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## **DIAMOND-KOTE® ROAD HAZARDS PROTECTION** **DENT/DING REPAIR CLAIM CHECKLIST**

### **Mandatory Criteria: (Claim can be submitted)**

- Minor dents or dings to the exterior painted metal body panels of the vehicle, that are 2 inches in diameter or less as long as the paint has not been damaged and or broken and so long as repair will not damage the factory finish of the vehicle.
- Valid damage must be repaired using the PDR process (paintless dent repair) and at the time of the repair visit all covered damage must be repaired. Total cost not to exceed a maximum of \$125.00.

If these mandatory claim criteria have been met, proceed with assisting the customer, set up a repair appointment with your existing dent/ding servicer and then submit a complete claim submission to [dk@serviceplan.ca](mailto:dk@serviceplan.ca).

### **Please include:**

1. A completed claim form (fill in all fields including a detailed loss description)
2. A final invoice that indicates who the payee is.

### **Exclusions: (Claim does not qualify)**

1. Failure to report a claim within 60 days of its occurrence
2. Damage that exceeds 2 inches in diameter
3. Damage where the paint has been broken
4. Damage that cannot be repaired by the PDR process (paintless dent repair)
5. Dents and or dings to bumpers and any scuffed paint area
6. Damage caused by collision, vandalism, alterations and/or manufacturer defects
7. Damage that requires re-painting or panel replacement

### **Please Note:**

- Pictures of the damage are not required for dent/ding claims.
- We will cover the cost to repair minor dents and dings up to a maximum cost of \$125.00 per repair incident. An incident is defined as any visit to a repair centre where the PDR process is applied to covered damage that was not previously excluded from coverage due to it being in excess of the maximum benefit during such previous visit.
- If you do not have a local dent/ding Servicer in your area you can email [dk@serviceplan.ca](mailto:dk@serviceplan.ca) or call 1.800.663.1708 and we will help you locate one.

Claim forms are available at <http://www.diamondkote.com/forms>