

WHAT TO DO IF YOU HAVE A CLAIM

To make a claim on this policy you must take the following steps:

- 1. Inform Trust** of the problem by email (sales@japanesevehicles.com) or phone (+81-52-219-9024).
- 2. As repairs must be carried out by an authorized repair facility, phone the nearest Guarantee Service Center** (as listed below) to have the vehicle inspected.
- 3. If the vehicle can be driven safely without causing further damage take it to the nearest Guarantee Service Center or otherwise have it towed. The vehicle has to be taken to the authorized Guarantee Service Center within 14 days** from the claim notification.
- 4. Present this policy to the above mentioned repairer to determine if the breakdown constitutes a claim under the policy.**
- 5. The Guarantee Service Center contacts us for confirmation and pre-approval of the repairs.**
- 6. After receiving our approval, Guarantee Service Center proceeds and arrange for the repairs.**
- 7. In some instances we may require you to complete a claim form or require other documentation such as proof of servicing and other relevant invoices.**
- 8. If the repairer is unable to determine the fault it may be necessary to dismantle parts. If this is the case we must be notified, however, only you can authorize this work. The contract for repair is between you and the repairer.**
- 9. We may agree to indemnify you in relation to costs up to FOB price covered under this policy.**
- 10. We reserve the right to supply the parts required at our discretion.**

AUTHORIZED GUARANTEE SERVICE CENTERS

Nassau

Lucayan Auto Sales

Montrose Ave & Hampton St.

Nassau, Bahamas

TEL: 242-603-CARS (2277)

CELL: 242-424-4216

FAX: 242-393-5277

EMAIL: khanna@lucyanautosales.com

Freeport

Expert Tire and Auto Mart Ltd., T/A Prestige Auto

Logwood Road & Peach Tree Street

Freeport, Bahamas

TEL: 242-352-3302

EMAIL: prestige50@yahoo.com