



ULTRACARE PREVENTIVE MAINTENANCE PLAN

PLAN NO. 370800000001

CUSTOMER INFORMATION	LAST NAME John		FIRST NAME Doe	PHONE NO. 954-555-1212	
	STREET ADDRESS 123 Main Street		CITY Fort Lauderdale	ST/PROV FL	ZIP/POSTAL CODE 33312
	EMAIL ADDRESS (REQUIRED) email@email.com				
VEHICLE INFORMATION	YEAR 2020	MAKE LAND ROVER		MODEL RANGE ROVER HSE	
	VIN 1111111111111111			MI/KM WHEN REGISTERED 100	
DEALER INFORMATION	ISSUING DEALER Prestige European Auto Service			PHONE NO. 954-358-4994	
	STREET ADDRESS 711 W. Broward Blvd.		CITY Fort Lauderdale	ST/PROV FL	ZIP/POSTAL CODE 33312
LIENHOLDER INFORMATION	LIENHOLDER NAME			PHONE NO.	
COVERAGE INFORMATION	PLAN TYPE Silver - 1 Year			PLAN PURCHASE PRICE \$299.99	
	AGREEMENT EFFECTIVE DATE 05/15/2020		TERM / MILEAGE 12 Months	MILEAGE EXPIRATION Unlimited	
PURCHASED	<input type="checkbox"/> SALES <input checked="" type="checkbox"/> SERVICE		SALESPERSON Jane Doe		

NOTICE TO PURCHASER: This Agreement is neither a warranty nor an insurance policy. The purchase of this Agreement is not required in order to service your vehicle. This Preventive Maintenance Plan (“Agreement”) is not mechanical breakdown insurance or a service contract. It represents the purchase of a pre-packaged discounted vehicle services.

UltraCare PrePaid Maintenance Plan

PARTIES TO THIS AGREEMENT

The Preventive Maintenance Plan (“Agreement”) is between the Agreement Holder (“You” or “Your”) indicated above in the “Customer Information” Section and the selling repair facility (hereafter referred to as “Prestige”, “Repair Facility”, “We”, “Us”, or “Our”). This Agreement entitles You to receive the discounted covered services (“Covered Services”) which are detailed in the plan offering materials from Us for the vehicle (“Vehicle”) identified above in the “Vehicle Information” Section as Your Vehicle. All Covered Services provided are subject to the terms, limitations and conditions set forth in this Agreement. This Agreement is not an insurance policy, a warranty, or a guarantee.

SERVICE(S) REDEMPTION PERIOD

This Agreement begins on the Agreement Effective Date indicated above in the "Coverage Information" Section. The Agreement terminates on the earlier of (i) exceeding the Term/Mileage limit indicated above in the "Coverage Information" Section, (ii) the cancellation of this Agreement in accordance with the cancellation terms outlined below or (iii) receipt of all Services offered.

PLAN SERVICES AND LIMITATIONS

- a. The selling repair facility will service Your Vehicle as specified within this plan.
- b. The coverage You selected is indicated above as the Plan Type and Coverage in the "Coverage Information" Section.
- c. Covered Services will be provided only to the Vehicle indicated above and only if You own or lease it at the time the Covered Services are provided.
- d. The Covered Services will be provided at the service intervals shown on this Plan. Once You have received all Covered Services, You are not entitled to receive additional services. Unredeemed Services expire if not used within the mileage and time term of this Agreement. If You do not have the Covered Services performed or are late in having them performed, You will not be entitled to any refund or services after this Agreement terminates.
- e. Only Covered Services specifically stated in the Plan are provided under this Agreement. Any other services or repairs that may be recommended by the manufacturer, suggested by the servicing repair facility or revealed by an inspection covered by the Plan are Your responsibility and must be paid for by You separately.
- f. Covered Services will be provided by Your selling repair facility during normal business hours. Transportation of Your Vehicle to or from our repair facility is not covered. The Repair facility will not provide the services in any location other than in the Repair facility's service department.
- g. Covered Services will not be provided if Your Vehicle's odometer has been altered or disconnected or is inoperable, or if the actual mileage of Your Vehicle cannot be documented.

HOW TO REDEEM COVERED SERVICES

- a. Contact the service department of Your selling Repair facility to schedule an appointment and take Your Vehicle to the service department as scheduled.
- b. At the time of service notify the service representative that you are redeeming your UltraCare Preventive Maintenance Plan Services. The service representative will verify the remaining service and perform the service when eligible.
- c. You must redeem Your services at the selling Repair facility

CANCELLATION OF THIS AGREEMENT AND REFUNDS

CANCELLATION BY PURCHASER

You may not cancel this Agreement at any time during the Plan term. Under some circumstances Prestige European Auto Service may elect to refund the unused portion of your plan on a case by case basis.

CANCELLATION BY US

We have the right to terminate this Agreement for any of the following reasons:

- a. If Your Vehicle odometer has been altered or has been inoperable for more than thirty (30) days, so as to reflect an incorrect or misleading reading.
- b. If You make a material misrepresentation, including but not limited to a submission of fraudulent or altered vehicle data, in connection with this Agreement.
- c. If Your Vehicle Identification Number (VIN) has been altered.
- d. If You fail to pay the Agreement Purchase Price when due.

Notice of cancellation by Us will be mailed to You at the address stated in the "Customer Information" Section or Your last known address, if different.

CANCELLATION BY LIENHOLDER *(Applies Only When Plan is Financed)*

The Lienholder/Lessor shall have the right to cancel this Agreement as follows:

- a. The request is made in writing;
- b. The Lienholder/Lessor's contract includes the purchase price of this Agreement; and
- c. The Lienholder/Lessor notifies Us that You defaulted under Your retail installment contract or lease.

REFUNDS

If this Agreement is cancelled within the first 30 days and no Covered Services have been provided, We will refund the Total Plan Purchase Price indicated in the "Coverage Information" section above, or the Price you actually paid, whichever is smaller, less a \$49.00 processing fee. If Covered Services have been provided, then We are under no obligation to provide You with a refund for any unused services. **Any refunds are at the sole discretion of Prestige European Auto Service and in the event that a refund is offered we may elect to reduce the refund by the retail amount(s) of the all services previously provided under this Agreement.**

GENERAL CONDITIONS

- a. You are responsible for notifying Us in writing of any changes in Your postal and or email address in order for Us to continue to send program Service Reminders to You. Failure to provide Us with a valid and current email address will result in Your inability to receive program service reminders.
- b. No amendment or modification of this Agreement is binding upon Us unless it is in writing and signed by Our duly authorized officer.
- c. This Agreement is the complete agreement between You and Us. No verbal representations made by anyone relating to the terms, conditions or interpretation of the Agreement should be relied upon by You. Wherever possible, each provision of this Agreement shall be interpreted in such a manner as to be effective and valid pursuant to applicable laws. If any provision of this Agreement is prohibited by or invalid pursuant to applicable law, such provision shall be ineffective only to the extent of such prohibition or invalidity, without invalidating the remainder of such provision or the remaining provision of this Agreement.
- d. This Agreement is non-transferrable.

My signature means that I have reviewed the Coverage Information Section and agree with the Coverage Type, Type and Scope of Services Offered, and Term/Mileage that is indicated.

<p>CUSTOMER SIGNATURE</p> 	<p>DATE</p>
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