered or reimbursable under the terms of this Program.

To file a request for reimbursement, you must submit the following information within sixty (60) days of the disablement:

1. Your current contact information including phone number and address; the first and last name of the person driving the vehicle at time of disablement and their relation to the vehicle owner identified on the invoice; and the type of roadside assistance for which you are requesting reimbursement.
2. Copy of your invoice from the Auto Service facility showing the following:
 - A Legible Date, and
 - Your Name, Home Address, Phone Number, and
 - Vehicle Year, Make, Model
 - A purchase of parts and/or service for your vehicle.
3. AND any ONE of the following
 - A copy of the invoice from the Service Provider
 - A copy of your credit card statement showing payment to the Service Provider (please conceal your credit card number before sending your statement).
 - The reference code provided by the roadside assistance dispatcher

Documents may be sent by email to mechclaims@sonsio.com or by postal mail to WorldPac Professional Automotive Community Customer Care, P.O. Box 17659, Golden, CO 80402.

Services Not Covered:

1. Repair or damage to a Covered Vehicle.
2. Cost of parts, replacement keys, lubricants, fluids; cost of installation of products or materials.
3. Tire repair or non-emergency mounting or removing of any tires, snow tires, or chains.
4. Service on a vehicle that is not in a safe condition to be towed.
5. Impound towing or towing by other than an authorized service provider.
6. Vehicle storage charges.
7. Any additional labor related to towing due to specialized equipment or processes required to transport your Covered Vehicle due to non-factory modifications or enhancements made to the Covered Vehicle.
8. Towing from or repair work performed at a service station, garage or repair shop.
9. Towing by other than a licensed service station or garage.
10. A second tow for the same disablement.
11. Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc.
12. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law.
13. Traffic fines, citations or penalties.
14. Coverage shall not be provided in the event of emergencies resulting from the use of intoxicants or narcotics, or the use of the Covered Vehicle in the commission of a felony.
15. Any roadside assistance services provided to a Covered Vehicle by a private citizen's assistance is not covered and is not reimbursable.
16. Non-emergency towing or other non-emergency service.

Neither the Program nor the participating automotive service facility is responsible for acts or omissions of independent contractors.