



## CLAIM PROCEDURE

1. Take your vehicle to a repair facility. The vehicle must remain there until all repairs are completed.
2. The repair facility must call CARS Protection Plus (CARS) to open a claim before any repairs have begun. If the repair facility calls before or after our operating hours, and leaves a message, we will contact the repair facility on the next business day.
3. Your repair facility must obtain an authorization number prior to starting any repair work. CARS will not be held responsible for paying any unauthorized repair invoices.
4. After repair authorization and repair completion, please remit final invoice via email to [billing@carspp.com](mailto:billing@carspp.com) or fax to (724) 387-1297.
5. The repair invoice must contain the following on the repair facility's letterhead with their complete address:

To ensure prompt payment please include the following on the final repair invoice:

- Authorization Number
- Customer name, address
- Part and Labor Warranty on Repairs (must be labeled as **parts and labor**: ex. 12/12 parts and labor). It is acceptable to handwrite the warranty in the repair order.
- Shop Letterhead (Facility name, address)
- VIN
- Vehicle Make/Model
- Current Mileage
- Description of Repairs and ensure to itemize parts and labor totals

**Invoices missing ANY of the above information may be sent back and will not be processed until corrected.**

**Authorization Numbers are valid for 180 or 90 days from issuance. (Must check contract)**

**Any repairs made without prior authorization will be denied. Please contact your CARS Adjuster directly with any questions, additions, or revisions to the claim.**