

Ride Guard – Claims Procedure

Effective Date: October 3rd 2025

1. Eligibility

Claims are valid for registered products under the Ride Guard Extended Warranty (Year 2). Coverage is limited to defects in materials and workmanship and does not cover normal wear, misuse, or accidental damage. Maximum of 3 claims per product. Only the original purchaser may file claims.

2. How to File a Claim

Gather the following: Proof of purchase / invoice, Vehicle Identification Number (VIN), Description of the defect, Photos or documentation (if applicable), Submit your claim via email to contact@rideguard.ca, including all required information.

3. Claim Review Process

Ride Guard will review the submitted documentation to determine if the claim is eligible. Additional information may be requested to verify the defect or eligibility. Claims are typically reviewed within [X business days] of submission.

4. Resolution

Eligible claims may be resolved through: Repair of the product, Replacement of defective parts, Replacement of the product (at Ride Guard's discretion), Customers will be notified of the decision via email.

5. Limitations

Coverage applies only to the registered product and is non-transferable. Ride Guard reserves the right to deny claims that do not meet the Terms & Conditions. Ride Guard's decision on warranty claims is final.

This setup ensures compliance with Canadian privacy law and provides a clear, structured process for customers to submit warranty claims.