



APPEARANCE PROTECTION LIMITED WARRANTY 22W

Recreational Vehicle (RV) Appearance Protection

In order to receive the coverage afforded under this Appearance Protection Warranty, the Customer must purchase the Appearance Protection Product(s) selected below. Please see additional pages for other important terms and conditions. Limited Warranty term is 7 years on New Vehicles and 5 years on Used Vehicles.

Cilajet Paint/Fiberglass Protection, Fabric Protection, Leather & Vinyl Protection

Cilajet Extra Interior Protection ~ *Covers Punctures, Rips, Tears & Burns*

(Maximum RV length: 50 feet)

Product Purchase Price \$ _____

Customer (I, You, Your) and Covered Vehicle Information:

Name _____ Email _____

Address _____

City _____ State and ZIP _____ Phone _____

Year _____ Make _____ Model _____ Vehicle Identification Number _____

Miles _____ New or Used _____ Product Purchase/Installation Date _____

This Appearance Protection Warranty is a Limited Product Warranty and is not an insurance policy or service contract. Portfolio Services Limited, Inc. (We, Us, Our) offers a Limited Warranty to its customers with the purchase of an Appearance Protection Product. In the event a purchased product fails to perform as specified, We will provide repair or reimbursement according to the terms of this Limited Warranty. This Limited Warranty applies only to the Appearance Protection Products that have been purchased and applied to the Covered Vehicle. The purchase of an Appearance Protection Product is voluntary and is not required to purchase, lease, or obtain financing of a motor vehicle.

Issuing Dealership Information:

Name _____

Address _____

City _____ State and ZIP _____ Phone _____

ACCEPTANCE OF BENEFITS

I HAVE READ, FULLY UNDERSTAND AND ACCEPT THE TERMS AND CONDITIONS, AS SET FORTH ON THE FRONT AND BACK OF THIS LIMITED WARRANTY FOR EACH OF THE APPEARANCE PROTECTION PRODUCTS I HAVE PURCHASED. I FURTHER DECLARE THAT THE INFORMATION PROVIDED ON THIS WARRANTY FORM IS TRUE AND CORRECT.

Customer Signature _____ Date _____

Dealer Signature _____ Date _____

WAIVER OF BENEFITS

I ACKNOWLEDGE THAT BY SIGNING THIS WAIVER, I WILL NOT RECEIVE ANY GUARANTEE OR BENEFITS EITHER EXPRESS OR IMPLIED, FOR ANY OF THE ABOVE APPEARANCE PROTECTION PRODUCTS.

Customer Signature _____ Date _____

Dealer Signature _____ Date _____

The Issuing Dealer must make available to You the opportunity to review the terms and conditions of this Limited Warranty prior to issuance. Please see additional pages for other important terms and conditions.

APPEARANCE PROTECTION LIMITED WARRANTY

DEFINITIONS

Administrator / Warrantor / We / Us / Our: Portfolio Services Limited, Inc., 14651 Dallas Pkwy, Ste 502, Dallas, TX 75254, (800)-705-4001.

Appearance Protection Warranty / Warranty: The Limited Warranty that has been provided to You, for no consideration, with the purchase of an Appearance Protection Product. This Limited Warranty is subject to all terms & conditions stated in this Warranty form.

Covered Vehicle / Vehicle: The non-commercial private passenger RV that is listed on the front of this Warranty form.

New Vehicle: Any previously untitled current model year Vehicle that has less than 7,500 miles on the odometer, and any factory/program Vehicle that has less than 20,000 miles on the odometer.

Used Vehicle: Any Vehicle that is twelve (12) model years old or less than the current model year, or has less than 150,000 miles on the odometer, and does not qualify as a New Vehicle.

I / You / Your: The Customer that has purchased the Appearance Protection Product and is listed on the front of this Warranty form.

WHAT IS COVERED

CILAJET PAINT PROTECTION: From the Product Purchase/Installation Date, for a period of 7-years on New Vehicles and 5-years on Used Vehicles, We guarantee that all exterior painted surfaces treated with the Cilajet Paint Sealant* will be resistant to damage caused by oxidation, fading or dullness in appearance, pollution, water spotting, industrial fallout, insects, salts and harsh detergents. Additionally, We guarantee against damage caused by bird droppings or tree sap up to \$1,000. It is understood that the surface must be cleaned of any droppings or sap as soon as reasonably possible to avoid deterioration of the painted surface. Should the Cilajet Paint Sealant fail to perform as specified, we will repair or repaint damaged surfaces and reapply the Paint Sealant. Repainting is limited to the effected panel and includes blending of adjacent panels if necessary. Repair of damages to Used Vehicles includes surface reconditioning and reapplication of the Cilajet Paint Sealant but does not include repainting. *Two coat application required on love bug areas.

CILAJET FABRIC PROTECTION: From the Product Purchase/Installation Date, for a period of 7-years on New Vehicles and 5-years on Used Vehicles, We guarantee that all interior fabric surfaces treated with the Cilajet Fabric Sealant will be resistant to damage caused by non-corrosive staining. Should the Cilajet Fabric Sealant fail to perform as specified, We will professionally repair damaged areas and reapply the Fabric Sealant. Repair of damages includes professional cleaning and reconditioning but does not include replacement.

CILAJET LEATHER & VINYL PROTECTION: From the Product Purchase/Installation Date, for a period of 7-years on New Vehicles and 5-years on Used Vehicles, We guarantee that all interior leather & vinyl surfaces treated with the Cilajet Leather & Vinyl Sealant will be resistant to damage caused by non-corrosive staining. Should the Cilajet Leather & Vinyl Sealant fail to perform as specified, We will professionally repair damaged areas and reapply the Leather & Vinyl Sealant. Repair of damages includes professional cleaning and reconditioning but does not include replacement.

CILAJET EXTRA INTERIOR PROTECTION: From the Product Purchase/Installation Date, for a period of 7-years on New Vehicles and 5-years on Used Vehicles, We guarantee that all interior upholstery surfaces treated with Cilajet Extra Interior Sealant will be resistant to damage caused by punctures, rips, tears, or burns. Should the Cilajet Extra Interior Sealant fail to perform as specified, We will professionally repair damaged areas and reapply the Extra Interior Sealant. Repair of damages includes professional cleaning, reconditioning, and replacement if necessary.

WHAT IS NOT COVERED: The following events and circumstances are not covered by this Appearance Protection Warranty; a) Pre-existing damage is not covered; b) Any area that was not treated with the Appearance Protection Products is not covered; c) Appearance or Trim Parts: This Limited Warranty does not cover the failure of unpainted appearance or bright trim parts of Your Vehicle, Non-treatable surfaces such as semi-gloss or non-glossy paint, headliners, seat belts, steering wheels, or as determined by the RV design; d) Vehicle Exterior: This Limited Warranty does not cover matte painted vehicles; Painted exterior areas of Your Vehicle that have defective, flaking, peeling, yellowing or discoloration, spotting, chipping, scratched, cracking or separating paint; Damage cause by sand/stone abrasions, rust, corrosion, dents and dings are not covered; Bumpers, chrome, hinges, decals, graphic designs, awnings, and RV covers are not covered; Damage caused by bird droppings or tree sap in excess of \$1,000 is also not covered; e) Vehicle Interior: This Warranty does not cover damage to Your Vehicle that was caused by any corrosive substance, blood, bleach, acid, dye, ink, tar, paint or gum that cause staining or fading is not covered; Defects in Your Vehicle's manufacturing materials or imperfections causing staining or fading is not covered; Alterations or modifications of fabric or leather surfaces causing fading or staining, odor removal of cushions, and staining from water is not covered; Damage to chrome, wood, wall coverings, curtains, walls, room dividers, pictures, glass, lamps and other accessories are not covered; f) Normal Maintenance: Your Vehicle's finish must be cleaned and checked regularly as recommended by the Vehicle manufacturer. This is considered normal maintenance and is not covered; g) Improper Use: Damage caused by abnormal use of Your Vehicle is not covered. This would include damage caused by, without limitation; continuing to use Your Vehicle once a defect has been identified, not performing proper & normal maintenance as recommended by the Vehicle manufacturer, and negligence or misuse of Your Vehicle. Any Vehicle that is used as a primary residence is not covered. Any damage that occurs if the Vehicle is rented to a third party; h) Damages or Failures beyond Our Control: Damages or failures due to things beyond our control are not covered. This would include without limitation; collision, accident, vandalism, fire, submersion, any act of nature, improper repairs, corrosion, contamination or chemical damage, modifications or alterations to factory's original painted finish (i.e. repainted surfaces, aftermarket pin striping, vinyl graphics etc.), damage caused by improper lay-up or storage, chips or scratches caused by everyday use or other punctures, wear-through, seam separation, separation of fabric/vinyl from latex backing or other interior fabric or leather damage, surface wear or natural creases in leather seats, modifications or alterations to leather or vinyl seats, and any damage caused by rodent infestation or any other animal; i) Incidental or Consequential Damages: Your Vehicle is not covered for incidental or consequential expenses such as loss of time or use, inconvenience, commercial loss, personal injury or property damage; j) Delays of Performance: Your Vehicle is not covered, nor are We liable for delays in performance or failure to perform in whole or in part under the terms of this Limited Warranty due to labor dispute, strike, shortages, acts of war, civil commotion, accident, vandalism, fire, flood, acts of God or other causes beyond Our control; k) Other Coverage: Your Vehicle is not covered where a manufacturer's warranty, service contract, or recall policy providing similar coverage is eligible. We reserve the right to seek repair or replacement under such coverage in lieu of this Warranty.

LIMIT OF LIABILITY: The total of all benefits paid under this Limited Warranty shall not exceed the current N.A.D.A. wholesale book value of the Covered Vehicle, or \$10,000, whichever is less. If the current N.A.D.A. wholesale book value is not available, the Administrator will determine the current value of the Covered Vehicle.

WHAT TO DO IF YOU HAVE CLAIMS OR QUESTIONS

You may initiate a claim by visiting Our website at <http://claims.portfolioco.com>. If You cannot return Your Vehicle to the Issuing Dealership listed on the front of this Warranty form, please contact Us for assistance; Portfolio Claims Department: 25541 Commercentre Dr., Suite 100, Lake Forest, CA 92630 (877) 705-4001; Fax (480) 897-7507.

If You have a claim, You must notify Us and take Your Vehicle back to the Issuing Dealer if possible. In addition, You will also need to:

- A. Give the repair shop a copy of this Limited Warranty form.
- B. Allow the repair shop to inspect Your Vehicle to determine the cause of complaint and the full extent of the damage.
- C. Provide a photograph of the damage for all Paint, Fabric and Leather Vinyl claims.
- D. Have the repair shop call Us to report the claim prior to the start of any repairs. The repair shop will need to receive an approval number in order to receive payment for the cost of repairs.
- E. A copy of the repair order, photograph and Limited Warranty form must be sent to Us for payment to be made. We reserve the right to inspect Your Vehicle before any repairs are made.

(Claims are not subject to a deductible. Non-manufacturer parts will not be leveraged for repair.)

DISCLAIMER AND LIMITATION OF WARRANTIES

- A. **THE OBLIGATIONS DESCRIBED ABOVE ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO YOU AND SUCH OBLIGATION IS IN LIEU OF ALL OTHER WARRANTIES; ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THE COVERED VEHICLE IS LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. AFTER THE EXPIRATION OF THIS LIMITED WARRANTY SET FORTH HEREIN, ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXPRESSLY EXCLAIMED. IN ADDITION, WE SHALL NOT BE LIABLE OR RESPONSIBLE FOR ANY INCIDENTAL, CONSEQUENTIAL, COMMERCIAL OR EXEMPLARY LOSSES OR DAMAGES RESULTING FROM: (1) THE BREACH OF THIS LIMITED WARRANTY OR (2) ANY IMPLIED WARRANTY**
- B. **LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY WILL LAST OR THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES ARE APPLICABLE BY STATE, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.**
- C. **THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.**
- D. **NO REPRESENTATIVE, EMPLOYEE, DEALER, OR AGENT OF PORTFOLIO SERVICES LIMITED, INC. OR OF THE ISSUING DEALERSHIP, IS AUTHORIZED TO ALTER, EXTEND, AMEND OR MODIFY THE LIMITED WARRANTY OR ITS PROVISIONS WHATSOEVER. ANY MODIFICATION, ALTERATION OR CHANGE TO THE PREPRINTED TERMS AND CONDITIONS IS INVALID AND OF NO FORCE OR EFFECT.**

OBLIGATIONS

The obligations of the Warrantor under this Limited Warranty are insured under a reimbursement insurance policy.

TRANSFER AND CANCELLATION

This Limited Warranty may be transferred by the original customer to a subsequent private purchaser of the Covered Vehicle for the remainder of the original term (licensed dealers excluded). This Limited Warranty is not transferable to another vehicle. To transfer, original customer must submit the following documents to Us within thirty (30) days from the date of sale; 1) A letter containing the name, address and phone number of the new owner and authorization to transfer, 2) A copy of the bill of sale or other evidence showing change in ownership, and 3) A \$50 transfer fee payable to the Administrator. **This Limited Warranty is non-cancellable as it has been provided to You for no consideration with the purchase of an Appearance Protection Product.**

THIS LIMITED WARRANTY, INCLUDING THE TERMS, CONDITIONS, LIMITATIONS, EXCLUSIONS, AND DEFINITIONS CONTAINED ON ALL PAGES OF THIS LIMITED WARRANTY, CONSTITUTE THE ENTIRE LIMITED WARRANTY.

STATE PROVISIONS

Georgia: Obligations of the warrantor under this vehicle protection product are insured under a reimbursement insurance policy. If a covered service is not provided by the Warrantor before the 61st day after the date the consumer provides proof of loss, the consumer may apply for reimbursement directly to the reimbursement insurance policy provider, Virginia Surety Company, Inc. 175 W. Jackson, Chicago, IL 60604, (800) 209-6206.

Hawaii: Obligations of the warrantor under this vehicle protection product are insured under a reimbursement insurance policy. The purchase of this product is voluntary and is not required to obtain credit. If a covered service is not provided by the Warrantor before the 61st day after the date the consumer provides proof of loss, the consumer may apply for reimbursement directly to the reimbursement insurance policy provider, Virginia Surety Company, Inc. 175 W. Jackson, Chicago, IL 60604, (800) 209-6206. Unresolved complaints concerning a warrantor or questions concerning the regulation of the warrantor may be addressed to the Hawaii Insurance Division, Department of Commerce & Consumer Affairs, P.O. Box 3614, Honolulu, Hawaii 96811-3614, (808) 586-2790.

Oregon: This Limited Warranty is a product warranty and is not insurance. Consumers may address unresolved complaints concerning a warrantor or questions concerning a warrantor or questions concerning the regulation of a warrantor to the Department of Consumer and Business Services, Insurance Division - 2, P.O. Box 14480, Salem, OR 97309-0405, (888) 877-4894. Obligations of the warrantor under this vehicle protection product are insured under a reimbursement insurance policy. The purchase of this product is voluntary and is not required to obtain credit. If a covered service is not provided by the Warrantor before the 61st day after the date the consumer provides proof of loss, the consumer may apply for reimbursement directly to the reimbursement insurance policy provider, Virginia Surety Company, Inc. 175 W. Jackson, Chicago, IL 60604, (800) 209-6206.

Virginia: If any promise made in the contract has been denied or has not been honored within 60 days after Your request, You may contact the Virginia Department of Agriculture and Consumer Services, Office of Charitable and Regulatory Programs at <http://www.vdacs.virginia.gov/food-extended-service-contract-providers.shtml> to file a complaint.

Washington: "Administrator / Warrantor / We / Us / Our" shall mean Express Systems, Inc., 25541 Commercentre Dr., Suite 100, Lake Forest, CA 92630, (800) 705-4001 in this state. "OBLIGATIONS" is amended with the following: If a covered service is not provided by the Warrantor before the 61st day after the date the consumer provides proof of loss, the consumer may apply for reimbursement directly to the reimbursement insurance policy provider, Virginia Surety Company, Inc. 175 W. Jackson, Chicago, IL 60604, (800) 209-6206.