

Warranty Card & Claims Instructions

You've cleaned, corrected, & applied Owner's Pride Ceramic Coating to your customer's vehicle!

Now it's time to get them listed on CarFax and educated around making a warranty claim.

OP 1 and our Interior Ceramic Coatings are registered through the Portal to activate your customer's warranty & get them listed on their CarFax.

For OP 3, OP 5, and OP 7 the Portal ONLY registers the customer's information with CarFax. The warranty card supplied is proof of your customer's warranty.

With each OP 3, OP 5, and OP 7 Ceramic Coating you will receive a Warranty Card that is perforated in the middle.

The top half looks like a postcard, but thanks to our online registration portal, you DO NOT need to mail it in.

The warranty portal ensures that the newly installed ceramic coating is listed on your customer's CarFax Report.

We recommend retaining the top half for your records and in the event that your customer loses their warranty card.

The bottom half is proof of your customer's warranty.

Without the warranty number located on the card they will not be able to make a claim.

Instruct your customer to keep it in their glove box or their preferred storage place for important documents.

As an extra measure customers can take a photo of their claim number.

What if your customer needs to make a claim?

Located on the Customer's half of the Warranty Card is a Toll Free Number for our Warranty Administrator.

If your customer believes they need to make a claim, they simply need to call the Claims Number located on the card and our Warranty Administrator will begin the claims process.

At the Owner's Pride Shop in Omaha we educate every customer around this process to ensure their experience is as positive as possible.

If your customer contacts you directly for a claim please instruct your customer to call the number located on the card.

The claim's process is designed to be handled directly between the Customer and our Warranty Administrator.

As detailers we understand that no two vehicles experience the same level of exposure to the elements & driving conditions.

By allowing the Warranty Administrator to handle claims directly with your customer you are able to save your business time and prevent possible customer dissatisfaction.

If at anytime throughout the claims process you or your customer have any questions or concerns please reach out to your Installer Success Manager as soon as possible.

We hope you find this guide helpful & please let us know if you have any further questions.

- Owner's Pride Installer Success Team