**PAINTLESS DENT REMOVAL PROTECTION COVERAGE**

Pursuant to this Agreement, we will cover the costs associated with the Paintless Dent Repair (“PDR”) process. PDR is a process developed by automobile manufacturing production teams that uses specialised hand tools to gently push the dented metal back to its original form. This process removes minor dents and door dings without harming the Covered Vehicle’s factory finish. This Agreement covers the removal of dents and dings within an accessible area located on a body panel of the Covered Vehicle that is no larger than 15 centimetres in diameter.

**LIMITATIONS OF COVERAGE**

This Agreement is limited to vehicles with steel or aluminium body panels. The dents and dings must be accessible in order to be covered by this Agreement and repaired by the PDR process.

**WHEEL RIMS AND MAG WHEELS**

Cover for repairable damage to your vehicle’s wheel rims or mag wheels. Have your rims repaired and then x-ray verified for safety reasons.

**CLAIM PROCEDURE**

Call DRS Dent Removal Specialist at 0729810047 to schedule a suitable appointment (“Service Call”). Do not initiate a repair prior to contacting DRS or it may void your claim benefit.DRS will use its best efforts to schedule a Service Call as soon as possible and at a time that is convenient for the Registered Customer, however, the Service Call will be based on the technician’s schedule. You are entitled to a written explanation for any dent or ding deemed un-repairable using the PDR process.

**EXCLUSIONS**

Damage that cannot be repaired by the PDR process. Large or deep dents in excess of 15 centimetres in diameter. Dents or dings that are determined to be inaccessible due to aftermarket services or equipment installed on the Covered Vehicle and/or where such equipment has altered the Covered Vehicle’s original or normal body configuration. Creased metal. Edges where it is determined that the Covered Vehicle’s bracing does not allow for the PDR process. Any dent or ding that if repaired could in any way damage the Covered Vehicle’s original manufacturer’s paint or finish. This Agreement does not cover the replacement of vehicle body panels, sanding, bonding, or painting. Vehicles that utilise 100% plastic, fibreglass, carbon fibber, or other non-metal composite body panels. Dents or dings located on a roof panel that are deemed inaccessible or unrepeatable due to the presence of a moon roof or sunroof. Damage caused by hail. Damage occurring outside South African borders. Consequential damages. Pre-existing damage, conditions or wear. Damage caused by Acts of God, floods or fires. Damage caused by acts associated with terrorism. Damages caused by or occurring on roads not regularly maintained. Damage to commercial vehicles. Any damage covered by (1) Registered Customer’s primary insurance provider, (2)a manufacturer’s or distributor’s warranty or recall, or (3) the entity or organisation responsible for maintaining the roadway.DRS will not accept paid bills for reimbursement on unauthorised claims, authorised claims without a claim tracking number or claims not filed within ninety (90) days of the date the damage occurs.

**TRANSFER PROCEDURE**

The Registered Customer may transfer the Agreement at the time of the Covered Vehicle’s resale to an individual, subject to a R550 transfer fee made payable to DRS, within thirty (30) days of the Covered Vehicle’s resale date. Copies of the front of the Agreement, the new registered title and bill of sale are required by DRS to process the transfer request. This Agreement is not transferable to another vehicle.

**TERMS OF AGREEMENT**

THIS AGREEMENT IS ONLY VALID IF PURCHASED AT THE TIME OF SALE OR LEASE OF THE COVERED VEHICLE.

Agreement Term: The term of the Agreement begins on the sale date of the Agreement and expires at the end of the term selected on the front of the Agreement. Deductible: There is no deductible associated with this Agreement. Payment Term: Agreement Purchase Price is due and payable at the time of sale of the Agreement. Payment may also be incorporated into the Registered Customer’s Finance Agreement/Retail Instalment Contract/Lease Agreement.

**ARBITRATION PROCEDURE**

The Parties may agree that all individual, class action or other claims or disputes arising from or relating to this Agreement, whether in contract, tort, pursuant to statute, regulation, ordinance or in equity or otherwise and whether the Registered Customer’s dispute is with DRS, Selling Dealer or the Insurance Company listed in the Settlement section, will be settled by impartial arbitration. To initiate arbitration, the Registered Customer must notify DRS, in writing, of the desire to submit your issue to arbitration. The Registered Customer is responsible for providing DRS with at least three (3) proposed arbitrators. DRS have the right to question the proposed arbitrators to confirm neutrality and select any of the three (3) to act as the Arbitrator. If DRS demonstrates that none of the three (3) proposed arbitrators are neutral, the Registered Customer may be asked to proffer additional arbitrators until one (1) is selected. The Arbitrator is responsible for setting the ground rules and procedures for the arbitration. The arbitrator’s decision is non-binding unless the Parties agree otherwise. The parties will and share the cost of arbitration equally, unless the Arbitrator directs otherwise.

**CANCELLATION PROCEDURES**

Agreements cancelled by Registered Customer within thirty (30) days of purchase date are eligible for a 100% refund of purchase price less claims paid. To initiate the cancellation process, please contact DRS or the dealership on the first page of the Agreement. Agreements cancelled by Registered Customer after thirty (30) days are eligible for a pro-rata refund based on the unexpired term (days) of the Agreement less claims paid less a cancellation fee in the amount of R850. All cancellation requests must be made in writing, signed by Registered Customer. To obtain cancellation forms or to check the status of a cancellation a ten percent (10%) penalty per month shall be added to a refund that is not made within thirty (30) days of the cancellation request or return of the properly cancelled contract. If DRS cancel this Agreement, DRS will provide Registered Customer with written notice at least fifteen (15) days prior to cancellation and state the effective date and reason for cancellation.

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