



**RETURN PROTECTION
Claim Form**

Plan Underwriter and Claims Administrator:

**Warrantech, an AmTrust Financial Company
P.O. Box 1077
Bedford, TX 76095**

Cardmember information:

Cardmember first and last name: _____

Address: _____

Telephone number: _____

American Express card number: _____

Issuing Bank: **Wells Fargo**

Assistance case number: **AX** _____

Purchase Information:

Date of purchase (within the US): _____

Description of item: _____

Item make and model #: _____

Total purchase amount: _____

Reimbursement Limit: **Up to \$300 USD per covered item, plan limit of \$1,000 per year**

Location of Purchase information:

Name of store: _____ Phone number _____

Address: _____

Reason store will not accept return: _____

For general information about your benefit call: 1 (855) 327-1403	For existing Return Protection claims call: 1 (866) 563-8735
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Information on your Return:

For reimbursements, **please send your completed claim form by email, fax OR regular mail** along with the following documents:

- **Completed claim form**
- **Copy of bank statement which indicates purchase date and location**
- **Original receipts**
- **Copy of proof of purchase**

Items above should be sent to the plan underwriter and claims administrator at the following:

**Warrantech, an AmTrust Financial Company
PO Box 1077
Bedford, TX 76095**

**Fax: 1 (817) 785-1179
Email: axacs@amtrustgroup.com**

Submitting your claims documents by email or fax will expedite the claims process.

Once your claim documents are received and the claim is approved, the claims support center will contact you to provide the address to ship the product.

Services:

Maximum return protection \$300 per item, excluding shipping and handling, and up to a maximum of \$1,000 annually per Cardmember Account. Return must be filed with store of purchase prior to filing a claim with your Cardmember Benefit Information Center. You must notify your Cardmember Benefit Information Center of your intent to file a claim within 90 days of the purchase date. All claims for reimbursement must be submitted within 30 days from the date of the Cardmember's initial call to the Cardmember Benefit Information Center.

Limitations:

- Purchases must be made in the United States
- Purchases made on the Internet
- Paid in full on your eligible American Express Card
- Purchases must be made from merchants operating within the United States,
- having a United States business address (not necessarily a retail outlet)

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- Refunds are limited to \$300 per designated item, and \$1,000 annually per Card Account.
- The item must be in "like new" condition (not visibly used or worn) and in Working order to be eligible.

A refund will not be paid if, on the date we receive your request for reimbursement or on the date of would-be payment by Warrantech, any amount on your eligible American Express card account is past due for one or more billing cycle(s) your card is no longer valid (i.e. cancelled).

An item is eligible if it may not be returned by the Covered Person to the merchant from which it was originally purchased. Any item purchased from a merchant that has an established return/satisfaction guarantee program which is greater than or equal to the terms of Return Protection, and provides coverage for claim, will not be eligible for a Return Protection refund.

Product rebates, discounts or money received from lowest price comparison programs will be deducted from the original cost of the item.

The maximum you will be compensated may not exceed the manufacturer's suggested retail price.

Exclusions:

Items not eligible for a refund are: animals and living plants; one-of-a kind items (including antiques, artwork, and furs); limited edition items; going-out-of-business sale items; consumable or perishable items with limited life spans (such as perfume, light bulbs, non-rechargeable batteries); jewelry (including, but not limited to loose gems, precious stones, metals, and pearls); watches; services and additional costs (such as installation charges, warranties, shipping, or memberships); rare and precious coins; used, altered, rebuilt and refurbished items; custom-built items, cellular phones; pagers; compact discs; digital video discs; mini discs; audiotapes; videotapes; computer software; firmware (such as console/video games, etc.); maps; books of any kind; health care items (such as blood pressure machines and diabetes equipment); formal wear; tickets of any kind; motorized vehicles (such as cars, trucks, motorcycles, boats, or airplanes) and their parts; land and buildings; firearms; ammunition; negotiable instruments (such as promissory notes, stamps and travelers checks); cash and its equivalent; and items permanently affixed to home, office, vehicles, etc. (such as garage door openers, car alarms). If you have any questions regarding the Return Protection program or a Return Protection claim, please the number at the bottom of this form.

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For internal use only

Type of service:	Location	Amount paid	Return Policy
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STORE NAME			
Name:			
Name:			
Name:			

Additional Costs			
Shipping:			
Insurance:			

TOTAL A:

A) Total paid by Customer	<input type="text"/>
B) Total amount reimbursed by Store	<input type="text"/>
C) Total reimbursed by Warrantech	<input type="text"/>

I authorize Warrantech and/or correspondents to obtain any credit card information, proof of purchase or pertinent information required in order to process this reimbursement.

Cardmember Signature: _____

Date: _____

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