

SAFE-GUARD
Products International, LLC



Claims Procedures

For Claims and Customer Service Questions, Call 866-456-0971

To initiate a claim, the Safe-Key Member must call the claim department's toll-free number (866-456-0971) for instructions and to obtain a confirmation number before work on a replacement key commences. The confirmation number functions as a tentative approval, pending the repair order from the dealership. If the appropriate paperwork is not received within 30 days of issuance of the confirmation number, the claim is denied until the missing information is received.

Additionally:

1. If a Member is within a 25-mile radius of the selling dealer, Member must return there to have a replacement key cut and programmed. If the Member is outside of the 25-mile radius, Member may go to any appropriate franchise dealer.
2. All non-working keys/transponders must be made available to the dealer for inspection.
3. The selling dealer must fax a copy of the original repair order to Safe-Guard for final payment.
4. The selling dealer will be paid by Safe-Guard via credit card as soon as an appropriate repair order is received by Safe-Guard from the selling dealer.
5. If it is necessary for Member to go to a non-selling dealer, Member shall call Safe-Guard's toll free number (866-456-0971) for instructions and to obtain a confirmation number before work on a replacement key commences. Member shall pay non-selling dealer for the replacement key, and Safe-Guard shall reimburse Member upon receipt of all repair orders, sales invoices, the confirmation number, and relevant or appropriate documentation as may reasonably be requested by Safe-Guard.
6. All replacement keys and any programming are only available by an appropriate franchise dealer. Safe-Guard does not cut, order or program any lost or damaged keys. These services are only provided by an appropriate franchise dealer.
7. Safe-Guard is solely agreeing to pay the replacement cost for eligible keys under the terms, conditions and limitations set forth in the membership. Safe-Guard shall not provide any keys itself. Further, Safe-Guard does not in any way warrant or guaranty, whether expressed or implied, any replacement key obtained by Member and/or paid for by Safe-Guard.