

P.O. Box 1369  
Bolingbrook, IL 60440  
(833) 241-2647

# Owners Pride Appearance Protection Products Limited Warranty Registration Form



Vehicle Owner's Name  
Vehicle Owner's Address  
Make, Model, Year, and VIN  
Dealer Name &  
Dealer Address  
Mileage at Application

Purchase Price \$ \_\_\_\_\_

Applied Date: \_\_\_\_\_

## Owners Pride Appearance Protection Products

## Authorization

(Initial all that apply)

### Owners Pride Interior

*Protection of the treated interior fabric and carpet against permanent damage from: fast food, beverage stains, juice boxes, bleaches, dyes, fading, discoloration, sun's UV rays, mold, mildew, rips and tears less than one (1) inch in length, and punctures and burns less than one-quarter (1/4) inch in diameter.*

*Protection of the treated interior leather and vinyl against permanent damage from: fading, discoloration, cracking of the dash, rips and tears less than one (1) inch in length, and punctures and burns less than one-quarter (1/4) inch in diameter.*

**Eligibility: Six (6) model years of age or newer.**

XXXXX

Sample

Appearance Protection Information Statement: Before you decide to purchase Appearance Protection products from us, we encourage you to review the vehicle manufacturer's warranty; specifically with respect to paint deterioration, interior staining, and the written policy statement of the vehicle manufacturer or distributor, if any, with respect to post-manufacture Appearance Protection products including paint and interior protection. Such warranty and statements, if any, are available for your review prior to your signing any agreement. Ask your salesperson for copies.

The purchase of these products is optional and is in no way a condition to either the purchase or financing of a vehicle.

This is a limited product warranty included in the purchase of the protection products applied to your vehicle. It is not insurance. It is not subject to state insurance laws, but may be subject to state law concerning warranties.

Claims against this limited warranty are not subject to deductibles, but are subject to all other provisions of this limited warranty.

Acknowledgment: This is to verify my agreement to purchase Owners Pride products and my agreement to the terms, conditions, and exclusions of the limited warranty (see complete terms, conditions, and exclusions on the reverse).

Date: \_\_\_\_\_ Buyer: \_\_\_\_\_ Co-Buyer: \_\_\_\_\_

## LIMITED WARRANTY TERMS AND CONDITIONS

### DEFINITIONS

**ECP, We, Us, Our:** ECP Incorporated; 11210 Katherine's Crossing, Suite 100; Woodridge, IL 60517. ECP is the manufacturer and warrantor of the appearance protection products and the administrator of all claims against this warranty.

**You, Your:** The vehicle owner and purchaser of the appearance protection products, identified on the face of this document.

**Application Date:** The date shown on the face of this document, which is the date on which the appearance protection products were applied to the vehicle.

**Commercial Vehicle:** Any vehicle titled or registered to a business, or used for delivery, hire, or other business activities.

**Vehicle:** The vehicle identified on the face of this document, to which the appearance protection products have been applied.

### VEHICLE ELIGIBILITY

RV's, mobile homes, and conversion vans are ineligible for any protections under these warranties.

**Commercial Vehicles** are ineligible for all protections under these warranties.

### WARRANTY DURATION

One (1) Model Year of Age or Newer: Seven (7) years from the **Application Date**. **Our** total liability for all claims under this warranty is limited to \$5,000.00.

Two (2) to Three (3) Model Years of Age: Five (5) years from the **Application Date**. **Our** total liability for all claims under this warranty is limited to \$2,500.00.

Four (4) to Six (6) Model Years of Age: Three (3) years from the **Application Date**. **Our** total liability for all claims under this warranty is limited to \$1,500.00.

### INTERIOR APPEARANCE PROTECTION

#### FABRIC AND CARPET PROTECTION

The Interior Fabric and Carpet Protection product is warranted to protect the treated interior fabric and carpet surfaces of the **Vehicle** against permanent damage by fast food, beverage stains, juice boxes, bleaches, dyes, fading, discoloration, sun's UV rays, mold, mildew, rips and tears less than one (1) inch in length, and punctures and burns less than one-quarter (1/4) inch in diameter. **This limited warranty does not apply to any of the following:** (1) damage or stains caused by paints, inks, acids, or other corrosives; (2) materials that have been subjected to vandalism or mishandled by **Your** failure to exercise reasonable care; (3) pre-existing damage present on the **Application Date**; (4) interior surface cracking or normal deterioration due to age; (5) floor mats, headliners, sun visors, steering wheels, seat belts, suede, nubuck, or aniline leather; (6) damage on repaired or replaced areas unless the Interior Protection products have been reapplied; (7) damage due to defective design, materials, or workmanship in the manufacture of the **Vehicle**, as documented in **Vehicle** manufacturer technical bulletins or recall notices; (8) **damage not reported to Us within sixty (60) days of it first becoming evident to a reasonably diligent owner**; or (9) general cleaning and maintenance.

#### LEATHER AND VINYL PROTECTION

The Interior Leather and Vinyl Protection product is warranted to protect the treated interior leather and vinyl surfaces of the **Vehicle** against permanent damage by fading, discoloration, cracking of the dash, rips and tears less than one (1) inch in length, and punctures and burns less than one-quarter (1/4) inch in diameter. **This limited warranty does not apply to any of the following:** (1) damage or stains caused by paints, inks, acids, or other corrosives; (2) materials that have been subjected to vandalism or mishandled by **Your** failure to exercise reasonable care; (3) pre-existing damage present on the **Application Date**; (4) interior surface cracking or normal deterioration due to age, except for cracking of the dash; (5) floor mats, headliners, sun visors, steering wheels, seat belts, suede, nubuck, or aniline leather; (6) damage on repaired or replaced areas unless the Interior Protection products have been reapplied; (7) damage due to defective design, materials, or workmanship in the manufacture of the **Vehicle**, as documented in **Vehicle** manufacturer technical bulletins or recall notices; (8) **damage not reported to Us within sixty (60) days of it first becoming evident to a reasonably diligent owner**; or (9) general cleaning and maintenance.

### REMEDIES AVAILABLE UNDER THIS WARRANTY

#### INTERIOR APPEARANCE PROTECTION

#### INTERIOR FABRIC AND CARPET APPEARANCE PROTECTION, INTERIOR LEATHER AND VINYL APPEARANCE PROTECTION

If the Interior Protection product fails to perform as guaranteed, **We** will (1) pay to repair the damaged surface using industry-standard detailing and repair techniques, and (2) will re-apply appearance protection product to the affected surface at no cost to **You**. **Your** remedy for stains caused by dyes is limited to professional re-dyeing of the damaged surface. Under no circumstances will **We** pay for the replacement of any interior component or part of **Your Vehicle**.

### INTERIOR APPEARANCE PROTECTION

#### LIMITATIONS

**We will pay for ONE REPAIR of each damaged area for damage arising from the same cause over the term of this warranty.** **We** will use aftermarket parts in place of original equipment manufacturer parts in repairs performed under this warranty unless such parts are not available or are not cost-effective. The decision to repair or replace damaged parts of the **Vehicle** or to use aftermarket parts, is entirely at **Our** discretion. **We** will cause the service to be performed with reasonable promptness and quality. Due to the effects of aging over time, there is no guarantee of the color match of repaired portions of the **Vehicle**. In no event will **You** be provided with reimbursement of transportation or inconvenience costs during time of repair. If repair costs exceed the current average wholesale value of the **Vehicle**, as defined by Black Book (published by Hearst Business Media) or similarly accepted industry publication, the average wholesale value amount will be paid to **You** and the remaining coverage under these warranties will end. **WE SHALL HAVE NO FURTHER LIABILITY OR OBLIGATION OF ANY NATURE WHATSOEVER ARISING OUT OF YOUR EXPRESS LIMITED WARRANTY, INCLUDING BUT NOT LIMITED TO LIABILITY OR OBLIGATION FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ANY IMPLIED WARRANTIES ACCOMPANYING THE SALE OF THE APPEARANCE PROTECTION PRODUCTS ARE LIMITED IN DURATION TO THE DURATION OF YOUR EXPRESS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. YOUR LIMITED WARRANTY IS GRANTED FOR YOUR SOLE BENEFIT AND THAT OF SUCH TRANSFEREE AS PERMITTED. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.**

## LIMITED WARRANTY TERMS AND CONDITIONS

### YOUR DUTIES

(1) If any treated panel or area of the **Vehicle** is replaced, repaired or otherwise altered, except for those areas repaired under this warranty, **You** must bring the **Vehicle** to the selling dealer for a touch up application of the affected appearance protection products. This touch-up application is to occur within sixty (60) days after the alteration and is to be at **Your** expense. **Your** failure to comply will relieve **Us** of liability for such affected areas. (2) **You** should maintain the **Vehicle** by regular cleaning and prompt use of touch-up paint on nicks and scratches. (3) **In case of spills: remove all liquids or solids from the interior material as soon as possible. This can be done by gently blotting the spilled material with a napkin or absorbent cloth. Avoid rubbing spills into interior surfaces.**

### HOW TO MAKE A CLAIM

To file a claim **You** may call (833) 241-2647. **You** may also file online at [claims.ecpinc.net](http://claims.ecpinc.net) or using the **ECP** Claims mobile app available for both Apple and Android phones. If **You** prefer, **You** may file via mail by sending a completed claim form (available at [claims.ecpinc.net](http://claims.ecpinc.net)), a copy of this agreement (front and back), and an itemized estimate of repair (for exterior damage only) to the following address: Warranty Administration Department; P.O. Box 1369; Bolingbrook, IL 60440. If necessary, within fifteen (15) days of receiving **Your** completed claim information, **We** will arrange for an inspection of **Your Vehicle**, at **Our** expense, with an independent damage appraisal company. **You** will then be notified of the approval or denial of **Your** claim within ten (10) days of **Our** receipt of the completed inspection report. If the claim is approved, a check will be issued payable to the repair facility. Do not have the repairs completed until **You** receive written authorization from **Us**. **ANY REPAIRS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM US WILL NOT BE REIMBURSED. Claims must be filed within sixty (60) days of the occurrence of covered damage. Claims for damage that is more than sixty (60) days old or claims filed after the warranty expiration date will be denied.**

### TRANSFER OF UNEXPIRED WARRANTY PROTECTION

The first subsequent owner of the **Vehicle** may apply for continued protection under the unexpired portion of this warranty. To make this application for transfer, the first subsequent owner must send the following to Warranty Administration Department at P.O. Box 1369; Bolingbrook, IL 60440; **within ninety (90) days of purchasing the Vehicle:** (1) a copy of the front and back of this warranty, (2) a copy of the **Vehicle's** title or registration certificate (do NOT send the original), showing the transfer applicant as the **Vehicle** owner, and (3) a check for \$50.00, payable to Warranty Administration Department. Active members of the US Military are exempt from the transfer fee requirement. In lieu of the check, please send evidence of active duty status.

### RENEWAL OF WARRANTY TERM

This warranty is not renewable.

### CANCELLATION

This is a product warranty, included freely in the price of the appearance protection products purchased by **You**. It is, therefore, not cancellable.

### THIS WARRANTY BACKED BY INSURANCE

**Our** obligations under this warranty are insured by a reimbursement insurance policy issued by Wesco Insurance Company; 59 Maiden Lane, 43rd Floor; New York, NY 10038. In the event **ECP** ceases to operate, becomes bankrupt or fails to pay **Your** valid claim within sixty (60) days after proof of loss has been filed, **You** may file a direct claim with Wesco Insurance Company at 59 Maiden Lane, 43rd Floor; New York, NY 10038 or toll-free at 1-866-505-4048.

### STATE SPECIFIC DISCLOSURES

**GEORGIA:** Benefits under this limited warranty are limited to only those areas where protective product has been applied.

**HAWAII:** Unresolved complaints about a warrantor or questions regarding the regulation of a warrantor, may be directed to the Hawaii Department of Commerce and Consumer Affairs, Insurance Division, at 1-808-586-2790. **You** may also write to the Department at P.O. Box 3614; Honolulu, HI 96811.

**INDIANA:** This contract is not insurance and is not subject to Indiana insurance law.

**MASSACHUSETTS:** **ECP** Incorporated does business in Massachusetts as Entire Car Protection Incorporated.

**MISSISSIPPI:** Regulated by the Mississippi Motor Vehicle Commission; 1755 Lelia Drive, Suite 200; Jackson, MS 39236; 1-601-987-3995.

**MISSOURI:** Payment of the purchase price of the **Vehicle** protection products backed by this warranty is due to **Your** selling dealer at the time of purchase on the terms reached between the selling dealer and **You**.

**OREGON:** Unresolved complaints about a warrantor, or questions regarding the regulation of a warrantor, may be directed to the Department of Consumer and Business Services; Division of Financial Regulation. **You** may contact the Consumer Advocacy Unit at 350 Winter Street SE; P.O. Box 14480; Salem, OR 97309-0405. They may also be reached at 1-888-877-4894 or at [dfc.oregon.gov](http://dfc.oregon.gov).

**VIRGINIA:** If any promise made in the contract has been denied or has not been honored within sixty (60) days after **Your** request, **You** may contact the Virginia Department of Agriculture and Consumer Services, Office of Charitable and Regulatory Programs at <http://www.vdacs.virginia.gov/food-extended-service-contract-providers.shtml> to file a complaint.

**WASHINGTON:** This agreement, issued by the warrantor is considered to be a Protection Product Guarantee subject to the requirements of Chapter 48.110RCW. As a protection product guarantee holder, **You** are entitled to apply directly and without delay to the reimbursement insurance company for payment or performance due under the Agreement.

This form not for use in New York, Ohio, or Wisconsin.

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