



CLAIMS PROCESS



STEP 1 >

DETERMINE IF THE CLAIM IS FOR A COVERED ITEM.
IF IT IS NOT LISTED ON THE CONTRACT, IT IS NOT COVERED.

EXTERIOR PROTECTION

The **Environmental Paint/Gel Coat Protection product** is warranted to protect treated factory paint/gel coat surfaces (including decals) of the **Vehicle** against damage from weather induced fading, weather induced chalking, weather induced loss of gloss, acid rain, bird waste, tree sap, insect damage (including love bugs), sun's UV rays, hard water spots, de-icing agents/road salt, ocean spray, brake dust, rail dust and paint overspray. **This limited warranty does not apply to any of the following:** (1) damage on the exhaust system, chrome plated trim or hinges, (2) paint/gel coat delamination, peeling, scratches, bubbling, cracking, or flaking, (3) paint/gel coat damage caused by impact resulting in paint chips, collision, neglect, abuse, or vandalism, (4) pre-existing damage present on the **Application Date**, (5) surface corrosion and/or corrosion perforation, (6) any exterior surface below the waterline (marine warranty only), (7) damage on repaired, replaced or repainted areas unless the Environmental Paint / Gel Coat Protection products have been reapplied, (8) exterior damage due to defective design, materials, or workmanship in the manufacture of the **Vehicle**, as documented in **Vehicle** manufacturer technical bulletins or recall notices, (9) **damage not reported to Us within sixty (60) days of it first becoming evident to a reasonably diligent owner**, (10) any paint/gel coat damage repaired under this limited warranty exceeding the coverage limit, or (11) any surface that has not been treated with the Environmental Paint/Gel Coat Protection System, or (12) general cleaning and maintenance.



INTERIOR PROTECTION

The **Interior Protection** is warranted to protect the treated interior surfaces of the **Vehicle** against damage by fast food, beverage stains, juice boxes, bleaches, dyes, inks, fading, discoloration, cracking of the dash, sun's UV rays, mold, mildew, chewing gum, crayons, lipstick, makeup, blood & bodily fluids (including those caused by pets), tree sap, bird waste, insect damage, rips and tears less than six inches long, and punctures and burns up to one inch in diameter. **This limited warranty does not apply to any of the following:** (1) damage or stains caused by paints, acids or other corrosives, (2) materials that have been subjected to vandalism or mishandled by **Your** failure to exercise reasonable care, (3) pre-existing damage present on the **Application Date**, (4) interior surface cracking or normal deterioration due to age, (5) floor mats, headliners, sun visors, steering wheels, seat belts, suede, nubuck or aniline leather, (6) damage on repaired or replaced areas unless the Interior Appearance Protection products have been reapplied, (7) damage due to defective design, materials or workmanship in the manufacture of the **Vehicle**, as documented in **Vehicle** manufacturer technical bulletins or recall notices, (8) **damage not reported to Us within sixty (60) days of it first becoming evident to a reasonably diligent owner**, (9) stains, losses, or other damage arising out of or related to catastrophic events, such as accidents, injuries, or death, which produce large volumes of blood or bodily fluids, (10) any interior damage repaired under this limited warranty exceeding the coverage limit, (11) any surface that has not been treated with the Vantage Plus Interior Fabric, Leather/Vinyl protection product, or (12) general cleaning and maintenance.

STEP 2 >

SUBMIT YOUR CLAIM

CONTACT YOUR SELLING DEALERSHIP OR SUBMIT IT YOURSELF.

ALL CLAIMS MUST BE AUTHORIZED PRIOR TO ANY ATTEMPTS AT REPAIRING AND/OR REPLACEMENT

CLAIMS MUST BE REPORTED WITHIN 60 DAYS OF OCCURRENCE

60

**DAYS TO
FILE CLAIM**



**APPROVAL
REQUIRED**

DOWNLOAD THE APP:



ECP CLAIMS

ONLINE:

[HTTPS://ECPINC.NET/FILE-A-CLAIM/](https://ecpinc.net/file-a-claim/)

EMAIL:

CLAIMS@ECPINC.NET

MAILING ADDRESS:

ECP WARRANTY ADMINISTRATION
PO BOX 5187
DOWNERS GROVE, IL 60517

FAX:

1 (800) 409-5195

CLAIM MUST INCLUDE:

1. COPY OF WARRANTY
2. ITEMIZED ESTIMATE OF REPAIR (EXTERIOR ONLY)
3. COLOR PHOTOS OF THE DAMAGE



STEP 3 >

ALL RESPONSES WILL BE VIA EMAIL TO THE ADDRESS PROVIDED

ONCE ALL DOCUMENTATION HAS BEEN RECEIVED, THE CLAIMS DEPARTMENT WILL BE IN TOUCH WITHIN 48 HOURS.

MISSING INFORMATION WILL CAUSE DELAYS IN RESPONSE TIMES AND CLAIM DETERMINATIONS.

ANY QUESTIONS? CONTACT THE CLAIMS DEPARTMENT DIRECTLY.

MONDAY – FRIDAY | 9:00 AM – 4:00 PM CST | (877) 275-8234

LET'S RECAP...





VANTAGE CLAIM FORM

Toll Free: 800.323.3521
Toll Free Fax: 800.409.5195
Email: claims@ecpinc.net
PO Box 6070, Woodridge, IL 60517

CUSTOMER INFORMATION

Name:					Date:	
Address:						
City:		State:		Zip:		
Home Phone:		Cell Phone:				
Email:		Purchasing Dealership:				
Year:	Make:	Model:	HIN:	Color:		
WARRANTY NUMBER:						
<i>(please be sure to include the prefix in front of the numbers located on your warranty)</i>						

IF at a DEALERSHIP, please complete this section

Dealership Name:		Is the vehicle at the dealership?	
Address:			
City:		State:	Zip:
Phone:		Cell Phone:	
Email:		Contact Name:	

TYPE OF CLAIM (check all that apply)

- Interior Stains Environmental Paint/Gelcoat
 Rips, Tears, Punctures & Burns

IN ORDER TO EXPEDITE PROCESSING PLEASE INCLUDE THE FOLLOWING (only applying to claim type)

- Copy of your warranty
- Itemized estimate of repair (paint/gelcoat only)
- Color photos all damaged areas (zoomed in and out)

GENERAL CLAIM INFORMATION

Description, size & location of the damage: _____

Date the damage was initially identified: _____

INTERIOR EXPLANATION (interior claims only - check all that apply)

Please check the material & the cause of the damage below. Please note below if there are multiple materials/causes.

- | | | |
|--|--|---|
| <input type="checkbox"/> Fabric Seats | <input type="checkbox"/> Vinyl/Leather | <input type="checkbox"/> Carpet |
| <input type="checkbox"/> Food/Beverage | <input type="checkbox"/> Rips & Tears (6" or less) | <input type="checkbox"/> Punctures (up to 1") |
| <input type="checkbox"/> Tree Sap | <input type="checkbox"/> Burns (up to 1") | <input type="checkbox"/> Fading/Discoloration |
| <input type="checkbox"/> Bird Waste | <input type="checkbox"/> Inks/Dyes | <input type="checkbox"/> Mold/Mildew |
| <input type="checkbox"/> Insect Damage | | |
| <input type="checkbox"/> Blood/Bodily Fluids | | |

Additional Comments: _____

ONCE ALL DOCUMENTATION IS RECEIVED, PLEASE ALLOW 3 BUSINESS DAYS FOR RESPONSE.

I certify that the above information is correct and accurate to the best of my knowledge.

Signature _____

Date _____

IMPORTANT INFORMATION: Repairs should not be performed until written authorization has been received by our Claims Department ANY UNAUTHORIZED REPAIRS WILL NOT BE REIMBURSED.