



How The Program Works

The Process

When customers are within 25 miles of the original dealer they return to that dealer for warranty repairs. When customers are more than 25 miles from the original location, they call the Federated Auto Parts toll-free number and are referred to a participating location for warranty repair. Certified technicians review all the claim procedures and repair facility information in detail with the consumer – resulting in seamless claim processing and happy customers and repair facilities.

We will not simply “dump” consumers on repair facilities.

Our ASE Certified Master Technicians will refer traveling consumers to Federated Auto Parts affiliate locations first, whenever possible. When an affiliate location is not convenient, the warranty administrator will take care of the customer and send the consumer to a closer repair facility. However, we will avoid your immediate competitors in the referral process. The customer always comes first - building tremendous customer loyalty for your members and their customers.

Our ASE Certified Technicians verify the warranty repairs that are needed with the repairing facility, and authorize the repair. The repair facility then faxes the original invoice and invoice for the subsequent repair into our computerized claim file and we pay them immediately. Our process is efficient, effective and, on our end – paperless!

The program administrator pays the warranty repairing facility their posted labor rate and standard book time for the repair, up to the amount of the original repair. We pay for parts and labor immediately by credit card, or will mail a check. The average time from receipt of paperwork to claim payment is 10 minutes! We do not hold up paperwork or stretch out the time of payment by waiting for paperwork – we take a proactive approach!

The original repair facility does not pay charges back to the warranty repairing facility. The customer has no expense in the process!

The warranty administrator then sends letters to both the consumer (apologizing for any inconvenience and asking for their input) and the original repair facility and store (letting them know one of their customers had a warranty claim). Again, showing your level of concern and building customer loyalty.

The benefits to you and your members

- ✓ Immediate claims payment – so installers want to participate
- ✓ Builds confidence in you as a provider of unique solutions
- ✓ Increases customer acquisition and loyalty