### SERVICE CONTRACT HOLDER INFORMATION



### NOTICE TO CUSTOMERS

NOTICE TO CUSTOMER: YOU ARE NOT REQUIRED TO PURCHASE THIS CONTRACT IN ORDER TO PURCHASE, LEASE, OR OBTAIN FINANCING FOR THIS VEHICLE. This Contract is not an insurance policy, a Warranty, or a guarantee. The Contract Purchase Price may be financed with the purchase of the Vehicle or with other approved payment options allowed by Us. This Contract does not cover the benefits provided under Dealer Warranties required by state law.

This Contract represents the entire agreement between You and Us. No person has the authority to change this Contract or to waive any of its provisions. No other written or oral statements apply to this Contract. You acknowledge this Contract is based on the information You provided on this Registration Page and that any misrepresentation on Your part may result in the denial of a claim.

By signing below, I acknowledge, understand, and agree to all of the terms and conditions described in this Contract. I understand my rights under the Dispute Resolution/Arbitration Agreement and Class Action Waiver section and understand the opt-out instructions. I understand the limited applicability of the federal Magnuson–Moss Warranty Act, stated herein. I understand that the purchase of this Contract is voluntary and not required for purchasing, leasing, or financing this Vehicle.

PRIOR AUTHORIZATION MUST BE OBTAINED FROM US PRIOR TO RECEIVING REPAIRS/REPLACEMENTS

### SIGNATURES



#### PLEASE ENSURE YOU PRINT 4 COPIES OF THIS PAGE



CUSTOMER WILL ALSO RECEIVE A COPY OF THEIR SIGNED AGREEMENT ALONG WITH THEIR WELCOME PACKET WHICH WILL ARRIVE 5-7 BUSINESS DAYS FROM CONTRACT FUNDED DATE.

## TRANSPARENT COVERAGE

#### **1. PROGRAM COVERAGE**

1.1. The Program provides coverage for the replacement of keys and batteries for the Customer's new cart or LSV, subject to the limitations described in this Agreement.

1.2. There is no deductible for any claims made under this Program.

1.3. Coverage is provided without expiration; the Program remains active for the lifetime of the original owner of the cart or LSV.

1.4. The maximum aggregate benefit under this Program is:

- \$500 for key replacements over the lifetime of the contract.
- \$2,500 for battery replacements over the lifetime of the contract.

#### 2. DEFINITIONS

2.1. "Customer": The person or entity that purchases the Program and owns the new cart or low-speed vehicle (LSV) that is the subject of this Agreement.

2.2. "New Cart or Low-Speed Vehicle (LSV)": A cart or LSV that is brand new at the time of purchase by the Customer and has not been previously owned or titled.

2.3. "Key Replacement": The process of providing a new key or rekeying service to replace a lost, stolen, or damaged key.

2.4. "Battery Replacement": The provision of a new battery to replace a failed or defective battery in the covered new cart or LSV.

2.5. "Lifetime": The period of ownership by the original purchaser of the covered new cart or LSV.

2.6. "Total Maximum Aggregate Benefit": The maximum amount the Company will pay for key and battery replacements under this Agreement:

- \$500 for key replacements.
- \$2,500 for battery replacements.

2.7. "Program": The Lifetime Key & Battery Program offered by the Company to cover specific replacement services for new carts and LSVs.

#### 3. EXCLUSIONS

3.1. This Program applies to new carts and LSVs only. Used carts or LSVs are not eligible for coverage under this Program.

3.2. The Program does not cover:

- Damage caused by misuse, neglect, or unauthorized modifications of the covered vehicle.
- Replacement of any part not specified in this Agreement, such as electrical components or other mechanical parts.

3.3. The Program does not provide reimbursement for services performed by third-party providers unless pre-authorized by the Company.

## COVERAGE CONTINUED

#### 4. CLAIMS PROCESS

4.1. To request a key or battery replacement under this Program, the Customer must contact the Company and provide proof of purchase of the new cart or LSV, along with any relevant documentation related to the requested replacement.

4.2. The Company reserves the right to inspect the covered vehicle and determine the necessity of replacement before authorizing any work.

#### **5. LIMITATION OF LIABILITY**

5.1. The Company's liability is limited to the total maximum aggregate benefit for key and battery replacements as stated in this Agreement.

5.2. The Customer acknowledges that the total maximum aggregate benefit under this Program is capped at:

- \$500 for key replacements.
- \$2,500 for battery replacements.

5.3. The Company will not be liable for any incidental, indirect, or consequential damages arising out of or related to this Agreement.

#### 6. TRANSFERABILITY

6.1. This Program is not transferable. It applies only to the original Customer and the specific new cart or LSV purchased at the time the Program was initiated.

#### 7. GOVERNING LAW

7.1. This Agreement will be governed by and construed in accordance with the laws of the state in which the Company operates.

#### 8. TERMINATION

8.1. This Agreement shall remain in effect for the lifetime of the original Customer's ownership of the covered vehicle. The Program shall automatically terminate if the Customer sells or transfers ownership of the covered vehicle.

#### 9. ENTIRE AGREEMENT

9.1. This Agreement constitutes the entire agreement between the Customer and the Company regarding the Lifetime Key & Battery Program and supersedes all prior agreements, understandings, or representations.

## CONTINUED

#### **Your Responsibilities**

To maintain the benefits under this Contract, You are responsible for:

- Tire Maintenance:
- Ensuring your tires are properly inflated and maintained in accordance with the manufacturer's recommendations.
- Timely Reporting:
- Reporting any damage or issues promptly to CSP Warranty.
- Use of Authorized Repair Facilities:
- All repairs and replacements must be conducted at an authorized Repair Facility. Repairs performed without authorization may not be covered.

#### **Dispute Resolution/Arbitration Agreement**

By entering into this Contract, You agree to submit any disputes relating to the Contract to binding arbitration, as described in the Dispute Resolution section on the Registration Page.

#### **Contact Information**

For any questions or to file a claim, please contact: CSP Warranty Agency Tel: 1-866-885-7588 Email: info@carserviceprotectionplans.com Address: 9722 Groff Mill Drive, Owings Mills, Maryland 21117

**CUSTOMER INITALS** 

