

PREPAID MAINTENANCE PROGRAM - GOLD**Customer Information**

First Name YVETTE M	Middle Initial	Last Name GONZALES	Business Name
Mailing Address 760 PRIMROSE LANE null			Email Address
City, State, ZIP Code New York,NY,10011			Phone Number (707) 558-5360 ☐ Mobile

Vehicle Information

Vehicle Identification Number (VIN) 1GCPTCEK5R1257924	Make CHEVROLET	Model COLORADO	Year 2024
Odometer/Mileage 185	Vehicle Purchase Date 1/1/2025	Vehicle Type ☒ New ☐ Used ☐ Certified	

Lienholder/Lessor

Name HDFC	Lease / Retail Term (Months) 60
Mailing Address 760 PRIMROSE LANE	Phone Number (707) 558-5360
City, State, ZIP Code 2942,NY,10011	

Selling Dealer Information

Selling Dealer SCHOMP MAZDA	
Mailing Address 505 S HAVANA ST	
City, State, ZIP Code DENVER,CO,80012	
Dealer Code 34703	Dealer Phone (720) 262-4320

Agreement Information**Term Length and Number of Services**

Plan Coverage (select one):

- ☐ 1 Yr / 2 Services
☐ 1 Yr / 3 Services
☐ 2 Yrs / 3 Services
☐ 2 Yrs / 5 Services
☐ 3 Yrs / 5 Services
☐ 3 Yrs / 8 Services
☐ 4 Yrs / 7 Services
☒ 4 Yrs / 11 Services

Finance Type

- ☒ Retail ☐ Lease ☐ Cash

Agreement Purchase Price

\$ **\$739.44**

By my signature, I, the Customer, agree that I have reviewed the information contained in this Agreement and understand and agree to all of its provisions. Verbal statements made by the dealer to me contrary to the Agreement's provisions shall be of no effect. The information contained herein is correct and indicates the Coverage Level I selected. **I understand this Agreement is neither a warranty nor an insurance policy and the purchase of this Agreement is optional, cancellable (see Agreement terms), and is NOT REQUIRED in order to purchase, lease, or obtain financing for my vehicle.**

You, the Customer, expressly agree and consent that We may from time to time call You and, if necessary, leave You a message for the purposes of servicing this Agreement. You further agree that We may send a text message to any telephone number associated with Your Agreement or send an email to You at any email address You provide Us (each a "Communication") for the purposes of servicing this Agreement. You further understand and agree that We may communicate with You using any contact information We have for You, including a wireless telephone number (i.e. cell phone number). We will not charge You for a Communication, but Your service provider may. You understand and agree, We may always communicate with You in any manner permissible by law that does not require Your prior consent.

Agreement Purchase Date**1/2/2025****Customer Signature****Customer Name****YVETTE M GONZALES****Dealer Signature****Dealer Name****SCHOMP MAZDA**

I. **PARTIES.** This Agreement is between the Customer and the Agreement Administrator.

II. **DEFINITIONS.**

- A. **"Agreement"** means this Prepaid Maintenance - Gold (PPM) Agreement.
- B. **"Contract Period"** means the period during which this Agreement is in effect as described in Section III.A of this Agreement.
- C. **"Covered Services"** means those services as detailed in this Agreement Section IV.
- D. **"Selling Dealer"** means the authorized dealer from whom You purchased Your Agreement.
- E. **"We", "Us", "Our", and "Agreement Administrator"** means Mazda Protection Products, 6565 Headquarters Drive, Plano, TX 75024, 866-693-2332.
- F. **"You", "Your", and "Customer"** means the holder of this Agreement as identified above or a permitted transferee.
- G. **"Covered Vehicle"** means the vehicle identified above entitled to service under this Agreement.

III. **GENERAL AGREEMENT TERMS.**

- A. **Contract Period.** This Agreement begins on the Agreement Purchase Date shown above and terminates when the PPM Plan Term Length is reached as calculated from the Agreement Purchase Date.
- B. **If You do not have the Covered Services performed, You will not be entitled to any refund after this Agreement terminates. Covered Services must be performed within one (1) year after the Contract Period is reached.**
- C. This Agreement is the complete agreement between You and Us. No verbal representations relating to the terms, conditions, or interpretation of the Agreement should be relied upon by You.

IV. **COVERAGE.** Within the applicable Contract Period Your Selling Dealer will provide the Covered Vehicle with Covered Services subject to the terms, limitations, and conditions set forth in this Agreement.

Every Covered Service includes:

- Multipoint Inspection
- Oil & Oil Filter Change
- Tire Rotation (if applicable)

V. **EXCLUSIONS FROM COVERAGE.** This Agreement does not cover the following:

- A. **Services or repairs which may be recommended by the dealer servicing the Covered Vehicle or are revealed by a Covered Services inspection, but which are not Covered Services.**
- B. **Certain maintenance services provided by the manufacturer as part of the purchase price of the Covered Vehicle.**
- C. **Additional services recommended by the manufacturer that are not Covered Services.**
- D. **Covered Services that are not completed within one (1) year following the end of the applicable Contract Period.**

E. Any pre-existing condition.

- F. **Transportation of the Covered Vehicle to or from the dealership.**
- G. **Covered Services if Covered Vehicle's odometer has been altered, disconnected or is inoperable, or if the actual mileage of the Covered Vehicle cannot be documented. In such case, We will cancel this Agreement in accordance with Section IX.A.**

VI. **CONDITIONS TO COVERAGE.**

- A. **Covered Services will be provided by Your Selling Dealer during normal business hours.**

- B. **You are not entitled to receive additional Covered Services once all Covered Services for this Agreement have been used.**
- C. **All Covered Services must be performed within one (1) year following the end of the applicable Contract Period.**
- D. **You must be the legal owner or lessee of the Covered Vehicle at the time the Covered Services are provided.**

VII. **CLAIMS AND CUSTOMER SERVICE.**

- A. **To receive Covered Services, You should contact the service department of Your Selling Dealer to schedule an appointment for the performance of Covered Services and take the Covered Vehicle to the service department as scheduled. Your Selling Dealer will not provide the services in any location other than in the dealer's service department. Should You be unable to return to Your Selling Dealer for service, please call Us toll-free at 866-693-2332 to find a participating dealer.**
- B. For Customer Service, please call toll-free at 866-693-2332 or write to: Agreement Administrator, P.O. Box 650478, Dallas, TX 75265.

VIII. **TRANSFERRING THIS AGREEMENT.**

- A. This Agreement is transferable only if (1) it has not been previously transferred, (2) it is being transferred between private parties (excluding vehicle retail outlets), (3) the original owner of this Agreement signs below to authorize the transfer or provides written authorization for transfer, and (4) if a lienholder is shown above, the retail installment contract or lease has been paid off. This Agreement is not transferable to another vehicle.
- B. If this Agreement is transferable, as described above, and You sell or make a gift of the Covered Vehicle and wish to transfer this Agreement to the new owner of the Covered Vehicle, **You must submit a written transfer request to Us within fifteen (15) days of the change of ownership.** The new owner will be issued a prepaid maintenance program with the remaining Covered Services included. **To request a transfer, You must mail (1) this Agreement with the transfer information below completed or a written transfer request, and (2) a discharge of lien (if applicable) to: Agreement Administrator, P.O. Box 650478, Dallas, TX 75265.**

Transfer Information:

New Owners' Name: _____

Address: _____

Phone: _____

Transfer Date: _____

Transfer Mileage: _____

Transfer Authorization Signature (Original Owner):

IX. **CANCELLATION.**

- A. **Our Rights to Cancel This Agreement.** We may only cancel this Agreement for any act of fraud or material breach of the terms and/or conditions of the Agreement by giving You ten (10) days' written notice and specifying the reason for cancellation. Any refund owed will be calculated as follows:

1. If this Agreement is cancelled by Us within thirty (30) days from the Agreement Purchase Date, and if no Covered Services have been provided, We will refund the full Agreement Purchase Price within (30) days of the cancellation date.
2. If this Agreement is cancelled by Us thirty-one (31) days or more after the Agreement Purchase Date or a Covered Service has been provided, We will pay a pro-rata refund of the Agreement Purchase Price, within thirty (30) days of the cancellation date, based on a percentage of time elapsed from the Agreement Purchase Date.
3. If We Cancel this Agreement, we remain liable for providing Covered Services that were requested prior to the effective date of cancellation pursuant to the terms of this Agreement. You are deemed to have requested Covered Services if You have completed the first step required under Section VII.

B. Your Rights to Cancel This Agreement

1. You have the right to cancel this Agreement at any time.

To cancel this Agreement and receive any refund due to the cancellation or termination of the Agreement, You need to do one of the following:

- a. Contact Your Selling Dealer.
- b. Send this original Agreement, with a letter signed by You requesting cancellation including the date of cancellation and current odometer reading on the Covered Vehicle, to the Administrator, P.O. Box 650478, Dallas, TX 75265.
- c. Contact the Agreement Administrator at 866-693-2332.

2. The cancellation will be effective when the cancellation request is received by either Your Selling Dealer or the Administrator, whichever is earlier. If the Administrator has notice of a Lienholder or Lessor and a Release of Lien is not provided, any refund will be paid to the Lienholder/Lessor. Any refund due to the repossession, charge-off or total loss of the Covered Vehicle will be paid to the Lienholder/Lessor.

C. Refund Calculation

1. If this Agreement is cancelled within thirty (30) days from the Agreement Purchase Date and if no Covered Services have been provided, We will refund the full Agreement Purchase Price within thirty (30) days of when the cancellation request is received by either Us or Your Selling Dealer, whichever is earlier.
2. If this Agreement is cancelled thirty-one (31) days or more from the Agreement Purchase Date or if a Covered Service has been provided, We will pay a pro-rata refund of the Agreement Purchase Price, within thirty (30) days of when the cancellation request is received by either Us or Your Selling Dealer, whichever is earlier, based on a percentage of time elapsed from the Agreement Purchase Date, minus a \$25.00 processing fee; provided, however, that no processing fee will be assessed if We cancel the Agreement. All such refunds will be computed based upon the cancellation date.