

### 1 COVERED VEHICLE

New  Pre-Owned\*  Leased  VIN 7SAXCBE60RF439599  
Year 2024 Make TESLA Model MODEL X Mileage 11  
*\*Only Pre-Owned vehicles which have been reconditioned prior to sale, inspected, and found to be free of any pre-existing damage at the time of sale are eligible for coverage under this Service Contract.*

### 2 DEALER

Dealer Name connexVSC - CA Dealer # C5654312  
Address 523 22nd St, City Huntington Beach State CA Zip Code 92648  
Phone # (714) 401-0516 Dealer Representative Title  
Lienholder Address Phone #

### 3 CONTRACT HOLDER

Contract Holder Name PREVIEW Co-Buyer Name  
Address PREVIEW City Los Angeles State CA Zip Code 90024  
(Area Code) Telephone # Email Address

### 4 CONTRACT COVERAGE INFORMATION

**Choose One:** Contract Term (in months) 60  
 Tire Only Road Hazard Coverage (A7)  
 Tire & Wheel Road Hazard Coverage (A1)  
 Tire & Wheel Road Hazard Coverage with Cosmetic Wheel Repair (A4)  
**All options include Emergency Roadside Assistance Benefit (B2) and Rental Transportation Benefit (C)**

TOTAL PURCHASE PRICE \$4,368.00 Full amount due at time of sale Customer Initials

**THE PURCHASE OF THIS SERVICE CONTRACT ("CONTRACT") IS OPTIONAL, CANCELLABLE, AND IS NOT A REQUIREMENT OF THE PURCHASE, LEASE OR FINANCING OF THIS VEHICLE. THIS CONTRACT IS NOT AN INSURANCE POLICY.**

I, the undersigned purchaser of this contract, have selected the above coverage and term and understand that the coverage is subject to validations. I also understand the following: I am not required to enter into this Contract in order to purchase, lease, or obtain financing for the Vehicle. This Contract contains two parts—the Registration Form and the Contract Terms and Conditions—which takes precedence over any other written or oral statement made to me with respect to this Contract. Any modifications, alterations, or changes to the preprinted terms and conditions of this Contract are invalid and of no force or effect.

By my signature below, I hereby acknowledge receipt of this Registration Form and the Contract Terms and Conditions, and that I have been given the opportunity to read this Contract in its entirety.

### 5 SIGNATURES

Contract Holder Signature \_\_\_\_\_ Purchase Date 03/27/2024  
Co-Buyer Signature \_\_\_\_\_ Purchase Date 03/27/2024

**CONTRACT PROVIDER/OBLIGOR/ADMINISTRATOR:** The Provider, Obligor, and Administrator is Dent Wizard Warranty Company, LLC, 4710 Earth City Expressway, Bridgeton, MO 63044. **California Vehicle Service Contract Provider License #0M77087.**

Obligations under this Contract are guaranteed/insured by a service contract reimbursement insurance policy issued by Response Indemnity Company of California, 10751 Deerwood Park Blvd., Suite 200, Jacksonville, FL 32256, (800) 888-2738. If the Obligor fails to pay or provide service on a claim, including any claim for the return of the unearned portion of the provider fee, within sixty (60) days after proof of loss has been filed, the Contract Holder is entitled to make a direct claim to the insurance company. Please call the insurer at 800-888-2738 for instructions.

Throughout this Contract, "We"/"we", "Us"/"us", "Our"/"our" will refer to the Obligor/Provider and any Administrator. "You"/"you" will refer to the original purchaser of this Contract and any subsequent owner when a transfer has been completed as outlined in this Contract.

## CONTRACT TERMS AND CONDITIONS

**CONTRACT TERM.** This Contract is effective from the Purchase Date through the Term you selected on page one of this Contract.

### COVERAGE BY OPTION.

- A. **Tire Only Road Hazard Coverage:** Coverage under this Contract is limited to tire repair, or if not repairable, the replacement of damaged original equipment tires as well as new tires (including seasonal tires) mounted on the Covered Vehicle during the Contract Term, provided the damage is caused by a covered Road Hazard and there is more than 2/32" of tread on the tire. "Road Hazard" means a hazard that is encountered while driving a motor vehicle and that may include, but is not limited to, potholes, rocks, debris, metal parts, glass, plastic, curbs, or composite scraps. **Eligible reimbursement amounts and coverage will be limited to the original equipment fitment for the identified model of the Covered Vehicle.**
- ROAD HAZARD DAMAGE:** This Contract covers Road Hazard damage which occurs when a tire or wheel fails as a result of a puncture, bruise, or impact break incurred during the course of normal driving on a road maintained by state or local authority. Nails, glass and potholes are the most common examples of road hazards.
  - FLAT TIRE REPAIR:** If your tire is damaged due to road hazard damage as outlined above and can be safely repaired per industry standards and guidelines, the tire may be repaired at any facility. **The repair will be covered up to \$60.00 per tire, per occurrence. You are responsible for any additional charges beyond \$60.00 including, but not limited to balancing and taxes.** It is not necessary to contact the Administrator before having a flat tire repaired.
  - TIRE REPLACEMENT COVERAGE:** If a tire covered by this Contract, during the usable tread life of the tire, becomes unserviceable due to road hazard damage as defined above and the tire cannot be safely repaired per industry standards and guidelines, it will be replaced with an exact make/model replacement, if available. If not available, a comparable quality tire will be installed. You are responsible for any charges beyond the amount covered. **When the tread remaining on the tire is worn down to 2/32" or less, the tire is not eligible for any reimbursement. Replacement tires will be covered for the remainder of the Contract Term. When specifications for all-wheel drive and four-wheel drive vehicles require replacement of the other tire on the same axle when the difference in tread is greater than 4/32" (or as otherwise specified by the OEM) between the new tire replacing the damaged tire and the tread measurement of the second tire on the same axle, the second tire on the same axle will be replaced by the Program Administrator. Replacement due to tread depth differential of any tire other than the second tire on the same axle as the damaged tire is not covered.**
  - MOUNTING, BALANCING, AND TAXES:** This Contract covers the reasonable cost of mounting, balancing, valve stems and disposal for any tire replaced under this Contract **not to exceed \$75.00, excluding replacement seals, o-ring fasteners, shop supplies, etc.** When replacing a TPMS sensor/transmitter valve stem or rim-banded assembly damaged by a covered road hazard, a TPMS audit trail/report must be provided. Taxes applicable to the tire/wheel replacement will be covered. **When a covered tire is damaged by a covered road hazard, Mounting and Balancing will only be covered once per tire and wheel assembly.**
  - YOUR RESPONSIBILITIES:** (a) Properly care for and maintain your tires ensuring tire and wheel assemblies are kept in balance and tires operated at proper inflation pressures; (b) Use all reasonable means to protect your vehicle from additional damage; (c) Furnish such information as may be required, including the Department of Transportation (DOT) numbers of the tires installed on the vehicle; (d) Incur only expenses which are authorized in advance; (e) Make available for inspection all tires that require replacement; (f) Payment of all expenses and costs not covered by this Contract.
- B. **Tire & Wheel Road Hazard Coverage:** Coverage under this Contract is limited to tire repair, or if not repairable, the replacement of damaged original equipment tires and the replacement of damaged original equipment wheels, as well as new tires (including seasonal tires) mounted on the covered wheels on the Covered Vehicle during the Contract Term, provided the damage is caused by a covered Road Hazard and there is more than 2/32" of tread on the tire. "Road Hazard" means a hazard that is encountered while driving a motor vehicle and that may include, but is not limited to, potholes, rocks, debris, metal parts, glass, plastic, curbs, or composite scraps. **Eligible reimbursement amounts and coverage will be limited to the original equipment fitment for the identified model of the Covered Vehicle.**
- ROAD HAZARD DAMAGE:** This Contract covers Road Hazard damage which occurs when a tire or wheel fails as a result of a puncture, bruise, or impact break incurred during the course of normal driving on a road maintained by state or local authority. Nails, glass and potholes are the most common examples of road hazards.
  - FLAT TIRE REPAIR:** If your tire is damaged due to road hazard damage as outlined above and can be safely repaired per industry standards and guidelines, the tire may be repaired at any facility. **The repair will be covered up to \$60.00 per tire, per occurrence. You are responsible for any additional charges beyond \$60.00 including, but not limited to balancing and taxes.** It is not necessary to contact the Administrator before having a flat tire repaired.
  - TIRE REPLACEMENT COVERAGE:** If a tire covered by this Contract, during the usable tread life of the tire, becomes unserviceable due to road hazard damage as defined above and the tire cannot be safely repaired per industry standards and guidelines, it will be replaced with an exact make/model replacement, if available. If not available, a comparable quality tire will be installed. You are responsible for any charges beyond the amount covered. **When the tread remaining on the tire is worn down to 2/32" or less, the tire is not eligible for any reimbursement. Replacement tires will be covered for the remainder of the Contract Term. When specifications for all-wheel drive and four-wheel drive vehicles require replacement of the other tire on the same axle when the difference in tread is greater than 4/32" (or as otherwise specified by the OEM) between the new tire replacing the damaged tire and the tread measurement of the second tire on the same axle, the second tire on the same axle will be replaced by the Program Administrator. Replacement due to tread depth differential of any tire other than the second tire on the same axle as the damaged tire is not covered.**
  - WHEEL (RIM) REPLACEMENT:** If a wheel covered by this Contract, on which a covered tire was mounted, is damaged and will no longer maintain an airtight seal with the tire, or can no longer be properly balanced after the tire has been repaired or replaced, then the wheel will be replaced. **You are responsible for any charges beyond the amount covered. Wheels replaced due to covered road hazard damage upon approval by the Administrator under this Contract will be covered for the remainder of the Contract Term.**
  - MOUNTING, BALANCING, AND TAXES:** This Contract covers the reasonable cost of mounting, balancing, valve stems and disposal for any tire and/or wheel replaced under this Contract **not to exceed \$75.00, excluding replacement seals, o-ring fasteners, shop supplies, etc.** When replacing a TPMS sensor/transmitter valve stem or rim-banded assembly damaged by a covered road hazard, a TPMS audit trail/report must be provided. Taxes applicable to the tire/wheel replacement will be covered. **When a covered tire and wheel assembly is damaged by a covered road hazard, Mounting and Balancing will only be covered once per tire and wheel assembly.**

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6. **This Contract covers only the original equipment wheels installed on the Covered Vehicle at the point of purchase/delivery and replacement wheels authorized by the Administrator.**
  7. **Contact the Administrator at 1-866-559-4245 for prior authorization and a claim tracking number before work is commenced.**
  8. **YOUR RESPONSIBILITIES:** (a) Properly care for and maintain your tires and wheels, ensuring assemblies are kept in balance and tires operated at proper inflation pressures; (b) Use all reasonable means to protect your vehicle from additional damage; (c) Furnish such information as may be required, including the Department of Transportation (DOT) numbers of the tires installed on the vehicle; (d) Incur only expenses which are authorized in advance; (e) Make available for inspection all tires and wheels that require replacement; (f) Payment of all expenses and costs not covered by this Contract.
- C. **Tire & Wheel Road Hazard Coverage with Cosmetic Wheel Repair/Replacement:** Coverage under this Contract is limited to tire repair, or if not repairable, the replacement of damaged original equipment tires and the replacement of damaged original equipment wheels, as well as new tires (including seasonal tires) mounted on the covered wheels on the Covered Vehicle during the Contract Term, provided the damage is caused by a covered Road Hazard and there is more than 2/32" of tread on the tire. "Road Hazard" means a hazard that is encountered while driving a motor vehicle and that may include, but is not limited to, potholes, rocks, debris, metal parts, glass, plastic, curbs, or composite scraps. **Eligible reimbursement amounts and coverage will be limited to the original equipment fitment for the identified model of the Covered Vehicle.**
1. **ROAD HAZARD DAMAGE:** This Contract covers Road Hazard damage which occurs when a tire or wheel fails as a result of a puncture, bruise, or impact break incurred during the course of normal driving on a road maintained by state or local authority. Nails, glass and potholes are the most common examples of road hazards.
  2. **FLAT TIRE REPAIR:** If your tire is damaged due to road hazard damage as outlined above and can be safely repaired per industry standards and guidelines, the tire may be repaired at any facility. **The repair will be covered up to \$60.00 per tire, per occurrence. You are responsible for any additional charges beyond \$60.00 including, but not limited to, balancing and taxes.** It is necessary to contact the Administrator before having a flat tire repaired.
  3. **TIRE REPLACEMENT COVERAGE:** If a tire covered by this Contract, during the usable tread life of the tire becomes unserviceable due to road hazard damage as defined above and the tire cannot be safely repaired per industry standards and guidelines, it will be replaced with an exact make/model replacement, if available. If not available, a comparable quality tire will be replaced. You are responsible for any charges beyond the amount covered. **When the tread remaining on the tire wears down to 2/32" or less, the tire is not eligible for any reimbursement. Replacement tires will be covered for the remainder of the Contract Term. When specifications for all-wheel drive and four-wheel drive vehicles require replacement of the other tire on the same axle when the difference in tread is greater than 4/32" (or as otherwise specified by the OEM) between a new tire replacing the damaged tire and the tread measurement of the second tire on the same axle, the second tire on the same axle will be replaced under the Program Administrator. Replacement due to tread depth differential of any tire other than the second tire on the same axle as the damaged tire is not covered.**
  4. **WHEEL (RIM) REPLACEMENT:** If a wheel covered by this Contract, on which a covered tire was mounted, is damaged and will no longer maintain an airtight seal with the tire, or can no longer be properly balanced after the tire has been repaired or replaced, then the wheel will be replaced. **You are responsible for any charges beyond the amount covered. Wheels replaced due to covered road hazard damage upon approval by the Administrator under this Contract will be covered for the remainder of the Contract Term.**
  5. **MOUNTING, BALANCING, AND TAXES:** This Contract covers the reasonable cost of mounting, balancing, valve stems and disposal for any tire and/or wheel replaced under this Contract **not to exceed \$75.00 including replacement seals, o-ring fasteners, shop supplies, etc.** When replacing a TPMS sensor/transmission valve stem, a TPMS audit assembly damaged by a covered road hazard, a TPMS audit trail/report must be provided. Taxes applicable to tire/wheel replacement will be covered. **When a covered tire and wheel assembly is damaged by a covered road hazard, Mounting and balancing will only be covered once per tire and wheel assembly.**
  6. **COSMETIC WHEEL REPAIR/REPLACEMENT:** This Contract provides coverage for cosmetic wheel repair to all original equipment wheels or hubcaps when the normal appearance of the wheel or hubcap is altered with minor curb scuffs, scratches, scrapes, or rash. The number of cosmetic wheel repairs is unlimited during the Contract Term. **If the Administrator determines that the covered wheels or hubcaps are not repairable, they may be replaced with wheels or hubcaps of like kind and quality. Cosmetic wheel repairs are limited to the cost of the condition, unless repair is required due to the wheel composition. This Contract provides cosmetic wheel repair/replacement which may be performed through the Administrator's exclusive repair network.**
  7. **This Contract covers only the original equipment wheels installed on the Covered Vehicle at the point of purchase/delivery and replacement wheels authorized by the Administrator.**
  8. **Contact the Administrator at 1-866-559-4245 for prior authorization and a claim tracking number before work is commenced.**
  9. **YOUR RESPONSIBILITIES:** (a) Properly care for and maintain your tires and wheels, ensuring assemblies are kept in balance and tires operated at proper inflation pressures; (b) Use all reasonable means to protect your vehicle from additional damage; (c) Furnish such information as may be required, including the Department of Transportation (DOT) numbers of the tires installed on the vehicle; (d) Incur only expenses which are authorized in advance; (e) Make available for inspection all tires and wheels that require replacement, and wheels that are being considered for cosmetic repair; (f) Payment of all expenses and costs not covered by this Contract.
- D. **Emergency Roadside Assistance Benefit:** If your Covered Vehicle becomes disabled during the Contract Term, **you may receive up to \$150.00 of covered roadside assistance services per occurrence**, as described below, anywhere in the United States of America (excluding its territories and possessions) and Canada **by calling 1-866-559-4245 for assistance.** All Emergency Roadside Assistance benefits under this Contract are available 24 hours a day, 365 days a year. **You are responsible for any non-covered expenses or costs in excess of the per occurrence limit.**
1. **Lockout (entry into passenger compartment only):** The servicer will provide assistance with getting the Covered Vehicle unlocked if the keys are lost, broken or locked inside the Covered Vehicle.
  2. **Installation of Spare Tire:** The servicer will provide assistance with the removal of your Covered Vehicle's flat tire and installation of the inflated spare tire; if no spare is available, your Covered Vehicle will be towed to the nearest repair facility under the limits of the Towing benefit.
  3. **Towing:** The servicer will provide assistance with the Covered Vehicle in an event in which it becomes inoperable due to mechanical breakdown or vehicle disablement. Your Covered Vehicle will be towed up to 50 miles to the nearest repair facility or destination of your choice. **You are responsible for any towing charges in excess of the \$150.00 per occurrence limit.**

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4. **Battery Service:** If your Covered Vehicle's battery fails, the servicer will attempt to jump-start your Covered Vehicle. If the servicer is not able to successfully jump-start your Covered Vehicle, it will be towed to the nearest repair facility under the limits of the Towing benefit.
  5. **Emergency Fluid Delivery:** The servicer will deliver an emergency supply of up to 3 gallons of fuel, oil, fluid and/or water (the "Fluid(s)") to you if your Covered Vehicle is in immediate need of such fluids. **You must pay the servicer for the Fluid(s) upon delivery.**
  6. **Winching:** If your Covered Vehicle can be reached safely from a normally traveled road or established thoroughfare, the servicer will provide assistance to winch your Covered Vehicle from mud, sand, snow, or a ditch with the use of one person and one normally equipped truck for no more than 30 minutes.
  7. **You must provide identification and proof of vehicle ownership at the time service is provided.**
  8. **You must be with your Covered Vehicle when the servicer provider arrives, as they cannot service an unattended vehicle.**
  9. **Any Emergency Roadside Assistance benefit provided by anyone other than the roadside assistance service provider designated by the Administrator is not covered and is not reimbursable under this Contract. However, if the roadside assistance service provider designated by the Administrator is unable to provide service, upon your request you will be authorized by the Administrator to obtain service from another service provider. In this event, you will be reimbursed for any payments made for authorized covered roadside assistance service(s) up to the \$150.00 per occurrence limit.**
- E. **Rental/Rideshare/Transportation Benefit:** This Contract provides reimbursement of up to \$50.00 per claim for: Hired car/Rideshare (e.g., Uber or Lyft), taxi, train fare, bus fare, car service, or a rental vehicle for alternative transportation to your home, work or repair facility while the Covered Vehicle is undergoing covered repairs under this Contract. **To be eligible for reimbursement, your paid receipts for this benefit must be submitted to the Administrator within sixty (60) days of the date the work on the Covered Vehicle was performed.**

### LIMITATIONS.

- A. This Contract is limited to private passenger vehicles.
- B. This Contract provides repairs through the Administrator's exclusive repair network, excluding repairs and replacements to tires and wheels damaged by road hazards.
- C. Eligible reimbursement amounts and coverage will be limited to the original equipment for the identified model of the Covered Vehicle.
- D. **Tire Only Road Hazard, Tire & Wheel Road Hazard, and Cosmetic Wheel Repair/Replacement:**
  1. Covered tires or wheels may be replaced with tires or wheels of like kind and quality replacement value, which may include remanufactured wheels.
  2. The Administrator reserves the right to limit reimbursements to reasonable replacement costs.
  3. The Administrator reserves the right to drop-ship replacement components, and/or remove the Covered Vehicle and redirect it to another servicing facility at the Administrator's expense, if an agreement on the replacement cost cannot be reached with the repairing dealer.
  4. All cosmetic wheel repairs and replacements must be completed by a representative authorized by the Administrator.

### EXCLUSIONS.

- A. **TIRE ONLY ROAD HAZARD, TIRE & WHEEL ROAD HAZARD, AND COSMETIC WHEEL REPAIR/REPLACEMENT DOES NOT PROVIDE COVERAGE OR REIMBURSEMENT FOR:**
  1. TIRE AND/OR WHEEL REPLACEMENTS AND COSMETIC WHEEL REPAIRS MADE WITHOUT THE ADMINISTRATOR'S AUTHORIZATION.
  2. AFTERMARKET WHEELS AND WHEELS INSTALLED BY YOU, THE DEALER, OR ANY OTHER FACILITY OR PERSON AFTER THE DATE THE COVERED VEHICLE WAS PURCHASED/DELIVERED THAT ARE NOT REPLACEMENT WHEELS AUTHORIZED BY THE ADMINISTRATOR AND ARE CONSIDERED AFTERMARKET WHEELS AND ARE SPECIFICALLY EXCLUDED FROM COVERAGE).
  3. TIRE PRESSURE MONITORING SYSTEM (TPMS) WARNING LIGHTS/INDICATORS, RECEIVERS/CONTROL UNITS, ANTENNAE, TRANSCIEVER DISPLAY UNITS, MONITORS OR FAILURES TO TPMS COMPONENTS DUE TO IMPROPER REMOVAL OR INSTALLATION, BLOCKED PRESSURE PORTS, LOW BATTERY POWER, MECHANICAL OR ELECTRICAL FAILURE, OR DAMAGE TO THE SENSOR/TRANSMITTER ASSEMBLIES NOT DIRECTLY CAUSED BY DAMAGE TO A TIRE AND/OR WHEEL FROM COVERED ROAD HAZARD.
  4. FAILURES TO TIRES AND/OR WHEELS OCCURRING WHEN ANY PART OF THE TIRE TREAD THAT COMES IN CONTACT WITH THE ROAD HAS A TREAD DEPTH OF 2/32" OR LESS.
  5. DAMAGE, REPLACEMENTS, OR REPAIRS TO TIRES OR WHEELS DUE TO WEAR AND TEAR. WEAR AND TEAR MEANS DAMAGE TO OR THE DETERIORATION OF THE TIRE OR WHEEL SUSTAINED THROUGH, OR ATTRIBUTABLE TO, ROUTINE AND ORDINARY USE OR OPERATION INCLUDING BUT NOT LIMITED TO UNEVEN WEAR.
  6. TIRES AND/OR WHEELS WHICH ARE OVERSIZED, UNDERSIZED, OR OTHERWISE NOT RECOMMENDED BY THE MANUFACTURER.
  7. DAMAGE TO TIRES IN EITHER THE SIDE WALL OR TREAD AREA DUE TO DRY ROT, CRACKING OR PEELING.
  8. DAMAGE THAT IS CAUSED BY OR OCCURS AFTER A TIRE AND/OR WHEEL IS NO LONGER SERVICEABLE BECAUSE OF MISUSE, ABUSE, NEGLIGENCE, IMPROPER APPLICATION, IMPROPER TOWING, IMPROPER BALANCING OR ALIGNMENT, IMPROPER INFLATION, IMPROPER MAINTENANCE, IMPROPER OR FAILED REPAIRS, IMPROPER ROTATION, WHEEL AND VALVE STEM CORROSION, VALVE STEM LEAKAGE OR FAILURE, TIRE SEALANTS, BRAKE LOCK UP, WHEEL SPINNING, TORQUE SNAGS, ETC.
  9. DAMAGE CAUSED BY MECHANICAL FAILURES (E.G., FAILED SHOCKS, STRUTS, ALIGNMENT, BALANCING, ETC.) OR INTERFERENCE WITH VEHICLE COMPONENTS (E.G., FENDERS, EXHAUST, SPRINGS, ETC.)
  10. TIRES AND/OR WHEELS THAT HAVE BEEN REPAIRED IN A MANNER OTHER THAN PER INDUSTRY APPROVED

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METHODS, WHICH INCLUDE TIRE INDUSTRY ASSOCIATION AND/OR RUBBER MANUFACTURERS ASSOCIATION REPAIR GUIDELINES.

11. TIRES THAT HAVE BEEN RETREADED, RECAPPED, RE-GROOVED, REMOLDED OR TUBED.
  12. DAMAGE TO USED TIRES THAT HAVE BEEN INSTALLED ON THE COVERED VEHICLE OR TO WHEELS IF USED TIRES ARE MOUNTED ON THE COVERED WHEELS. COVERAGE IS LIMITED TO NEW TIRES ONLY.
  13. DAMAGE TO TIRES AND/OR WHEELS INSTALLED ON VEHICLES WITH A MANUFACTURER'S LOAD RATING CAPACITY GREATER THAN ONE TON, OR ANY VEHICLE WITH A LOAD RATING 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.
  14. INCIDENTAL, SECONDARY DAMAGES OR UNREASONABLE COSTS THAT YOU MAY SUFFER AS A RESULT OF THE NEED TO REPAIR OR REPLACE A TIRE AND/OR WHEEL.
  15. PERSONAL EXPENSES ARISING BECAUSE YOUR COVERED VEHICLE IS NOT AVAILABLE FOR YOUR USE, INCLUDING STORAGE OR FREIGHT CHARGES.
  16. LIABILITY FOR DAMAGE TO PROPERTY, INJURY OR DEATH OF ANY PERSON ARISING OUT OF THE OPERATION, MAINTENANCE OR USE OF YOUR COVERED VEHICLE WHETHER OR NOT RELATED TO TIRE OR WHEEL DAMAGE.
- B. COSMETIC WHEEL REPAIR/REPLACEMENT DOES NOT PROVIDE COVERAGE FOR THE FOLLOWING: (1) DENTED, CRACKED, OR BENT WHEELS; (2) AFTERMARKET WHEELS; OR (3) DAMAGE CAUSED BY ROAD HAZARD.
- C. EMERGENCY ROADSIDE ASSISTANCE DOES NOT PROVIDE COVERAGE FOR THE FOLLOWING: (1) VEHICLES THAT HAVE BEEN SUBMERGED IN WATER OR HAVE BEEN OFF-ROAD AND ARE NOT ON A MAINTAINED ROADWAY; (2) TOWING OR SERVICES REQUIRED FOR THE COVERED VEHICLE DUE TO AN AUTOMOBILE ACCIDENT OR DAMAGE INCURRED BY ACTS OF NATURE INCLUDING BUT NOT LIMITED TO FLOODS, HURRICANES, TORNADOES, EARTHQUAKES, AND HAIL; (3) THE COST OF PARTS, FLUIDS, LUBRICANTS, OR COST OF FUEL, INCLUDING ADDITIONAL LABOR RELATING TO TOWING, OR THE COST OF INSTALLATION OF PRODUCTS; (4) NON-EMERGENCY TOWING OR OTHER NON-EMERGENCY SERVICE (E.G. MOUNTING OR REMOVING OF SNOW TIRES OR CHAINS OR SHOVELING SNOW FROM AROUND A VEHICLE); (5) ANY SERVICE AVAILABLE THROUGH A MANUFACTURER'S WARRANTY OR SERVICE; (6) TIRE REPAIR; (7) TOWING OR SERVICE ON A VEHICLE THAT IS NOT IN A SAFE CONDITION TO BE TOWED OR SERVICED THAT MAY RESULT IN DAMAGE TO THE VEHICLE IF TOWED OR SERVICED; (8) TOWING OR SERVICE IN AREAS NOT REGULARLY MAINTAINED, SUCH AS SAND BEACHES, OPEN FIELDS, FORESTS, AND AREAS DESIGNATED AS NOT PASSENGER VEHICLES DUE TO CONSTRUCTION; AND (9) TOWING AT THE DIRECTION OF A LAW ENFORCEMENT OFFICER RELATING TO TRAFFIC OBSTRUCTION, IMPOUNDMENT, ABANDONMENT, ILLEGAL PARKING, OR OTHER VIOLATIONS OF LAW. THE ADMINISTRATOR ASSUMES NO LIABILITY FOR ANY DAMAGES TO THE COVERED VEHICLE (INCLUDING PERSONAL ITEMS LEFT IN THE COVERED VEHICLE) OR PROPERTY RESULTING FROM THE RENDERING OF SERVICES.
- D. REPAIRS PERFORMED BY ANYONE OTHER THAN REPRESENTATIVE AUTHORIZED BY THE ADMINISTRATOR ARE NOT COVERED UNDER THIS CONTRACT AND WILL RESULT IN DENIAL OF YOUR CLAIM.
- E. GENERAL EXCLUSIONS: THIS CONTRACT DOES NOT PROVIDE REIMBURSEMENT FOR:
1. ANY DAMAGE WHICH OCCURS AFTER THE EXPIRATION OR TERMINATION OF THIS CONTRACT.
  2. LOSS, DAMAGE OR EXPENSE CAUSED BY ACCIDENTS, COLLISION, THEFT, SNOW CHAINS, EXPLOSION, LIGHTNING, EARTHQUAKES, FIRE, WIND STORMS, WATER, FLOODS, MALICIOUS MISCHIEF, VANDALISM, CIVIL COMMOTION, RIOTS, WAR, OR DAMAGE INCURRED DURING MISUSE OF THE COVERED VEHICLE.
  3. REPAIRS OR REPLACEMENTS DUE TO MANUFACTURER RECALL, DEFECT OR WARRANTY, OR ANY REASON THE MANUFACTURER REPAIRS OR REPLACES AT ITS EXPENSE OR AT A REDUCED COST.
  4. INVOICES PRESENTED FOR PAYMENT FOR SERVICES NOT PERFORMED, NOT AUTHORIZED, OR NOT AS DESCRIBED AT THE TIME OF PRIOR AUTHORIZATION.
  5. IN-HOME OR AT-HOME SERVICE.
  6. THE COST TO TRANSPORT THE COVERED VEHICLE TO A REPAIR FACILITY.
  7. 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, OR STATE OR NATIONAL PARK SERVICE OR IMPROVED CAMPGROUNDS).
  8. DAMAGE RESULTING FROM COMMERCIAL USE OF THE COVERED VEHICLE.
  9. COMMERCIAL VEHICLES: ANY VEHICLE THAT IS TITLED FOR COMMERCIAL USE OR USED FOR COMMERCIAL PURPOSES INCLUDING BUT NOT LIMITED TO CONSTRUCTION, TOWING, FARMING OPERATIONS, RANCHING OPERATIONS, AGRICULTURAL OPERATIONS, SNOW PLOWING OR REMOVAL, TAXI, ANY TYPE OF EMERGENCY VEHICLE, OR COMPETITIVE OR OFF-ROAD RACING.
  10. DAMAGE INCURRED OUTSIDE THE UNITED STATES AND CANADA.
  11. PRE-EXISTING DAMAGES (CONDITIONS OR DAMAGE THAT EXISTED PRIOR TO YOUR PURCHASE OF THIS CONTRACT).
  12. INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM BREACH OF THIS CONTRACT.

## CONTRACT TERMS AND CONDITIONS

### CLAIMS PROCEDURES.

- A. PRIOR APPROVAL IS REQUIRED FOR ALL SERVICES UNDER THIS CONTRACT.
- B. ALL CLAIM DOCUMENTATION MUST BE SUBMITTED WITHIN 60 DAYS OF YOUR REQUEST FOR PRIOR AUTHORIZATION.
- C. FAILURE TO REPORT A CLAIM TO THE ADMINISTRATOR OR HAVING THE COVERED VEHICLE REPAIRED BY ANYONE OTHER THAN THE REPRESENTATIVE AUTHORIZED BY THE ADMINISTRATOR WILL RESULT IN DENIAL OF YOUR CLAIM.
- D. The issuance of a claim tracking number does not imply the Administrator has approved a claim, or that the Contract Holder has fulfilled their responsibility in reporting such claim.
- E. Use all reasonable means to protect your Covered Vehicle from additional damage.
- F. You are responsible for all expenses and costs not covered by this Contract.
- G. All claims should be reported to the Administrator as soon as reasonably possible, unless required otherwise.
- H. There is no deductible under this Contract.
- I. Excluding tires and wheels damaged by road hazards, repairs (and replacements if applicable) are performed at a Dealer location by a representative authorized by the Administrator.
- J. Excluding tires and wheels damaged by road hazards, damage which can be repaired under this Contract should not affect the working condition of the Covered Vehicle; therefore, no emergency services will be available.
- K. TO OBTAIN EMERGENCY ROADSIDE ASSISTANCE, anywhere in the United States of America (excluding territories and possessions) and Canada, call 1-866-559-4245 for assistance. All Emergency Roadside Assistance benefits under this Contract are available 24 hours a day, 365 days a year. You are responsible for any non-covered expenses or costs in excess of the per occurrence limit.
- L. To submit requests for reimbursement of authorized Emergency Roadside Assistance services or reimbursement of Rental/Rideshare/Transportation expenses, please contact the Administrator's claims center at 1-866-559-4245 or via email at customersupport@sonsisio.com.
- M. FOR TIRE & WHEEL ROAD HAZARD AND COSMETIC WHEEL REPAIR/REPLACEMENT CLAIMS:
  1. To report tire or wheel road hazard damage, obtain prior approval and arrange an appointment for repair or replacement under this Contract, please contact the Administrator at 1-866-559-4245 or via email at customersupport@sonsisio.com; or you may utilize the Administrator's electronic claim feature at <http://sonsisio.com/e-claims>.
  2. Prior authorization and a claim tracking number must be obtained from the Administrator before work is commenced (not required for flat tire repair).
  3. If a tire or wheel needs to be replaced due to road hazard damage and authorization cannot be obtained because the damage has occurred outside of the Administrator's normal business hours, you may elect to wait for authorization or proceed with a tire or wheel replacement. In order to be eligible for reimbursement: (1) if replaced, the damaged tire or wheel must be retained; (2) ensure that you have the repair facility provide you with the bare rim run-out measurements/readings and take clear pictures of the damage before the wheel is replaced; and (3) the Administrator must be contacted within two (2) business days. There is no guaranteed eligibility.
  4. Claim adjudication will be based on the original equipment fitment for the identified model of the Covered Vehicle.
  5. Submit to the Administrator legible copies of your original Vehicle Registration Form and
    - a. For Structural Damage to the Wheel or Tire: transmit the signed repair or replacement invoice, and other documentation required by the Administrator by fax to 1-800-451-1293; by email to customersupport@sonsisio.com, or mailed to Administrator, P.O. Box 17599, Golden, CO 80402.
    - b. For Cosmetic Damage to the Wheel: contact the Administrator at 1-866-559-4245 for prior authorization and a claim number before work is commenced. Repair instructions will be given at this time. Cosmetic wheel repairs or replacements are performed at a dealer location by a representative authorized by the Administrator. Failure to report a claim to the Administrator or having the Covered Vehicle repaired by anyone other than representative authorized by the Administrator will result in denial of your claim. Cosmetic damage which can be repaired under this Contract should not affect the working condition of the Covered Vehicle; therefore, no emergency services will be available in connection with cosmetic wheel damage.
  6. If the repairing dealer will not accept payment directly from the Administrator, then you must pay for the repair or replacement and obtain reimbursement.
  7. All tires and wheels that require replacement and wheels that are being considered for cosmetic repair must be made available for inspection.
  8. ALL CLAIMS MUST BE REPORTED AND CLAIM DOCUMENTATION RECEIVED (INCLUDING THE TIRE AND/OR WHEEL IF REQUESTED) WITHIN 60 DAYS OF SERVICE, OR THE CLAIM WILL BE DENIED.
  9. PRE-AUTHORIZATION IS GRANTED BASED ON THE INFORMATION PROVIDED DURING THE CALL; IF THE DOCUMENTATION SUBMITTED (INCLUDING THE INSPECTION OF THE TIRE AND/OR WHEEL IF REQUESTED) DOES NOT SUBSTANTIATE THE INFORMATION PROVIDED DURING THE CALL YOUR CLAIM WILL BE DENIED.

### TRANSFER.

You may transfer this Contract when you sell the Covered Vehicle to a subsequent individual buyer. Any transfer applies only to the remaining months of the original Contract Term. The transfer of this Contract must be completed within 30 days after the date of the sale or transfer of the Covered Vehicle. The transfer CANNOT be made if the title transfer passed through an entity other than the subsequent buyer (i.e. the Covered Vehicle is traded in on the purchase of another vehicle at a dealership, leasing agency or entity/individual in the business of selling automobiles, or in the event of valid repossession by the lienholder). A copy of the "Bill of Sale" or "Title Transfer" or new title showing the name of the individual who purchased the vehicle is required to complete the transfer. The Contract Transfer Form must be signed by you and by the person buying the Covered Vehicle. You may download a copy of the Contract Transfer Form from [www.sonsisio.com](http://www.sonsisio.com), or contact the Administrator at 1-866-559-4245 to obtain form. The transfer fee is twenty-five (\$25) dollars.

## CONTRACT TERMS AND CONDITIONS

### CANCELLATION.

You may cancel this Contract in accordance with the conditions below by returning to the seller or by submitting your request in writing to the Administrator or to the Obligor. **You must complete the Cancellation Request Form which will be provided to you by the seller or the Administrator. The completed Cancellation Request Form must be submitted to the Administrator in accordance with the instructions on the form.** You may download a copy of the Cancellation Request Form from [www.sonsio.com](http://www.sonsio.com), or contact the Administrator at 1-866-559-4245 to obtain form.

1. You may cancel this Contract for any reason and at any time.
2. If you submit a request for cancellation within sixty (60) days of the date you purchased this Contract and you have not submitted a claim, this Contract will be deemed void and you will receive a full refund. A 10% penalty per month shall be added to a refund that is not paid within 45 days after cancellation of this Contract.
3. If you submit a request for cancellation within sixty (60) days of the date you purchased this Contract and you have submitted a claim, this Contract will be cancelled and you will receive a pro-rata refund. A 10% penalty per month shall be added to a refund that is not paid within 45 days after cancellation of this Contract.
4. After sixty (60) days from the date of purchase, you may request cancellation and you will receive a pro rata refund of the Contract purchase price based on the number of days remaining from the date of purchase divided by the total number of days under the Contract, less a cancellation fee.
5. The cancellation fee is \$25 or 10% of the original purchase price, whichever is less. If the cancellation fee is greater than the amount of the pro-rated refund, no refund will be issued.
6. We will not deduct paid claims from your cancellation refund.
7. In the event of cancellation, the lienholder, if any, will be jointly named on a cancellation request. If there is no lienholder, any cancellation refund shall be paid to you. In the event that a lienholder cancels this Contract, the cancellation will be calculated in accordance with the provisions above.
8. The Obligor reserves the right to cancel this Contract within 60 days of purchase by mailing a notice to you postmarked before the 61st day after the Contract was sold by the seller. If the Obligor cancels for any reason within the first 60 days of purchase, the Obligor will: (1) provide you with written notice stating the specific grounds for cancellation at least fifteen (15) days prior to the effective date of cancellation and this Contract will cease to be valid no less than five (5) days after the postmark date of this notice; and (2) issue a refund equal to the full purchase price stated on the Contract. No cancellation fee will be assessed. Refunds will be issued within 30 days from the date of cancellation.
9. The Obligor may cancel this Contract at any time for (1) nonpayment of the Contract purchase price or (2) material misrepresentation or fraud by the Contract holder, subject to the following conditions: (1) notice of cancellation will be mailed to you and such notice will state the specific grounds for cancellation, and if applicable, the notice will state the specific nature of the misrepresentation; (2) any refund owed will be paid within 30 days of the date of cancellation; (3) if we cancel, we will refund the entire amount you paid for this Contract; and (4) this Contract will cease to be valid no less than five (5) days after the postmark date of the notice. No cancellation fee will be assessed. If the purchase of the Contract was financed, the refund may be issued to the Purchaser, the assignee, or lender of record, or both. The Obligor shall be liable for all valid claims reported prior to the effective date of its cancellation. A Purchaser is deemed to have reported a claim if he or she has completed the first step required under the contract for reporting a claim.
10. Any refunds owed will be paid or credited within thirty (30) days of the date the Obligor or the Obligor's designee receives notice of the request to cancel.
11. A penalty equal to 10% of the refund amount, per month, shall be added to any refund that is not paid within 45 days after cancellation of this Contract.

### GENERAL.

- A. Performance to you under this contract is guaranteed by a California approved insurance company. You may file a claim with this insurance company if any promise made in the contract has been denied or has not been honored within 60 days after your request. The name and address of the insurance company is Response Community Company of California, 10751 Deerwood Park Blvd., Suite 200, Jacksonville, FL 32256. If you are not satisfied with the insurance company's response, you may contact the California Department of Insurance at 1-800-927-4357 or access the department's Internet website ([www.insurance.ca.gov](http://www.insurance.ca.gov)). The Administrator and Obligor assumes only the obligations outlined in this agreement.
- B. The Administrator neither assumes nor authorizes anyone to assume additional liability on its behalf.
- C. **Replacement parts may be new, remanufactured, or nonoriginal manufacturer's parts of like kind and quality.**
- D. This Contract is not renewable.
- E. **If you or the repair facility provides us with untrue information which is prejudicial to us, your claim will be denied.**
- F. **This Contract is not available for sale through a licensed dealer or licensed lessor-retailer and is not available for sale through independent Body Shops.**