



TERMS AND CONDITIONS  
KEY REMOTE REPLACEMENT



**GLOBAL WARRANTY®**

*The ULTIMATE in driving protection*

Established Canadian Company Since 1987.

**DEFINITIONS:**

The following "Definitions" apply to words used in your Agreement

**Global** means Global Warranty® or Global Warranty Corporation where the owner/lessee resides in the Yukon, Northwest and or Nunavut Territories, the Province of Manitoba, Ontario, New Brunswick, Nova Scotia, Prince Edward Island, Newfoundland or Global Warranty (West Coast) Corporation where the owner/lessee resides in the Province of British Columbia, Alberta or Saskatchewan.

**Policy Holder, You or Your** Means any customer who has purchased a product from Global.

**Reasonable Repair Cost** means the customary parts and labor costs required to complete the repair or replacement of the **Covered Failure**, which in no case shall exceed the manufacturer's suggested retail price for parts, labor, and allowances, as defined in the manufacturer's labor time guide or the nationally recognized parts and labor time guides. We reserve the right to use "like kind and quality" replacements.

**Covered Repair, Covered Loss, or Covered Failure** means an instance wherein the repair or replacement of vehicle equipment is covered under this agreement.

**Eligible Key(s)/Remote(s)** means two (2) sets of keys/remotes provided to You at the time of vehicle's original purchase.

**Appropriate Franchise Dealer** means any dealership which is authorized by the OEM to repair or replace lost or damaged key(s)/remotes(s)

**Term** Coverage commences on the date and at the time that You sign this document and continues for the number of years specified.

**Vehicle** as used throughout this agreement means the conveyance listed in the registration section of this agreement.

**Limits Of Coverage** is provided only for the conveyance as specified in the enrollment portion of this agreement.

**KEY REPLACEMENT:**

In the event your key/remote is lost, stolen or destroyed we will pay for a replacement key/remote up to \$800 C.A.D. per year for Highline and Super Highline class vehicles or \$400 C.A.D. per year for Standard Class vehicles. All key replacement claims must be called in for authorization prior to replacement.

**ROADSIDE ASSISTANCE:**

You will be reimbursed covered services up to your benefit limit of \$100 per incident. You are entitled to one service within a twenty four (24) hour period, to a maximum three (3) roadside services within a 12 month period.

**Towing** – Provides towing reimbursement to the nearest repair facility capable of making or performing needed repairs or services.

**Winching** – Provides reimbursement for winching services

**Fuel Delivery** – Provides for the delivery of an emergency supply of fuel necessary to send a policy holder's car on its way (Policy Holder is responsible for actual cost of fuel).

**Flat Tire Changes**– Includes changing a flat tire with your inflated spare.

**Emergency Battery Service** – Battery boost service in the event of a dead battery.

**Lockout Services** –Locksmith services when keys are locked in your vehicle.

You will need to keep a copy of your receipt for reimbursement on any of the listed services.

**CLAIMS PROCEDURES:**

To obtain key/remote replacement benefits under this agreement, Policy Holder must comply with the following conditions:

a) Contact Global's Claims Department directly during regular business hours: Monday-Friday 9:00 AM - 5:00 PM EST @ 1-800-265-1519 in Canada or the U.S. or by fax at 1-519-663-8013 or visit our website at [www.globalwarranty.com](http://www.globalwarranty.com).

b) If Policy Holder is within a 40 kilometer radius of the originating dealer, Policy Holder must return there to have a replacement key/remote cut and programmed. If Policy Holder is outside the 40 kilometer radius, or if the originating dealer is no longer in business, Policy Holder may go to any appropriate franchise dealer.

c) All non-working keys/remote must be made available to the dealer for inspection.

d) The originating dealer must fax or email a copy of the original repair order to the company for final payments.

e) The originating dealer will be paid as soon as an appropriate repair order is received by Global from the originating dealer. The Policy Holder is not responsible for any out of pocket expense other than costs in excess of their yearly limit of \$800 C.A.D. (Highline and Super Highline) or \$400 C.A.D. (Standard).

f) If it is necessary for Policy Holder to go to non-originating dealer, Policy Holder shall call Global 1-800-265-1519 for prior approval before replacing the key/remote. Policy Holder will pay non-originating dealer for the replacement key/remote and will be reimbursed, up to their benefit limit, upon receipt of all repair orders, sales invoices, and/or other relevant or appropriate documentation, as may be requested by Global.

g) Global is solely agreeing to pay the replacement cost for eligible keys/remotes under the terms, conditions and limitations set forth in this agreement. Global shall not provide any keys/remotes itself. Further, Global does not in any way warrant or guarantee, whether express or implied, any replacement key/remote obtained by Policy Holder and/or paid for by Company.

h) You must have received at least two (2) keys and two (2) remotes when the vehicle was purchased.

i) Important note: For the safety and security of the vehicle owner, all keys and/or remotes that are reported lost, stolen, or destroyed must be deprogrammed by the dealer prior to replacement.

**EXCLUSIONS:**

This Agreement does not cover:

a) Any replacement key/remote made without Global's prior authorization – as soon as reasonably possible but all cases prior to key/remote replacement.

b) Any key/remote repair or replacement covered by warranty, recall, or acknowledgement of responsibility issued by the manufacturer of the eligible key/remote to be replaced.

c) Any consequential damages or loss whatsoever, whether direct or otherwise, resulting from the failure or loss of a programmed key/remote.

d) The absence of a key/remote at the time of delivery does not constitute a Covered Loss.

e) Commercial vehicles are excluded from this program.

f) Global makes every effort to provide service vendors nationwide but there are instances in which we have no vendor available in your area. In such an instance, Global reserves the right to make cash settlements in lieu of providing service. Such settlement will be based on market rates for the like services in your general geographic area.

g) Any damage that occurs outside the United States or Canada.

h) Any damage that is covered by any other warranty, including warranties issued by the manufacturer. Any damage that is the result of a manufacturer defect;

i) Any loss where You or any person on Your behalf falsely swears or commits any fraudulent act with respect to any claim;

**TRANSFER:**

You may transfer your active Agreement to an eligible private party to whom the covered vehicle is sold (subject to Global's consent) providing all Terms & Conditions and Maintenance Obligations have been met, you must send Global all maintenance records, a \$100 transfer fee (plus applicable taxes), and the name and address of the new purchaser within fifteen (15) days of a change of ownership. Subsequent transfers are not permitted.

**OTHER:**

Your Agreement is governed by the laws of the Province of the Selling Dealer and shall be binding upon and ensure to the benefits of the heirs, successors and permitted assigns of Global Warranty and you.

GWPP090116