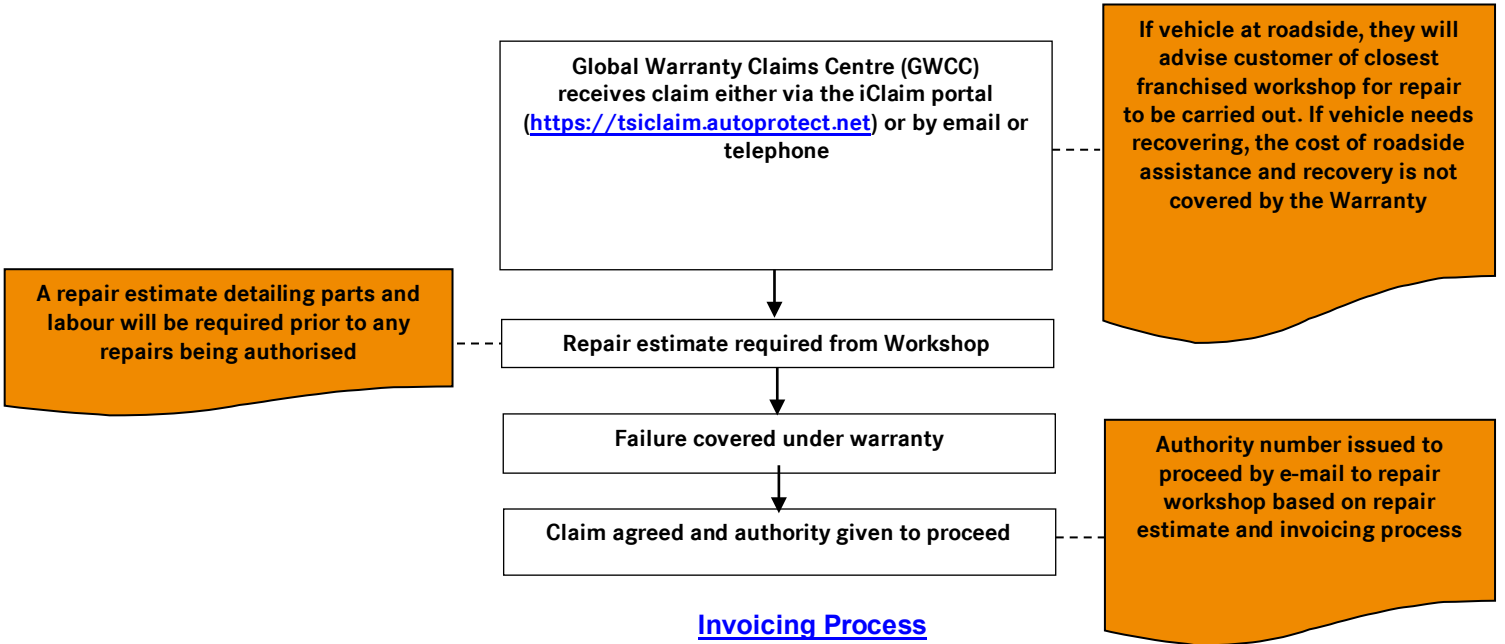


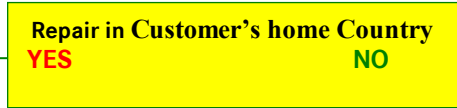
Warranty

Simple Claims Process

Warranty Repair Flowchart



Invoicing Process



Example 1
Repairs carried out and invoice is raised for the parts and labour and VAT, made out to the Customer.
The workshop should load the invoice into the iClaim system or send it to mbinvoices@autoprotect.net

The Global Warranty Claims Centre settles invoice directly to repair Workshop for parts and labour element excluding VAT.
The Customer settles the VAT element of this invoice directly to repair Workshop and if able to recover VAT, offsets the VAT amount, as part of normal VAT returns process.

Example 2
Repairs carried out and invoice is raised for the parts and labour, made out to the Customer.
Repaireer should invoice without VAT, and declare as export, showing the Customer's VAT number.
The workshop should load the invoice into the iClaim system or send it to mbinvoices@autoprotect.net

Global Warranty Claims Centre settles invoice direct to the repair Workshop for parts and labour element excluding VAT.
The Customer should declare the repair invoice as an 'import' and if able to recover VAT, declares and offsets the VAT amount in own country as part of normal VAT returns process.

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How to Process a Claim

The repairer is kindly asked to take the following steps:

- 1** Obtain the VIN/ or the Warranty Number (letters and numbers) from the **Global Warranty** documentation and the customer's name and company address. **You cannot proceed without this.**
- 2** Check the vehicle has been serviced according to manufacturer's specification, as per the requirements of the warranty. The only acceptable proof of servicing which will be accepted is a detailed VAT invoice or an equivalent appropriate document (oil change table, EVA report), which shows the service date and odometer reading.
- 3** With the owner's authority (including agreement to pay all costs incurred which do not form part of an authorised repair) carry out any necessary dismantling, establish the exact cause of the failure, create a detailed list of parts required with individual code/costs and the labour hours required in line with the manufacturer's repair time schedules.
- 4** To submit their claim, the repairer should visit the Global Warranty web-based claims tool (**iClaim**) at <https://tsicclaim.autoprotect.net>. On their first visit to the site, the repairer will need to create a user account by clicking the 'create account' link on the login page.

The repairer will need to submit the following information:

- a. A fully detailed repair estimate containing the current KM's, vehicle and customer details, parts and labour codes and the full repair costs.
- b. A copy of the diagnostic report
- c. Previous service details
- d. A written description of failure including causes and damage incurred
- e. Photographs/short videos of the damage and of the vehicle in the workshop

The system will guide the repairer step-by-step through the claims process. Once all information has been submitted and accepted (which will be confirmed by e-mail), the claim is being assessed and the repairer will receive a response from the Global Warranty Claims Center within 2 hours.

5. The Global Warranty Claims Center reserves the right to subject the vehicle to independent assessment and will use the report to determine the amount to be paid on any agreed claim.

The repairer will be advised if the claim is valid, as a whole or in part, and an Authority Number will be issued for the agreed amount.

Global Warranty Claims Center cannot agree to any claims without providing a Guarantee Of Payment (GOP). Do not proceed with any repairs without this document.

6. After obtaining authority and having completed the repairs in accordance with the authority given, send a detailed copy of the Repair Invoice for all parts authorised and the labour costs authorised together with any Service Invoices requested to :

**Global Warranty Claims Centre
c/o AutoProtect Polska Sp. z.o.o.
ul. Obrońców 14
03-933 Warsaw
Poland**

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How to Process a Claim

The invoice of the workshop (original) has to be addressed to the Warrantee, including the remark, that the net amount of the invoice (authorized amount) will be paid by the Global Warranty Claims Center c/o AutoProtect Polska. The VAT amount has to be paid by the Warrantee directly.

7. Obtain payment from the warrantee for all costs in excess of those authorised by *Global Warranty Claims Center*

If you follow the above procedures claims will be dealt with swiftly and the risk of rejection due to non-conformance reduced to a minimum.

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