Example Warranty Claims Process

Warranty Repair Flowchart

The AGI Warranty Claim Center receives a claim via the iProtect portal containing a detailed cost estimate and all supporting evidence
https://iprotectclaims.com

If the vehicle is at the roadside, they will advise the customer of the closest franchised workshop for the repair to be carried out. If the vehicle requires recovery, the cost of roadside assistance and recovery is NOT covered by the Warranty.

If additional information is required, the AGI Warranty Claim Center will contact the workshop via the iProtect portal or by phone

The claim information is processed by the AGI Warranty Claim Center

Is the damage covered by the Warranty?

Yes

Claim accepted and the approval document is issued via the iProtect portal detailing any cost adjustments and the invoice protocol

No

Claim declined and an explanation is provided to the workshop

Invoicing Process

Repairs completed in the Customer's home Country?

Yes

Example 1
The invoice is raised for the approved parts and labour costs incl. VAT, made out to the Customer.
The workshop loads a copy of the invoice into the iProtect system.

The AGI Warranty Claim Center settles the approved costs excluding VAT with the Workshop.
The Customer settles any non-covered costs and the VAT element directly to the workshop recovering the VAT as part of their normal VAT return process.

No

Example 2
The invoice is raised for the approved parts and labour costs, made out to the Customer.
The Repairer invoices with zero VAT declaring the VAT as export and showing the Customer's VAT number.
The workshop loads a copy of the invoice into the iProtect system.

The AGI Warranty Claim Center settles the approved costs excluding VAT with the Workshop.
The Customer settles any non-covered costs and should declare the repair invoice as an 'import' recovering the VAT in their own country as part of their normal VAT return process.

How to Process a Claim

The repairer is kindly asked to take the following steps:

1. Obtain the VIN or the Warranty Number (letters and numbers) from the **Global Warranty** documentation and the customer's name and company address. **You cannot proceed without this.**

2. Check if the vehicle has been serviced according to manufacturer's specification, as per the requirements of the warranty. The only acceptable proof of servicing which will be accepted is a detailed VAT invoice or an equivalent appropriate document (oil change table, EVA report), which shows the service date and odometer reading.

3. With the owner's authority (including agreement to pay all costs incurred which do not form part of an authorised repair) carry out any necessary dismantling, determine the exact cause of the failure, create a detailed list of parts required with individual code/costs and the labour hours required in line with the manufacturer's repair time schedules.

4. To submit the claim, the repairer visits the AGI Warranty Claim Center (iProtect) **https://iprotectclaims.com**. Upon the first visit of the site, the repairer will need to create a user account by clicking the 'create a workshop account' link on the login page.

   The repairer will need to submit the following information:

   a. A fully detailed repair cost estimate containing the current mileage, vehicle and customer details, parts and labour codes and the full repair costs,

   b. a copy of the diagnostic report,

   c. previous service details if required,

   d. a written description of the repairs including an explanation of the cause and damage incurred,

   e. photographs/short videos of the damaged parts and of the vehicle in the workshop.

   The system will guide the repairer step-by-step through the claims process. Once all of the necessary information has been submitted the repairer will receive a response from the AGI Warranty Claim Center within 2 hours.

5. The **AGI Warranty Claim Center** reserves the right to send an independent assessor to inspect the vehicle and damaged parts. The report will be used to determine the amount to be paid on the claim.

   The repairer will be advised if the claim is valid as a whole or in part, by the issuing of a Guarantee of Payment (GOP) via the iProtect platform for the agreed amount, which will also indicate any items not covered by the warranty. Once the GOP has been accepted, then the repairer is able to proceed with the repairs up to the agreed amount.

   AGI Warranty Claim Center cannot agree to any claims without providing a Guarantee Of Payment (GOP). Do not proceed with any repairs without this document.

6. After obtaining authority and having completed the repairs in accordance with the GOP, please upload a detailed copy of the Repair Invoice to the iProtect portal: **https://iprotectclaims.com**

7. Payments will only be made for damages accepted by the AGI Warranty Claim Center. Any repair costs beyond this and the VAT element must be paid by the customer.

If you follow the above procedures your claims will be dealt with quickly and the risk of refusal due to non-conformance will be reduced to a minimum.

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Administered on behalf of TruckStore by:
AGI Warranty Claim Center c/o AGI Warranty GmbH, Hohe Bleichen 8, 20354 Hamburg, Germany