



## CLAIMS PROCESS

### **EMAIL ESTIMATE FOR AUTHORIZATION & INCLUDE**

- Customer Contact Information (Name, Phone #, Cart Serial #)
- Customer Concern/Identified Issues
- Diagnosis & Detailed Cost Breakdown: Cost breakdown of parts specifying part number and condition (new or used), proposed labor time and rate and pickup/delivery fee.
- EMAIL Estimate to mail to: [CLAIMS@EWGCORP.COM](mailto:CLAIMS@EWGCORP.COM)

### **RECEIVE AUTHORIZATION**

- EWG will contact the service center with a 12 digit claim authorization number upon approval of the estimate so that repairs can be completed. (XXXXXX-XX-XXXX)

### **PAYMENT PROCEDURE**

- Upon service completion, please contact EWG within 48 hours to coordinate payment via check.
- Coordinate pickup/delivery of the cart and obtain customer authorization via signature on the final invoice approving all completed work.
- EMAIL signed invoice to mail to: [CLAIMS@EWGCORP.COM](mailto:CLAIMS@EWGCORP.COM)

### **ADDITIONAL CLAIMS NOTES: LABOR & PARTS**

- Posted shop labor rates will be honored up to \$95/hour. EWG reserves the right to approve/authorize the covered amount of specific parts.
- All gas carts have a \$50.00 deductible. Please make sure the customer is aware of the deductible and that it is reflected on the estimate.
- If the contract holder is unable to transport the cart to a service center, EWG will cover up to \$50.00 toward total pickup/ delivery fees per claim.

### **CUSTOMER AUTHORIZATION & PAYMENT**

In an effort to make the claims process as efficient as possible, EWG assumes that the service center will inform the customer of the work estimate and receive authorization from the customer to complete repairs. EWG further assumes that the customer will be informed of any financial responsibility for work completed that is not covered by EWG. As a level of protection for the customer, EWG, and the Dealer/Service Center, we request that the Dealer/Service Center obtain the customer's signature approving the completed repairs and amounts covered by EWG upon delivery/pick-up of the cart.

For expedited claims, please complete all steps and include all supporting documentation. All claims may be submitted via EMAIL to mail to: [CLAIMS@EWGCORP.COM](mailto:CLAIMS@EWGCORP.COM). If you need further assistance, please CALL EWG at 1-833-394-2677.