Eurospeed Dealer Claims Procedure

CornerStone United will reimburse *Eurospeed* Dealers for approved warranty claims on units that have met the eligibility requirements of *Eurospeed* and are properly registered with CornerStone.

CornerStone will administer the manufacturer's warranty program for *Eurospeed.*

Dealers will receive the following for approved warranty repairs:

- Cost plus 20% on all approved warranty claim parts (includes coverage of shipping/handling, inventory handling and shop supplies)

- Up to 80% of the approved Dealer posted Labor rate

Claims in excess of $500 will require pre-authorization (estimate approval) from CornerStone. Dealers may fax (828-449-1186) or email an Estimate for pre-approval. *See Estimate and Claim forms*.

Dealers may submit their in-house repair order as long as it is legible and includes all required information to process the claim. Incomplete forms or submissions may delay the review process. CornerStone reserves the right to send an inspector out to inspect the unit prior to granting approval on an estimate or claim.

Claims must be received by CornerStone within fort-five (45) days of the service completion date.

Information Required on Estimate/Claim Submissions:

- ☑ Dealer Name and Number
- ☑ Repair Order Number
- ☑ Warranty Confirmation Number
- ☑ In-Service Date
- ☑ Customer's Name, Address and Telephone
- ☑ Unit Year and Model
- ☑ Vehicle Mileage
- ☑ Vehicle Identification Number (VIN)
- ☑ Customer's complaint
- ☑ Cause of Breakdown
- ☑ Cure for Breakdown
- ☑ Description of the Repair
- ☑ Date of Failure

- ☑ Date Call Received
- ☑ Date Repair Completed
- ☑ Total Hours on Job-Applicable Labor Rate, Labor Operation Codes (if available) and Times
- ☑ Part(s) Description
- ☑ Part(s) Number and Prices
- ☑ Has the Unit been modified beyond manufacturer specifications?
- ☑ Are there any recalls on the failed parts?
- ☑ Total of all Parts
- ☑ Total of all Labor
- ☑ Customer Signature

Other Charges:
The Dealer should note the manufacturer warranty terms (as stated in the owner's manual) and make sure they collect from the Customer for any charges not covered under the warranty. Pre-existing conditions, failures occurring prior to the time of sale or prior to owner's possession (DOA's) are not covered.

Processing Time and Payment:
Valid warranty claims submitted by the Dealer to CornerStone for reimbursement will normally be paid within two (2) business days following the receipt of the original matching claim documentation by CornerStone. Claim payments will be made electronically to the Dealer. *See Payment Authorization Form.* Canadian dealers will be paid by check.

CornerStone reviews all claims submitted for payment. If there is ever any evidence of claim alteration or any misrepresentation of work performed, CornerStone reserves the right to deny payment of that claim and to pursue full recourse.

Workmanship:
All Dealers must guarantee their work for 90 days.

Hours of Operations:
Monday-Friday
8:00am to 6pm except for holidays

Dealer Support Number: 1-866-912-2769
FAX: 828-449-1186

Warranty materials and forms can be downloaded at www.cornerstoneunited.com/eurospeed