



Platinum RV Service Contract

This Document is the Application and Service Contract. If this Application cannot be accepted as written, you will be notified in approximately 60 days and offered a new/corrected Contract, if possible. If you do not choose to accept the new/corrected Contract or your vehicle does not qualify for any type of coverage, the Contract Price will be refunded. If you accept coverage it will become effective as of the date of this agreement, unless otherwise noted. Purchase of this contract is not required in order to obtain financing. Not applicable in AZ.

Contract No. HRV		Effective Date	
PURCHASER	Contract Purchaser		Manufacturers In-Service Date (New only)
	Mailing Address		Phone (Work) ()
	City/State/Zip		Phone (Home) ()
DEALER	Dealer Name		Dealer #
	Address/City/State/Zip		Phone Number ()
LENDER	Lender Name		Fax Number ()
	Mailing Address		Phone Number ()
VEHICLE	Year	Make	Model
	Motor Home Chassis Serial # or Unit VIN #		Vehicle Type <input type="checkbox"/> Motor home <input type="checkbox"/> Travel Trailer <input type="checkbox"/> Slide-in <input type="checkbox"/> Fifth Wheel <input type="checkbox"/> Folding Camper
	Chassis Factory Warranty _____ months/_____ miles		Odometer on Agreement Sale Date
	Coach Factory Warranty _____ months/_____ miles		<input type="checkbox"/> NEW <input type="checkbox"/> USED
Vehicle Purchase Price			Contract Sale Price
Motor Homes			TRAVEL TRAILER, FIFTH WHEEL or FOLDING CAMPER
NEW		PRE-OWNED	
<u>TERM/MILEAGE</u>		<u>TERM/MILEAGE</u>	
<u>COMPONENT GROUPS</u>		<u>COMPONENT GROUPS</u>	
<input type="checkbox"/> 4 yrs or 60,000 mi.	<input type="checkbox"/> Comprehensive (Exclusionary Plan under what is not covered)	<input type="checkbox"/> 12 months or 12,000 mi.	<input type="checkbox"/> Comprehensive (Exclusionary under what is not covered)
<input type="checkbox"/> 5 yrs or 60,000 mi.	<input type="checkbox"/> Powertrain (1-4)	<input type="checkbox"/> 24 months or 24,000 mi.	<input type="checkbox"/> Powertrain (1-4)
<input type="checkbox"/> 6 yrs or 70,000 mi.		<input type="checkbox"/> 36 months or 36,000 mi.	
<input type="checkbox"/> 7 yrs or 80,000 mi.		<input type="checkbox"/> 48 months or 48,000 mi.	
<input type="checkbox"/> 7 yrs or 100,000 mi.			
3 year/36,000 miles <input type="checkbox"/> Coach Only			
OPTIONAL COVERAGE:		DEDUCTIBLES	
<input type="checkbox"/> Audio Visual (included on new)	<input type="checkbox"/> \$300 Towing	<input type="checkbox"/> \$50 (standard)	
<input type="checkbox"/> Wear and Tear	<input type="checkbox"/> Road Hazard	<input type="checkbox"/> \$100	
		<input type="checkbox"/> \$200	
REQUIRED COVERAGE:			
<input type="checkbox"/> Front diesel engine (9)			
<input type="checkbox"/> Rear diesel engine (10)			
<input type="checkbox"/> Extended Eligibility			
<p>Parties to the Contract: This Service Contract is between the Contract Holder and the Service Contract Provider (hereinafter referred to as "Provider"). The Provider of this Contract is Heritage Administration Services, Inc., 8055 "O" Street, Lincoln, Nebraska 68510. Contract Term: The term of this Contract commences on the Contract Purchase Date. The new motor home Contract expires when the selected time from purchase date or miles on odometer lapses or accrues. All other plans are additional time and/or miles selected. If this Service Contract was purchased in Louisiana, and any other States where required by Law, the Provider is the dealership issuing the contract.</p> <p>I have read and understand this Application/Contract, I understand that the above information is subject to verification and that the application may be rejected by the Provider or Heritage Administration Services, Inc. if any of the above information is incorrect or if the vehicle is ineligible for the term or coverage written as determined by the Provider or Heritage Administration Services, Inc.</p>			
Customer Signature		Signature of Dealer Representative	
TERMS OF PAYMENT OF TOTAL CONTRACT PURCHASE PRICE AS PER LIENHOLDER'S FINANCING AGREEMENT.			

1-800-646-1008

ROADSIDE ASSISTANCE

1-800-646-1008

Your emergency road service begins on the effective date of your extended service agreement, and will continue until the expiration or termination of your contract, whichever occurs first. Your emergency road service is available throughout the United States 24 hours a day, 365 days a year.

Concierge Service — The customer is responsible for payment of any services arranged (i.e. The cost of the hotel room, rental car, etc.) directly to the provider of the service.

Emergency Roadside Towing Service — \$50 limit for such services as fuel delivery, tire changes (customer supplied), jump-starts, lockout, mechanical first-aid, and towing.

ASSISTANCE OBTAINED THROUGH ANY SOURCE OTHER THAN ROADSIDE ASSISTANCE IS NOT COVERED AND IS NOT REIMBURSABLE.

NO CLAIMS WILL BE PAID WITHOUT PRIOR AUTHORIZATION

DEDUCTIBLES LESS \$50 IF YOU RETURN TO YOUR SELLING DEALER FOR COVERED REPAIRS

CLAIMS ---800-753-5236

DEFINITIONS

- "Breakdown" or "Mechanical Breakdown" means the event caused by the total failure of any Covered Part to work as it was designed to work in normal service. Please refer to the wording under exclusions for a listing of conditions under which the failure of a Covered Part is not considered a Mechanical Breakdown.
- "Contract Holder" means the purchaser or holder of this service contract.
- "Covered Part" means any part of the vehicle listed herein as a covered part and not excluded from coverage by this service contract.
- "Participating Lender" means any financial institution providing financing for the purchase of the vehicle and/or this Service Contract.
- "Repair Facility" means any automotive repair facility at which the Contract Holder seeks to acquire service under this Contract.
- "Extended Eligibility" means a surcharge applies for coverage issued on new plans based on mileage into its factory warranty. On used plans it is based on age of the unit.

CONTRACT HOLDER OBLIGATIONS

- THE CONTRACT HOLDER HEREBY AUTHORIZES THE PARTICIPATING LENDER TO: (1) BE LISTED AS JOINT PAYEE AND RECEIVE ANY REFUND IN THE EVENT THIS CONTRACT IS CANCELED, OR (2) TO CANCEL THIS CONTRACT IN THE EVENT THE CONTRACT HOLDER DEFAULTS IN HIS/HER OBLIGATIONS TO SUCH LENDER.
- IN ORDER FOR THIS CONTRACT TO REMAIN IN FORCE, THE CONTRACT HOLDER IS REQUIRED TO CHANGE THE VEHICLE'S OIL AND OIL FILTER EVERY SIX MONTHS OR 5,000 MILES, WHICHEVER OCCURS FIRST. THE CONTRACT HOLDER MUST FOLLOW THE VEHICLE MANUFACTURER'S MAINTENANCE GUIDELINES TO AVOID DENIAL OF A CLAIM BECAUSE OF IMPROPER MAINTENANCE. THE CONTRACT HOLDER MUST KEEP AND MAKE AVAILABLE VERIFIABLE SIGNED SERVICE/PURCHASE RECEIPTS WHICH SHOW THAT THIS MAINTENANCE HAS BEEN PERFORMED WITHIN THE TIME AND MILEAGE LIMIT REQUIREMENTS.
- THE CONTRACT HOLDER AND THE REPAIR FACILITY ARE REQUIRED TO OBTAIN FROM HERITAGE ADMINISTRATION SERVICES, INC. AN AUTHORIZATION NUMBER PRIOR TO BEGINNING ANY REPAIR COVERED BY THIS CONTRACT.
- THE CONTRACT HOLDER IS RESPONSIBLE FOR PAYING A \$50 DEDUCTIBLE FOR EACH VISIT TO THE REPAIR FACILITY, UNLESS OPTIONAL DEDUCTIBLE OPTION HAS BEEN PURCHASED.
- THE CONTRACT HOLDER IS RESPONSIBLE FOR AUTHORIZING AND PAYING FOR ANY TEAR DOWN OR DIAGNOSIS TIME NEEDED TO DETERMINE IF THE VEHICLE HAS A COVERED BREAKDOWN. IF IT IS SUBSEQUENTLY DETERMINED THAT THE REPAIR IS NEEDED DUE TO A COVERED BREAKDOWN THEN THE PROVIDER WILL PAY FOR SUCH TEAR DOWN OR DIAGNOSIS. IF THE FAILURE IS NOT A COVERED MECHANICAL BREAKDOWN THEN THE CONTRACT HOLDER IS RESPONSIBLE FOR PAYMENT OF SUCH TEAR DOWN OR DIAGNOSIS.

PROVIDER OBLIGATIONS

If the Contract provider authorizes a mechanical breakdown claim during the term of this Contract and within the United States or Canada the Provider will:

- Pay the Contract Holder or the Repair Facility for repair or replacement, as Heritage Administration Services, Inc. deems appropriate, of the Covered Part(s) which caused the Mechanical Breakdown if the Contract Holder has met his/her obligations as described in this Contract and if the Breakdown is not excluded under the exclusions section of this Contract. Replacement parts can be of like kind and quality. This may include the use of new or remanufactured parts as determined by Heritage Administration Services, Inc.
- Rental reimbursement is based on labor time charged to do the repair (s). Rental will not be authorized until the repairs have been authorized by our claims dept. If the unit is still under the factory warranty, have the repairing facility call our claims department for rental authorization (on covered components only). One day rental is allowed for parts delay, inspection of breakdown, and/or 4 hours to do repairs. An additional day of rental will be authorized for every additional 8 hours of labor time charged to do the repairs. TO RECEIVE RENTAL BENEFITS THE CONTRACT HOLDER MUST SUPPLY HERITAGE ADMINISTRATION SERVICES, INC. WITH HIS/HER RECEIPT FROM A LICENSED RENTAL AGENCY. The limit on this reimbursement is up to \$25 per day for up to 6 days per Mechanical Breakdown or series of Breakdowns related in time or cause (Rental benefits only available on Motorhome coverage).
- Trip interruption Reimbursement – Reimburse the Contract Holder for motel and restaurant expenses up to \$75 per day for a maximum of 3 days in the event of a Breakdown covered by the Contract, which occurs more than 100 miles from your home and results in a Repair Facility keeping the vehicle overnight. The maximum benefit per occurrence is \$225. TO RECEIVE MOTEL AND RESTAURANT REIMBURSEMENT, THE CONTRACT HOLDER MUST SUPPLY HERITAGE ADMINISTRATION SERVICES, INC. WITH HIS/HER RECEIPTS FROM THE PROVIDERS OF SUCH SERVICES.
- TOWING -- YOU WILL BE REIMBURSED FOR REASONABLE TOWING CHARGES UP TO \$130 PER OCCURRENCE. ADDITIONAL TOWING COVERAGE AVAILABE IF SURCHARGE PAID.
- SERVICE CALL— UP TO \$75 PER OCCURRENCE ON A COVERED BREAKDOWN.

COVERED PARTS

The New and Used Motor Home comprehensive coverage is an exclusionary plan under which every component of the vehicle is covered except those components and conditions listed under the sections of this Service Contract entitled "What Is Not Covered" and "Exclusions – What This Vehicle Service Contract Does Not Cover". Powertrain Only coverage covers only those components listed in items 1 through 4 below and excludes those components and conditions listed under the sections of this Service Contract entitled "What Is Not Covered" and "Exclusions – What This Vehicle Service Contract Does Not Cover". Use of non-original manufacturer's parts in covered repairs is allowed. Additional coverage purchased for additional charges is listed in items 5 through 8. Coverage listed in items 9 and 10 and Extended Eligibility coverage are required at an additional charge for vehicles to which such coverage is available.

Coverages:

POWERTRAIN only (1-4)

1. **ENGINE** – All internally lubricated parts including: pistons, piston rings and pins; crankshaft and main bearing; connecting rods and rod bearings; camshaft, cam chain and bearings; timing chain, timing chain gears and timing belts; rocker arms, shafts and brushings; valves, valve springs, retainers, guides and seats; lifters, pushrods and followers; oil pump. Cylinder heads, cylinder block and cylinder barrels only if damaged by the failure of an internally lubricated moving part; Dipstick and dipstick tube; harmonic balancer; flexplate; timing belt; timing belt cover; intake and exhaust manifolds; engine mounts and cushions; valve covers; oil pan; eccentric shaft; engine torque strut; vacuum pump.
2. **AUTOMATIC OR STANDARD TRANSMISSION** – All internally lubricated parts contained within the transmission case including: all gears, shafts, bearings, bushings, drums, pumps and valves. Transmission case and torque converter only if damaged by the failure of an internally lubricated moving part. Transmission mount; vacuum modulator; filler tube and dipstick; internal linkage; transmission oil pan; overdrive unit; cooler & cooler lines. Manual clutch parts are not covered.
3. **FRONT & REAR DRIVE AXLE** – All internally lubricated parts contained within the drive axle housing including: all gears, bearing and axles. Drive axle housing only if damaged by the failure of an internally lubricated moving part. CV joints; U joints; front hub assembly, hub bearings; drive shafts; axle shafts, retainers; bearings; center support bearing; yoke. (no 4x4 coverage)
4. **TRANSFER CASE** – All internally lubricated parts contained within the transfer case housing including: gears, chains, shafts and bearings. Transfer case housing only if damaged by the failure of an internally lubricated part

ADDITIONAL COVERAGE (surcharged)

5. **AUDIO VISUAL** – (factory installed) VCR; AM/FM radios; TV(s); TV antenna rotor package; tape decks; CD player. DVD player, GPS navigation system, satellite dish motor and receiver.
6. **ENHANCED TOWING COVERAGE** Additional towing coverage of \$170.
7. **WEAR AND TEAR** - Defined as a part that hasn't failed but doesn't meet the manufacturers specifications or tolerances.
8. **ROAD HAZARD** *This Benefit is not available in the State of California or where ever prohibited by State Law or Administrative Codes. The coverage afforded under this contract applies to any tire that is on the above described motorhome, trailer or 5th wheel, and the tires on the vehicle towing said trailer or 5th wheel, but only while towing said trailer or 5th wheel, subject to the terms, eligibility and conditions set forth below.
Road Hazard Tire and Wheel Protection begins from the Contract purchase date and continuous for the term (time and /or mileage period) You selected in Section under contract term; Or until there remains only 3/32" tread depth on each individual original equipment tire which were on Your Vehicle on the original purchase date, whichever comes first.
* **Flat Tires**. You will be reimbursed for the full charges incurred for the repair of flat tires caused by road hazard while operating the vehicle on a public street and in a legal manner.
* **Tire Replacement**. Reimbursement is provided should the tire become non-repairable due to impact breaks, snags, cuts, punctures, or other covered road hazards.
* **Wheels (Rims)**. You will be reimbursed for expenses arising out of the repair or replacement of wheels rendered unserviceable due to the failure of a wheel covered under this Contract.
* **Mounting and Balancing**. We will cover the cost of mounting and balancing any tire covered under this Contract.
* **Taxes**. We will absorb the cost of all local and state taxes, where applicable, as required as part of a covered repair.
The maximum aggregate coverage provided for either tire or wheel replacement on this Contract will be the amount per each item as stated above, times the number of wheels on the vehicle.
Tire and Wheel Coverage does not provide for:
Destruction of or damage to a tire due to: improper inflation pressure; impact with a curb; off road vehicle use; chain damage; use on construction site; in either the side wall or tread area due to dry rot; any manufacturer's defect; tires transferred from the motor vehicle on which they were originally installed.

Required Coverage

(an additional charge applies if your RV has either items 9 or 10 shown below)The components listed under each item are covered by this plan if the appropriate surcharges were paid. Components not listed are NOT covered.

9. **FRONT DIESEL ENGINE** – All covered engine parts as shown in the ENGINE (#1) coverage plus fuel injectors (except for normal wear and tear and contamination), fuel injection pump and fuel heater. And the TURBOCHARGER – all internally lubricated parts within the turbocharger housing; waste gate; intercooler; Turbocharger housing is covered ONLY if damaged due to the failure of an internally lubricated part.
10. **REAR DIESEL ENGINE UNITS** – All covered engine parts as shown in the ENGINE (#1) coverage plus fuel injectors (except for normal wear and tear and contamination), fuel injection pump and fuel heater. And the TURBORCHARGER – all internally lubricated parts within the turbocharger housing; waste gate; intercooler; Turbocharger housing is covered ONLY if damaged due to the failure of an internally lubricated part.

NO CLAIMS WILL BE PAID WITHOUT PRIOR AUTHORIZATION
DEDUCTIBLES LESS \$50 IF YOU RETURN TO YOUR SELLING DEALER FOR COVERED REPAIRS
CLAIMS ---800-753-5236

Fo0204 White-Customer Canary- Administrator Pink-Dealer Goldenrod-Lien Holder HRV-TP-060502-0803

WHAT IS NOT COVERED

- PAINT/CARPETING
- TRIM
- MOLDINGS
- LENSES
- BRIGHT METAL
- SHOCKS
- BODY PANELS
- CANVAS, VINYL OR FABRIC
- BODY ADJUSTMENTS
- FIBERGLASS TOP
- BUMPERS
- RUST OR CORROSION
- HUBCAPS
- PHYSICAL DAMAGE
- RETROFITS OR REPLACEMENTS OF ANY COMPONENTS CAUSED BY OR DUE TO COMPLIANCE WITH LAW OR LEGISLATION INCLUDING THE 1990 CLEAN AIR ACT, INCLUDING EMISSION CONTROL EQUIPMENT AND SENSOR
- FRAME OR STRUCTURAL SEPARATION
- HOSES AND RUBBER PARTS
- DISTRIBUTOR CAP/ROTOR
- BATTERY AND CABLE
- LIGHT BULBS/HEADLIGHTS
- WEATHER STRIPPING
- BRAKE ROTOR/DRUMS
- SHOP SUPPLIES, HAZARD WASTE REMOVAL
- ALL FABRIC, WALLS, WOOD AND PANELS
- TIRES/WHEELS
- AUDIO VISUAL (UNLESS SURCHARGED)
- CARBURETOR
- METAL SUPPORTS
- UPHOLSTERY
- MANUAL/HYDRAULIC CLUTCH ASSEMBLY
- ANY REPOSITIONING, REFITTING OR REALIGNING
- AIR BAG/SUPPLEMENTAL RESTRAINT SYSTEMS
- ALL MAINTENANCE SERVICE AND ITEMS SUCH AS ALIGNMENTS, WHEEL BALANCES, ENGINE TUNE-UPS, SPARK/GLOW PLUGS, BRAKE PADS, LININGS & SHOES, FILTERS, LUBRICANTS, COOLANTS, HOSES AND BELTS, PLUG WIRES
- NORMAL FLUID/OIL LUBRICANT SEEPAGE
- SERVICE ADJUSTMENTS AND CLEANING
- BODY ADJUSTMENTS
- BUTTONS, HANDLES, DOOR HINGES, GLASS
- EXHAUST SYSTEM (EXCEPT MANIFOLD)
- WEATHER STRIPS

EXCLUSIONS – WHAT THIS VEHICLE SERVICE CONTRACT DOES NOT COVER

This Contract does not cover the following: **(1)** repair or replacement of a covered component/part to correct conditions that may reasonably be assumed to have existed at the inception date of the coverage provided by this contract (Pre-existing conditions); **(2)** A Breakdown caused by lack of manufacturer's specified maintenance; **(3)** A Breakdown caused by contamination of or lack of proper fuels, fluids, coolants or lubricants, including a Breakdown caused by a failure to replace seals or gaskets in a timely manner; **(4)** Repair of any parts used, added or replaced during a covered repair which are not necessary to the completion of the covered repair or were not damaged by the failure of a Covered Part. Such replacement is considered betterment and is not covered by this Contract; **(5)** Any cost covered by a repairer's or supplier's guarantee, or any cost which would normally be covered by a manufacturer's warranty; **(6)** Cost or other damages caused by continued vehicle operation after the failure of a Covered Part or the failure to replace a worn part that has not failed; **(7)** Any liability, cost or damages the Contract Holder may incur to the benefit of any third parties other than Heritage Administration Services, Inc.-approved repair or replacement of Covered Parts which caused a Mechanical Breakdown; **(8)** A Breakdown caused by overheating, rust or corrosion; **(9)** A Breakdown caused by collision, fire, electrical fire or meltdown, theft, freezing, vandalism, flood, or for any hazard insurable under standard physical damage insurance policies whether or not such insurance is in force with respect to the vehicle; **(10)** Loss of use, loss of time, loss profits or savings, inconvenience, commercial loss, or other incidental or consequential damages or loss that results from a Breakdown; **(11)** Liability for damage to property, or for injury to or death of any person arising out of the operation, maintenance or use of the vehicle, whether or not related to a Breakdown; **(12)** Any costs or other benefit for which the manufacturer has announced its responsibility through any means including public recalls or factory service bulletins; **(13)** Any part not covered by, or excluded by the original vehicle manufacturer's warranty; **(14)** Vehicles that have been modified beyond manufacturer's specifications which affect the breakdown, including but not limited to; engine enhancements, suspension/lifts, tires/wheels, or that may increase the likelihood of a breakdown; **(15)** Commercial use - a Commercial Use vehicle is defined as a vehicle registered to a business and/or used for business purposes; **(16)** Vehicles that are used in excess of manufacturer's g.v.w. or for excessive hauling and pulling are excluded from coverage hereunder; **(17)** Tow trucks, snowplows, Taxis and police vehicles are specifically excluded from coverage hereunder; **(18)** Wear and Tear (unless optional surcharge is purchased).

State Law and Administrative Code superceded any other provisions herein.

OPTION TO PURCHASE ANOTHER SERVICE CONTRACT WHEN CURRENT CONTRACT EXPIRES

The Contract Holder may request to purchase another vehicle service contract if the following criteria are satisfied. 1) The purchase must be made at least 30 days and 1000 miles prior to the expiration of the current contract. 2) The vehicle is made available for inspection at Provider's request. 3) The vehicle must qualify for terms of the new contract based on mileage and age of vehicle when the request for future coverage is made. 4) Service records may be requested. 5) Cost for the new contract will be based on the current rates. 6) Any questions or to purchase a Service Contract, contact the selling dealer or call 1-800-981-5989.

CANCELLATION OF THIS CONTRACT – REFUNDS AND CHARGES

This service contract may be cancelled by contacting your issuing dealership or by providing a verifiable odometer statement via U.S. Mail to Heritage with your request to cancel you service contract.

1. The **Contract Holder** may cancel this **Contract** by contacting your issuing dealership, or by providing a verifiable odometer statement via U.S. Mail to providing written notice to Heritage Administration Services, Inc. at 8055 "O" Street, Lincoln, Nebraska 68510 with your written request to cancel.
2. The **Contract Provider** may cancel this **Contract** for non-payment of the **Contract** charge, or for intentional misrepresentation in obtaining this **Contract** or in submitting a claim.
3. If the Vehicle and this **Contract** has been financed, the lienholder may cancel this **Contract** for non-payment, or if the vehicle has been declared, a total lost or has been repossessed. The rights under this **Contract** are transferred to the lienholder and the lienholder is also entitled to any resulting refund.
4. The **Contract Holder** may cancel this **Contract** within thirty (30) days of the **Contract** Purchase Date, if no claim has been made, and receive a full refund of the Total Contract Purchase Price, less the applicable cancellation fee in the amount of Fifty Dollars (\$50.00). The Contract Holder may cancel this Contract at any other time and receive a pro rata refund of the Total Contract Purchase Price based on the greater of the days in force or the miles driven compared to the total Contract Term, less the applicable cancellation fee. Heritage Administration Services, Inc. is primarily liable to provide any refund under this Contract. Refunds issued hereunder shall be issued less the value of any services received by the Contract Holder (including claims paid.)
5. The right of the **Contract Holder** to cancel the **contract** applies only to the original purchaser of the **contract**.
6. All refunds will be issued through the **Dealer** from whom the **Contract** was purchased.

WHAT TO DO IF YOU HAVE A BREAKDOWN

- (1) USE ALL REASONABLE MEANS TO PROTECT THE VEHICLE FROM FURTHER DAMAGE. THIS MAY REQUIRE YOU TO STOP THE VEHICLE, TURN OFF THE ENGINE, AND HAVE THE VEHICLE TOWED.
- (2) IF THE VEHICLE IS INOPERABLE AND NEEDS TO BE TOWED, CALL ROADSIDE ASSISTANCE AT 1 (800) 646-1008. HAVE YOUR MEMBERSHIP/CONTRACT NUMBER READY BEFORE YOU CALL ROADSIDE ASSISTANCE.
- (3) YOU CAN TAKE THE VEHICLE TO ANY QUALIFIED REPAIR FACILITY. TO ASSURE COVERAGE UNDER THE TERMS OF THE SERVICE CONTRACT AGREEMENT, AUTHORIZATION MUST BE OBTAINED PRIOR TO ANY REPAIR.
- (4) PRESENT THIS CONTRACT TO THE REPAIR FACILITY, CALL **HERITAGE ADMINISTRATION SERVICES, INC.** TOLL FREE AT **1-800-753-5236**, AND FAX ANY REQUIRED MAINTENANCE RECEIPTS. HERITAGE ADMINISTRATION SERVICES, INC. CAN BE REACHED THROUGH THE MAIL AT 8055 "O" STREET, LINCOLN, NEBRASKA 68510.
- (5) PRIOR TO PROCEEDING WITH REPAIRS, ENSURE THE REPAIR FACILITY CALLS HERITAGE ADMINISTRATION SERVICES, INC. WITH AN ESTIMATE OF REPAIRS AND RECEIVES AN AUTHORIZATION NUMBER FROM HERITAGE ADMINISTRATION SERVICES, INC.
- (6) THE CLAIMS DEPARTMENT OF HERITAGE ADMINISTRATION SERVICES, INC. IS RESPONSIBLE FOR THE PERFORMANCE OF PROVIDER UNDER THIS CONTRACT.
- (7) IN-HOME SERVICE IS NOT PROVIDED UNDER THIS CONTRACT. ANY PAYMENT OF THE COSTS OF TRANSPORTING THE VEHICLE FOR SERVICE IS PROVIDED UNDER THIS CONTRACT EXCLUSIVELY PURSUANT TO THE TERMS AND CONDITIONS FOR EMERGENCY ROAD SERVICE PROVIDED BY ROADSIDE ASSISTANCE.
- (8) THE CONTRACT HOLDER IS RESPONSIBLE FOR PAYING A \$100 DEDUCTIBLE FOR EACH VISIT TO THE REPAIR FACILITY, UNLESS LOWER DEDUCTIBLE SURCHARGE IS PURCHASED.
- (9) REIMBURSEMENT FOR EMERGENCY REPAIRS PERFORMED OUTSIDE OF NORMAL BUSINESS HOURS CAN BE OBTAINED BY THE CONTRACT HOLDER ONLY IF HE/SHE FOLLOWS THE ABOVE PROCEDURES ON THE FIRST BUSINESS DAY AFTER SUCH EMERGENCY REPAIRS ARE PERFORMED, UNLESS THE CONTRACT HOLDER SHOWS THAT IT WAS NOT REASONABLY POSSIBLE TO GIVE NOTICE OR FILE THE PROOF OF LOSS WITHIN THE PRESCRIBED TIME AND THAT THE NOTICE WAS FILED AS SOON AS REASONABLY POSSIBLE.

WHAT HERITAGE ADMINISTRATION SERVICES, INC. WILL DO WHEN YOU REPORT A CLAIM

Upon the filing of a claim under this Contract, Heritage Administration Services, Inc. will verify the validity of the Service Contract (proper owner, proper vehicle, Contract still in force), verify the Breakdown with the Repair Facility, verify coverage, and authorize repair of covered parts (provide Repair Facility with authorization code and confirm cost of repair). Payment is provided through direct billing, credit card, or Contract Holder reimbursement.

NO CLAIMS WILL BE PAID WITHOUT PRIOR AUTHORIZATION
DEDUCTIBLES LESS \$50 IF YOU RETURN TO YOUR SELLING DEALER FOR COVERED REPAIRS
CLAIMS ---800-753-5236

How This Contract May Be Transferred

Only the original Contract Holder may transfer this Service Contract. This option is not available to the Contract Holder if the vehicle is traded or sold to or through any entity other than a private party. The rights and duties of the Contract Holder under this Contract may be transferred in a sale of the vehicle directly to another private party, but only if the Contract Holder: (1) Sends the completed transfer application to Heritage Administration Services, Inc. within thirty days of the sale or transfer of the vehicle, and (2) encloses a \$50.00 transfer fee (No transfer fee is assessed if this Service Contract was purchased in the State of Missouri). In the event the vehicle is a total loss or is repossessed, any rights and obligations under this Contract immediately transfer to the lien holder, if any. The Contract Holder must provide the new owner with copies of all receipts as listed under the section of this Contract entitled "CONTRACT HOLDER OBLIGATIONS".

TRANSFER APPLICATION

TO TRANSFER THIS CONTRACT, COMPLETE THE FOLLOWING AND MAIL IT ALONG WITH A PHOTOCOPY OF THE FRONT OF THIS CONTRACT TO HERITAGE ADMINISTRATION SERVICES, INC, 8055 "O" ST. LINCOLN, NE 68510.

Please transfer the remainder of the Vehicle Service Contract. I am transferring this Contract in accordance with the provisions stated in the Contract. In order to transfer I am enclosing with this Application a \$50.00 check or money-order payable to: **Heritage Administration Services, Inc.** (If applicable)

Name of New Owner _____ Date of Transfer _____

Address _____ City, ST, Zip _____

Odometer Mileage on Date of Transfer _____

Signature of Vehicle Purchaser _____ Signature of Vehicle Seller _____

VERIFICATION THAT THE VEHICLE HAS BEEN MAINTAINED AS REQUIRED BY THIS CONTRACT MUST BE SUPPLIED BY THE VEHICLE SELLER TO THE VEHICLE PURCHASER. TRANSFER WILL BE VALID WHEN VEHICLE PURCHASER RECEIVES A CONFIRMATION LETTER FROM HERITAGE ADMINISTRATION SERVICES, INC.

PROVIDER'S RIGHT TO CANCEL THIS CONTRACT

Heritage Administration Services, Inc. reserves the right to cancel this Contract upon the occurrence of any of the following:

- Failure by the Contract Holder to pay an amount when due.
- Conviction of the Contract Holder of a crime, which results in an increase in the service required under this Contract.
- Discovery of fraud or material misrepresentation by the Contract Holder in obtaining this Contract or in presenting a claim for service hereunder.
- Discovery of an act or omission by the Contract Holder, or a violation by the Contract Holder of any condition of this Contract, which occurred after the effective date of this Contract and which substantially and materially increases the service required under this Contract, including but not limited to failure of the odometer of the vehicle or if for any reason it does not record the actual mileage of the vehicle after the Contract Purchase Date and the actual mileage of the vehicle cannot be established to a reasonable degree of certainty, if there is a lack of required maintenance, if the vehicle is operated without coolant or lubricant, and if the vehicle is used for commercial purposes (unless the commercial use option is part of this Contract).
- A material change in the nature or extent of the required service or repair which occurs after the effective date of this Contract and which causes the required service or repair to be substantially and materially increased beyond that contemplated at the time this Contract was issued or sold.

No cancellation of this Contract by Heritage Administration Services, Inc. shall become effective until fifteen (15) days after the notice of cancellation is mailed to the Contract Holder. Heritage Administration Services, Inc. will not charge a cancellation fee if this Contract is canceled by Heritage Administration Services.

OTHER IMPORTANT CONTRACT PROVISIONS

The obligation of the Provider to perform under this Contract is insured by **Heritage Warranty Insurance Risk Retention Group, Inc., 8055 "O" Street, Lincoln, NE 68510**, under a motor vehicle service contract reimbursement insurance policy (Policy #'s **HWMIRRG-SC-TPA-001** and **HWMIRRG-SC-TPA-002**), and reinsured by – an "A+" rated company.

IN THE EVENT THE PROVIDER FAILS TO PAY THAT WHICH IT IS LEGALLY OBLIGATED TO PAY WITHIN SIXTY (60) DAYS AFTER PROOF OF LOSS HAS BEEN FILED WITH HERITAGE ADMINISTRATION SERVICES, INC., THE CONTRACT HOLDER MAY FILE A CLAIM UNDER THE INSURANCE POLICY BY MAILING A COPY OF THE PROOF OF LOSS FORM TO HERITAGE WARRANTY INSURANCE RISK RETENTION GROUP, INC. AT THEIR ABOVE ADDRESS OR TOLL-FREE AT **1-800-981-5989**. IF THIS SERVICE CONTRACT WAS PURCHASED IN THE STATE OF WASHINGTON, SUCH A CLAIM MAY BE MADE TO HERITAGE WARRANTY INSURANCE RISK RETENTION GROUP, INC. AT ANY TIME.

Purchase of this Contract is not required in order to purchase or obtain financing for the vehicle.

This Contract is not issued by the manufacturer or wholesale company marketing the vehicle. This Contract will not be honored by such manufacturer or wholesale company.

This Contract contains the complete agreement between the parties and is not valid unless signed by both the Contract Holder and an authorized representative of the Provider.

The aggregate total of Provider's liability for all benefits paid or payable during the term of this Contract shall not exceed the average retail value of the vehicle according to current National Auto Dealers Association standards at the time of Breakdown.

OTHER STATE REQUIREMENTS / DISCLOSURES

The Following Special State Requirements and/or disclosures apply if this **Contract** was purchased in one of the following states and supersede any other provision herein.

ALABAMA

This paragraph under "**Cancellation of this Contract – Refunds and Charges**" is replaced in its entirety with the following:

If no claim has been made under this **Contract**, the **Contract Holder** is entitled to cancel this contract within Twenty (20) Days of the date the **Contract** was mailed or within Ten (10) Days of delivery if the **Contract** was delivered at the time of initial sale and receive a full refund of the purchase price. If the **Contract** is cancelled after the first Twenty (20) Days, a pro rata refund will be calculated less the application cancellation fee in the amount of Twenty Five dollars (\$25.00). A ten percent (10%) penalty per month shall be added to a refund not paid or credited within Sixty (60) Days after return of the **Contract** to the **Provider**.

ALASKA

The **Contract Provider** must return and unearned premium within Forty-Five (45) Days of receipt of a request for cancellation or the effective date of cancellation, whichever is later. The **Contract Provider** may charge cancellation fee of seven and one half percent (7.5%) of the unearned premium, not to exceed fifty dollars (\$50.00).

The **Contract Provider** must provide the **Contract Holder** notice of cancellation for nonpayment no less than Twenty (20) days prior to the effective date of cancellation. Notice of Cancellation for conviction of the **Contract Holder** of a crime which increases a hazard insured against or for discovery of fraud or material misrepresentation by the insured shall be given at least 10 days prior to the cancellation date. Notice of Cancellation for all other reasons must be given at least Sixty (60) days prior to the cancellation date.

ARIZONA

The **Contract Holder** may cancel this contract and receive a pro rata refund based on the Policy outlined by the **Contract Provider** with the following exception:

No claim incurred or paid shall be deducted from the amount to be refunded. State Law and Administrative Code supersede any other provision herein. The **Contract Holder** may contact the Arizona Department of Insurance at 1910 North 44th Street #210, Phoenix, AZ 85019-7256

California

The **Contract Holder** may cancel this contract within Sixty (60) Days, (Thirty (30) Days for a used vehicle covered without manufactures warranty), of the date the **Contract** and the manufacturer's warranty was in effect on the **Contract** purchase date and receive a full refund of the total **Contract** purchase price if no claim has been made, without a cancellation or administrative fee or other charge. If the **Contract** is cancelled after the first Sixty (60) Days for a new vehicle or Thirty (30) Days for a used vehicle or a claim has been filed, an amount of the unearned Contract charge will be refunded according to the pro rata method reflecting the greater of days in force or the mileage driven based on the term of Contract and the date or miles when coverage began. The applicable cancellation fee shall be the lesser of ten percent (10%) or Twenty Five (\$25.00) of the total Contract Purchase Price. The **Contract** holder may cancel the contract in the event the vehicle is returned, sold, lost, stolen, or destroyed and receive a pro rata refund in accordance with the terms of the **Contract**. A Twenty- Five dollar (\$25.00) cancellation fee will be assessed.

CONNECTICUT

If the term of the service **Contract** is less than one year, the term shall be automatically extended for the period of time the vehicle is in the custody of the repair facility for services authorized by the **Contract Provider**.

Resolution of Disputes: In the event the **Contract Holder** and the **Contract Provider** fail to agree on an equitable resolution of a dispute arising regarding the coverage afforded under the terms of the service contract; the **Contract Holder** may send a written complaint, containing a description of the dispute, the purchase or lease price of the product, the cost of repair of the product and a copy of the service contract to: State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs.

Colorado

The **Contract Holder** may not cancel this contract unless requested by the lienholder or in the event of a total loss. Proof of loss must be provided. The **Contract Provider** may cancel the contract under the terms and conditions outlined in the section entitled Providers Right to Cancel this Contract.

The **Contract Holder** may cancel this contract at any time and receive a pro rata refund of the Total Contract Purchase price based on the greater of days in force or the miles driven compared to the total Contract term. The deduction of claims paid or an assessment of a cancellation fee is not allowed. The Contract Provider may only cancel the contract for fraud, material misrepresentation or for non payment. The notice of cancellation must be in writing and comply with 33-24-44 of the Georgia Code. If a refund is not paid or credited within Sixty (60) Days after proof of loss is filed, the Contract Holder may file a claim with the insurance company.

NO CLAIMS WILL BE PAID WITHOUT PRIOR AUTHORIZATION
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IDAHO

The **Contract Holder** may cancel the **Contract** in the event the vehicle is returned, sold, lost, stolen or destroyed and receive a pro rata refund in accordance with the terms of the **Contract**. Coverage's under this motor vehicle is not guaranteed by the Idaho Insurance Guaranty Association.

ILLINOIS

The **Contract Provider** may retain a cancellation fee not to exceed the lesser of ten percent (10%) of the **Contract** price or Fifty Dollars (\$50.00).

IOWA

The **Contract Holder** may contact Heritage Administration Services, Inc. (the **Contract Provider**) by mail at 8055"O" Street, Lincoln, NE 68510, or phone 1-(800)-753-5236, or the Iowa Securities Bureau at 340 Maple Street, Des Moines, Iowa 50319-0066 or phone 1-(515)-281-441.

KENTUCKY

"Breakdown" or "Mechanical Breakdown" means the event caused by the total failure of any covered part to work as it was designed to work in normal service including defects in material and workmanship.

NEBRASKA

Heritage Warranty Insurance RRG, Inc. (The Company) shall pay on behalf of the Insured all sums which the Insured is legally obligated to pay according the Insured's contractual obligations under and in accordance will all the terms of the Service Contracts issued or sold by the Insured.

NEVADA

If no claim has been made under this **Contract**, the **Contract Holder** is entitled to cancel this contract within Twenty (20) Days of the date the **Contract** was mailed or within Ten (10) Days of delivery if the **Contract** was delivered at the time of initial sale and receive a full refund of the purchase price. A ten percent (10%) penalty per month shall be added to a refund not paid or credited within Forty Five (45) Days after return of the **Contract** to the **Provider**. If the **contract** is cancelled after Twenty (20) Days the **Contract Provider** may assess a fee of Fifty dollars (\$50.00). Claims paid or pending may not be deducted.

The **Contract Provider** cannot cancel the contract after Seventy (70) Days except for nonpayment of the **Contract price** or a material misrepresentation related to obtaining this **contract** or making a claim. The cancellation of the **Contract** will become effective Fifteen (15) Days after the notice of cancellation is mailed to the **Contract Holder**. If this Contract is cancelled by the provider a cancellation fee may not be charged.

NEW MEXICO

A ten percent (10%) penalty per month shall be added to a refund not paid or credited within Sixty (60) Days after return of the **Contract** to the **Provider**. The **Contract Provider** cannot cancel a **contract** that has been in effect for at least Seventy (70) Days except for: (1) non-payment (2) Conviction of a crime that results in an increase in the service required under the service contract (3) the discovery of fraud or material misrepresentation (4) or discover of either an act or omission by the **Holder** or a violation by the **Holder** of any condition of their service contract if it incurred after the effective date of the service contract and substantially and materially increased the service required under the contract. The cancellation of the contract will become effective Fifteen (15) Days after notice of cancellation is mailed to the **Contract Holder**.

NEW YORK

A ten percent (10%) penalty per month shall be added to a refund not paid or credited within Thirty (30) Days after return of the **Contract** to the **Provider**.

NORTH CAROLINA

The **Contract Holder** may cancel this **Contract** at any time after purchase and a pro rata refund will be calculated less the applicable cancellation fee in the amount of Fifty dollars (\$50.00) or ten percent (10%) of the pro rata refund, whichever is less. A ten percent (10%) penalty per month shall be added to a refund not paid or credited within Sixty (60) Days after return of the **Contract** to the **Provider**.

OKLAHOMA

The **Contract Holder** may cancel this **Contract** at any time after purchase and a pro rata refund will be calculated less the applicable cancellation fee in the amount of Fifty dollars (\$50.00) or ten percent (10%) of the pro rata refund, whichever is less. A ten percent (10%) penalty per month shall be added to a refund not paid or credited within Sixty (60) Days after return of the **Contract** to the **Provider**.

South Carolina: The **Contract Holder** may cancel or submit a claim on this contract by contacting the **Contract Provider**. A ten Percent (10%) penalty per month shall be added to a refund not paid or credited within Forty Five (45) Days. If the matter has not been resolved within sixty (60) Days after proof of loss has been submitted, the **Contract Holder** may contact the South Carolina Department of Insurance, P. O. Box 100105, Columbia, South Carolina 29202.. (800) 768-3467.

Texas: The **Contract Holder** is entitled to cancel this contract within twenty (20) days of the date the **Contract** was mailed or within ten (10) days of delivery if the **Contract** was delivered at the time of initial sale and receive a full refund of the purchase price. A 10% penalty per month shall be added to a refund that is not paid or credited within Forty Five (45) Days after the return of the Contract to the Provider. The right to return the Contract applies only to the original purchaser of the Contract. The Contract Holder may contact the Texas Department of Licensing and Regulation, P. O. Box 12157, Austin, Texas 78711, (512) 463-6599 or (800)803-9202.

Utah: Coverage afforded under this Contract is not guaranteed by the Property and Casualty Guarantee Association. The Contract Provider may cancel this contract for non payment of premium, material misrepresentation, a substantial change in the risk assumed, unless the insurer should reasonably have foreseen the change or contemplated the risk when entering into the contract, or a substantial breach of contractual duties conditions or warranties. A notice of cancellation for non payment of the purchase price of this contract shall state the reason for cancellation and given at least Ten (10) Days prior to cancellation. Notice of cancellation for any other reason will be in writing and given at least Thirty (30) Days prior to cancellation.

Washington: If no claim has been made under this Contract, the Contract Holder is entitled to cancel this Contract within Thirty (30) Days of the date of the Contract and receive a full refund unless the contract is cancelled 10 or more days after its purchase, in which case the Contract Provider may charge a cancellation fee of \$25.00. A ten percent penalty shall be added to any refund that is not paid within Thirty (30) Days of the return of the contract to the Provider. The implied warranty of merchantability on the motor vehicle is not waived if the contract has been purchased within Ninety (90) Days of the purchase date of the motor vehicle from a Provider who also sold the motor vehicle covered by the contract. The contract Holder acknowledges by initialing hereafter that he/she has read the sections entitled Contract Holder Obligations, What to Do if You Have a Breakdown, Covered Parts, Exclusions – What this Vehicle Service Contract Does Not Cover, Contract Term, and Cancellation of This Contract – Refunds and Charges _____

Wyoming: If no claim has been made under this Contract, the Contract Holder is entitled to cancel this Contract within Thirty (30) Days of the date of the Contract and receive a full refund. If you financed this Contract Price, the terms of the financing are contained in a separate agreement entered into between You and the Lienholder. The lienholder may not cancel this contract but may be shown as joint payee on any refund issued. If the Contract Provider cancels this Contract, a written notice will be mailed to you at your last known address contained in their records at least Ten (10) Days prior to cancellation. The notice will state the effective date of cancellation and the reason for cancellation. The Provider will not send you an advance notice if the reason for cancellation is nonpayment of the Contract price, a material misrepresentation by the Contract Holder to the Provider or a substantial breach of duties by the Contract Holder relating to the vehicle or its use. A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within Forty Five (45) Days after return of the service contract to the provider.

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