**How To Handle Aftermarket Warranty Companies**

We will serve customers with aftermarket warranty companies, however, there are a few things that we and the customer need to understand. Aftermarket warranty is not actually a warranty, it’s more of an insurance policy for the customer.

Yes, we will work with MOST aftermarket warranty companies.

The typical steps when dealing with an aftermarket warranty company are:

1. We will call the warranty company and get approval for said repair if is covered under the program. (Note: Diagnostics, wear items such as brakes and struts aren’t usually included, and “extras” such as flushes aren’t usually included in what the company will pay)
2. We contact the client to inform them of the results of the conversation between us and the aftermarket warranty company and will provide a complete quote for the price difference (if any) and inform the customer of any delays such as the warranty company wanting to send out an adjuster/inspector to verify what we are telling them.
3. We will not install used parts in certain situations.
4. We complete the authorized work.
5. We submit the completed invoice to the warranty company for payment.
6. Customers are 100% responsible for anything that is listed as “not covered” by a warranty company. Any materials, procedures, deductible, hazardous waste disposal, shop supplies and any extra time (previously quoted but not covered by the company, i.e. it takes 3.0 hours to do a rack and pinion, warranty company covers 2.5 hours, the customer is responsible for the extra .5 hour). We do not negotiate with the warranty company. Our charge is our charge, the customer is responsible for anything extra.
7. When phrasing it to a customer state “Hello Mr. Customer, your warranty company will pay $XXX amount, and you would be responsible for $XXX. We can have the repair completed by XX/XX/XX. How would you like us to proceed?”

Of note, some warranty companies have a cap on the labor rate and won’t pay for diagnostic/testing procedures to troubleshoot or confirm the problems. Most don’t’ pay for any fluid/flushes/shop supplies that are needed to complete the work. Advise the customer they can review their contract for specific details.

If there is any question at all about how much is being paid we will not release a vehicle until after our invoice is paid in full. The customer can pay the full invoice and have the warranty company reimburse them directly (if their company offers that) or they will have to wait to pick up until the warranty company pays.