

Thank you for your purchase of our Owners Pride™ Ceramic Exterior Appearance Protection products - the finest appearance protection products available! We encourage you to retain this valuable warranty card, along with the bill of sale for these products, in your glove box to ensure a simple claims process should that become necessary. Please detach this portion, affix proper postage, and mail it back today. Retain the lower portion in your vehicle's glove box for future reference.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Vehicle to Which Product Has Been Applied:

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

VIN: \_\_\_\_\_

## **Owners Pride Ceramic Exterior Appearance Protection Product Limited Warranty**

Upon the application of these products to your vehicle, we guarantee the performance of these products as described below for a period of 5 years from the date of purchase. Every privately-owned non-commercial car or light truck is eligible, regardless of age.

### *Owners Pride Environmental Paint Protection Product*

If the Owners Pride Environmental Paint Protection product fails to protect the paint of the vehicle to which it has been applied from permanent damage by weather induced fading, weather induced chalking, weather induced loss of gloss, acid rain, bird waste, tree sap, insect damage (including love bugs), sun's UV rays, hard water spots, de-icing agents/road salt, ocean spray, brake dust, rail dust, paint overspray, and fuel stains, we will (1) pay to repair the damaged, treated surface of the vehicle using industry-standard detailing techniques, and (2) will pay to re-apply appearance protection product to the affected surface, at no cost to you. Under no circumstances will we pay for repainting or replacement of affected surfaces, nor will we pay for the cost of alternate transportation while your vehicle is being repaired.

### *Limitations*

**THE TOTAL OF ALL CLAIMS UNDER THIS WARRANTY IS LIMITED TO \$3,500. THIS WARRANTY WILL LAPSE, AND NO FURTHER CLAIMS WILL BE PAID, ONCE WE HAVE PAID \$3,500 IN CLAIMS ON YOUR BEHALF.**

Claims made after the warranty has expired will be denied, even if the damage arose prior to the warranty's expiration date. Claims for damage that is more than 60 days old will be denied. Claims for damages other than those expressly identified in this warranty will not be honored. Damage existing at the time the products are applied is not covered by this warranty. We reserve the right to dispatch an independent vehicle inspection firm, at no cost to you, to assess the eligibility of the claimed damage for warranty coverage before approving the payment of a claim. Warranty coverage is available only to the original purchaser of the product. Repairs completed before a claim has been approved will not be reimbursed. Proof of purchase or product registration required to make a claim. We will pay for only one repair of each treated surface for damage arising from the same cause over the warranty term. If repair costs exceed the current average wholesale value of the treated 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 this warranty will end.

Apply  
Postage  
Stamp  
Here

Owners Pride Warranty Registration  
P. O. Box 1369  
Bolingbrook IL 60440

#### *Limitations*

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. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

#### *How to Make a Claim*

**Call the Owners Pride Warranty Claims Center at 1-833-241-2647 between the hours of 8:00 a.m. and 4:30 p.m. Central, Monday – Friday. You will be provided with a claim form and further direction on the claims process.**

#### *We Want You to Know*

The warrantor and administrator of this guarantee is ECP Incorporated, at 11210 Katherine's Crossing, Suite 100; Woodridge, IL 60517; 1-833-241-2647. This warranty is not transferable to another person or another vehicle. This is a product warranty and is not insurance. This warranty is not cancellable by either the warrantor or you. We will use aftermarket parts in place of original equipment manufacturer parts in repairs performed under this warranty. Substitution of the parties is not allowed. The purchase of the product covered by this warranty is optional. You are not required to purchase this product in connection with the purchase of a vehicle or a financing transaction for a vehicle.

#### *Our Obligations under This Warranty Backed by Insurance*

If you are a resident of AZ, CO, GA, HI, ID, IL, IN, LA, MA, MI, MN, MS, MO, NE, OK, OR, VA, or WA, the following applies to you: 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 we cease to operate, become insolvent or fail 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 Disclosures*

**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. **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 the seller at the time of purchase on the terms reached between the seller 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 [dfr.oregon.gov](http://dfr.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.