



## Claim Procedure Instructions

Please call 1-800-572-5099 prior to repair

### **DO NOT MAKE ANY REPAIRS WITHOUT AN AUTHORIZATION FROM AEGIS**

The following steps must be completed before starting any repairs.

1. Obtain the required contract information for the repair or service.
2. Prepare a shop repair/service order (R.O) and have the customer sign it.
3. List failure date and failure problems/symptoms.
4. Diagnose the cause of failure. Per our contracts, if teardown is necessary for diagnosis or estimate, the customer must authorize teardown. The customer is responsible for the cost of teardown if the failure is a non-covered failure. Save all old parts.
5. Prepare an itemized estimate of repairs or service.
6. Copies of the customer's service/maintenance records may be requested for authorization of certain claims.
7. Fax the claim request to 1-408-716-2432 using a Quick Claim fax form and all supporting documentation.

**OR**

Claims may also be emailed to: [Claims@AegisPowersports.com](mailto:Claims@AegisPowersports.com)

8. Once all requested items are received, you will be given an authorization number for the covered components or service and you may proceed with the authorized repairs.
9. Some repairs may require a third party adjuster, in these instances you will be notified by Aegis and contacted by the adjuster, typically within 24-48 hours.

**DO NOT** make any repairs without an **AUTHORIZATION NUMBER**

For claim or service payments, final payment instructions will be provided upon claims authorization. Be sure to provide a completed repair order with the authorization number for payment.

**Claims cannot be submitted or authorized by phone. All claim submissions are done electronically or by fax.**

Please give us a call at 1-800-572-5099 or email us at [Claims@AegisPowersports.com](mailto:Claims@AegisPowersports.com) if we can answer any questions or otherwise be of assistance.

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