



# DEALER CLAIMS REFERENCE GUIDE



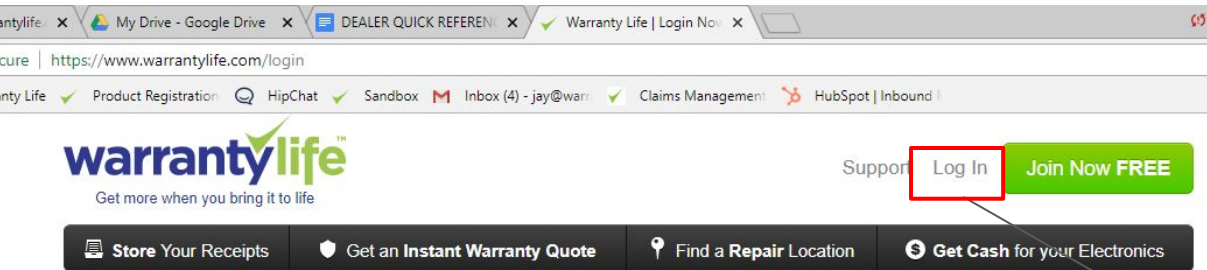
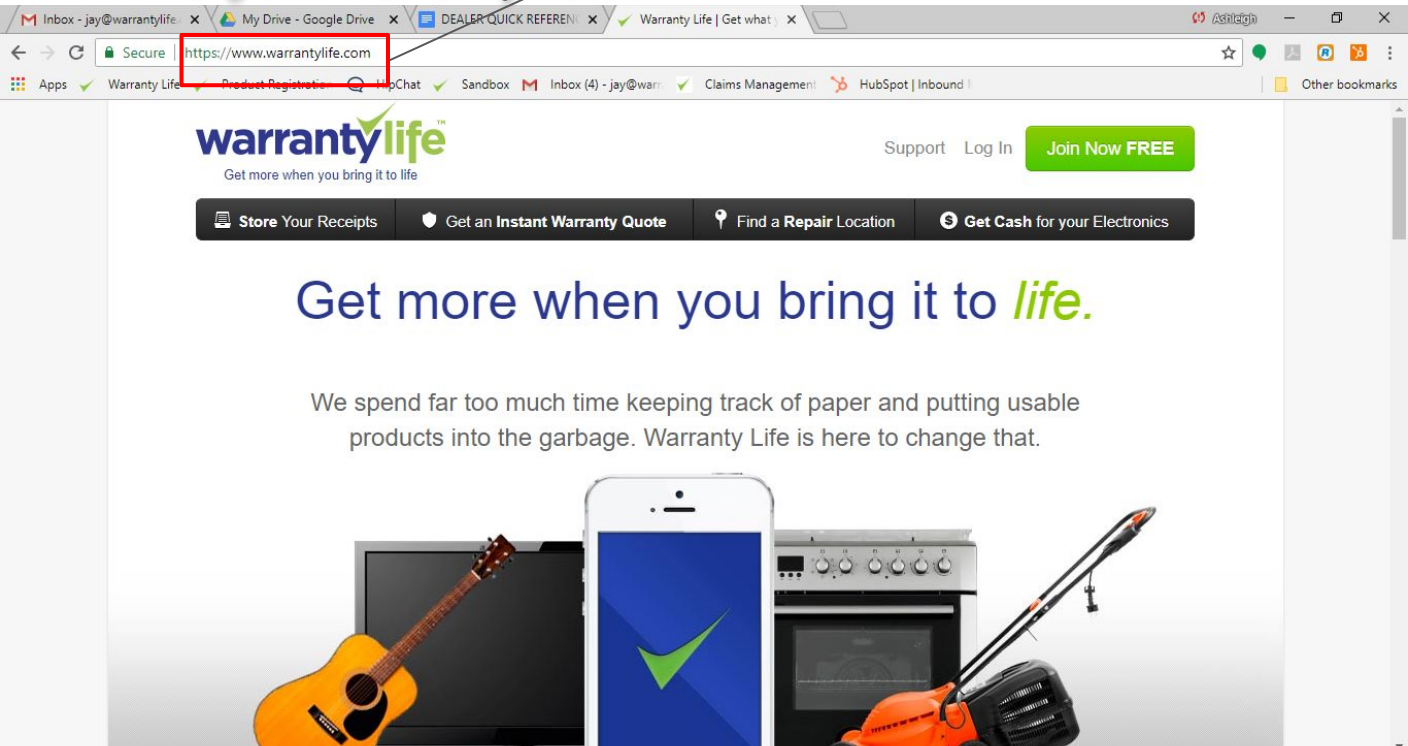
# HOW TO MAKE A DEALER CLAIM

**CUSTOMERS ARE REQUIRED TO GET A CUSTOMER SUPPORT APPROVAL NUMBER. CUSTOMER WILL NEED TO CONTACT WARRANTY LIFE THROUGH**

<https://www.warrantylife.com/claims>

**Get the customer to take a picture of the damaged device with IMEI#**

## Log onto warrantylife.com



Click onto Log In tab

### Warranty Life Login

Enter email and password that you registered with.

Record your dealer user-email and password here for easy access

User email \_\_\_\_\_  
Password \_\_\_\_\_

Remember Me  
  
[Forgot your password?](#)  
[Not a Member?](#)

Click onto PARTNER tab

Warranty Life logo: Get more when you bring it to life

Inventory | **Partner** | Support | My Account

Store Your Receipts | Get an Instant Warranty Quote | Find a Repair Location | Get Cash for your Electronics

### Your Inventory

Add Item to Inventory

## Inventory

Item Information	Warranty Status	Options
<b>SM-G935P</b> Serial#: 357090077669844 Purchased at Slick Gadget Technologies LLC on July 5, 2018	1 year Manufacturer ⓘ 1 year Extended Warranty ⓘ	• Sell for Cash • Repair Services

Warranty Life logo: Get more when you bring it to life

You are signed in as: Demo Company

Inventory | Partner | Support | My Account

Partner Home | Sell Warranty Plans | Buyback Devices | **Customer Service** | Manage Account

### Partner Home

Welcome to the Warranty Life partner portal. To access account information, including users and invoices, please click on the Manage Account tab at the top of the page.

#### Sales and Training Videos

- Session 1: Using The Partner Portal
- Session 2: Marketing & Sales Support
- Session 3: Warranty Life For Your Customer
- Session 4: Products & Services Offered
- Session 5: How To Become A Sales Leader

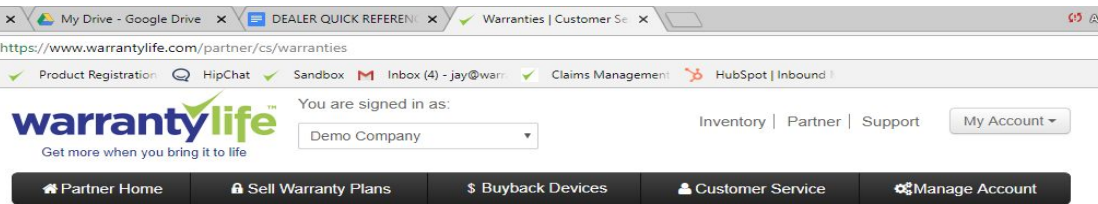
#### Services

**Welcome Demo Company**  
From the partner home you can access and manage all aspects of your Warranty Life account.

If you have any questions or require support please click here. For a list of FAQs, please click here.

Click onto CUSTOMER SERVICE tab

# Warranty search



## Warranty Search

To start a new warranty claim, use this tool to first find the applicable warranty using one of the search options below.

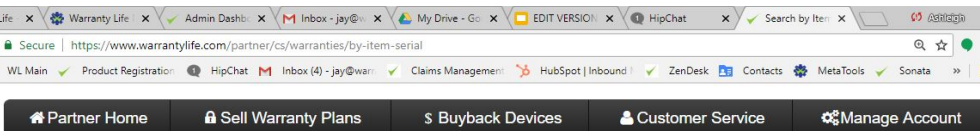
Searching for the warranty by its registration code is recommended. If the registration code is not available, searching by serial number is the next-best option. Searching by customer details is restricted to {{ topPartnerName }} customers only, whereas searching by registration code or serial number will search through all warranties at Warranty Life.

Search by Registration Code   Search by Item Serial Number

Registration Code:

Search

## Search by REGISTRATION CODE



## Warranty Search

To start a new warranty claim, use this tool to first find the applicable warranty using one of the search options below.

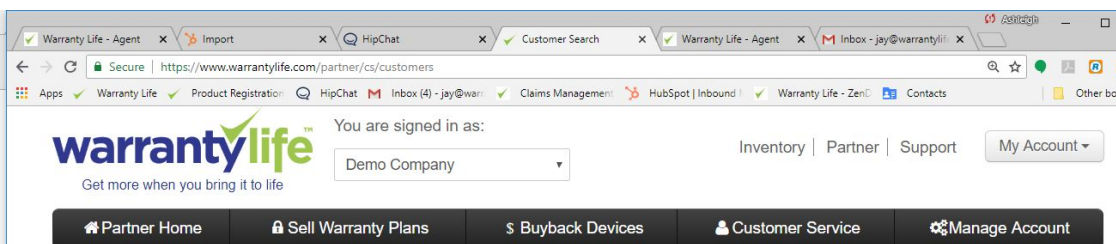
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Search by Registration Code   Search by Item Serial Number

Serial Number:

Search

## Search by IMEI # / serial #



## Customer Search

Find customers to view details on their profiles and purchases made through Demo Company.

Customer Search

Email:

Last Name:

Search

Search by EMAIL  
Search by LAST NAME

This search option is only available for in store, full coverage products to be released at a future date.

Customer Search needs to be clicked before searching by email or last name

Introduction

Warranty Search

- by Reg.Code
- by Serial #

Customer Search

List Claims

## Warranty Search

To start a new warranty claim, use this tool to first find the applicable warranty using one of the search options below.

Searching for the warranty by its registration code is recommended. If the registration code is not available, searching by serial number is the next-best option. Searching by customer details is restricted to {{ topPartnerName }} customers only, whereas searching by registration code or serial number will search through all warranties at Warranty Life.

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Registration Code:

If you want to modify a claim, after you have submitted estimate, hit the list claim and a list of previous claims will appear that you can modify. This tab allows you to see what claims you have made.

### Claim History

Claim	Date	Status
tes (Cause: tse) Current under review estimate at \$500.00 by Philipp Test • test at \$500.00	2018-09-27	Cancelled
test (Cause: test) Current under review estimate at \$0.00 by Philipp Test	2018-09-25	Cancelled
test (Cause: test) Current under review estimate at \$0.00 by Philipp Test	2018-09-24	Cancelled
test (Cause: test) Current under review estimate at \$0.00 by Philipp Test	2018-09-24	Cancelled

### Claims Submitted

Claim	Status
No claims made	

### Items Covered

Model	Price	Serial Number
Iphone X	0.00	354900090045918

**PLEASE READ CAREFULLY** ✕

In order to now submit a claim for payment, the customer must contact Warranty Life for claims approval and will receive a Customer Support Approval #. The claims page will require a valid Approval # in order to proceed.

• This warranty is not eligible for a refund.

#### Explore WarrantyLife

- About Us
- Blog
- Contact Us
- File a Claim
- Products Covered
- Online Support

#### Our Protection Plans

- iPhone Warranty
- iPad Warranty
- Laptop Warranty
- TV Warranty
- Video Game Warranty

#### Partner With Us

- Partner Home
- Partner Overview
- Big Data for Retailers
- Retailers
- Wireless Retailers
- Warranty Providers
- Manufacturers

#### Connect With Us



**POP UP WILL APPEAR TO REMIND DEALER THAT A CUSTOMER SUPPORT APPROVAL # IS REQUIRED.**



You are signed in as:

Demo Company

[Inventory](#) | [Partner](#) | [Support](#)

[My Account](#) ▾

[Partner Home](#)

[Sell Warranty Plans](#)

[Buyback Devices](#)

[Customer Service](#)

[Manage Account](#)

Introduction

Warranty Search

• by Reg.Code

• by Serial #

Customer Search

List Claims

## Warranty VC7S-BTN6-DG2Z-5JSZ

### Slick Gadget Cell Phone / Tablet 1 Year \$100 Product Guarantee (\$0 Deductible)

#### Warranty Details

Status: Active  
Purchase Date: 2018-07-05  
Expiry Date: 2019-07-05

#### Owner: Jay Lee

Email: [redacted]  
Phone: [redacted]  
Address: [redacted] e US

Customer Information

#### Claim History

Claim	Date	Status
No claims made		

#### Items Covered

Model	Purchase Date	Price	Serial Number
SM-G935P	2018-07-05	0.00	357090077669844

• This warranty can only be refunded by the company that sold it.

Confirm IMEI number of device matches the one that is registered. If they do not match, the claim will be denied

Warranty activation and expiration date

Hit START CLAIM tab

# POP UP SCREEN

**CLAIMS MESSAGE: PLEASE READ CAREFULLY**

At Warranty Life we always share with our valued customers that the quality of our work depends on the quality of our people to ensure that our customers receive the best possible service during the life of their service contract.

**SERVICE GUIDELINES**

Warranty Life expects that you will strive for excellence in customer service. We define excellence measured in some of the following ways:

- Prompt and courteous service
- Professional and knowledgeable staff
- Clear and open communication
- Reliable parts and good workmanship
- Clean & organized facility
- Post service surveys

**PRICING GUIDELINES**

You must **ONLY** submit pricing associated with your program. Any amounts that differ will result in delay of payment until the proper information is confirmed.

**REQUIREMENTS FOR APPROVAL**

In order to get paid, you must complete the following steps:

- Capture an image of the **DAMAGED** device powered on with the IMEI, make and model clearly displayed if possible
- Capture an image of the **REPAIRED** device powered on showing the IMEI make and model with the happy customer holding it!

Send an email with the **REGISTRATION** code from the claim within 30 days from the date of the repair to service@warrantylife.com.

Once submitted, you will receive approval for payment on the claim.

Read pop up screen carefully

Make sure to email clean photos of damaged and repaired phone with IMEI # displayed so we can verify the phone is covered by the warranty. Failing to provide this will cause delays or rejection of the claim.

• Capture an image of the **DAMAGED** device powered on with the IMEI, make and model clearly displayed if possible

• Capture an image of the **REPAIRED** device powered on showing the IMEI make and model with the happy customer holding it!

Send an email with the **REGISTRATION** code from the claim within 30 days from the date of the repair to service@warrantylife.com.

Once submitted, you will receive approval for payment on the claim.

Damaged phone with IMEI # showing

Repaired phone with IMEI # showing

When emailing pictures to [service@warrantylife.com](mailto:service@warrantylife.com) put warranty/registration code on the Subject line. **INCLUDE BEFORE AND AFTER PICTURES** with IMEI # visible. Failure to do this will cause delays in the processing of the claim.

If the phone will not power on. Remove the sim tray and take a photo of the sim tray with IMEI# on top of broken phone. Check the back of the phone or if you can remove the battery to locate IMEI # when screen is not functioning. MAKE SURE TO TAKE A PICTURE OF DAMAGED SCREEN AS WELL.



Sim Tray

Iphones



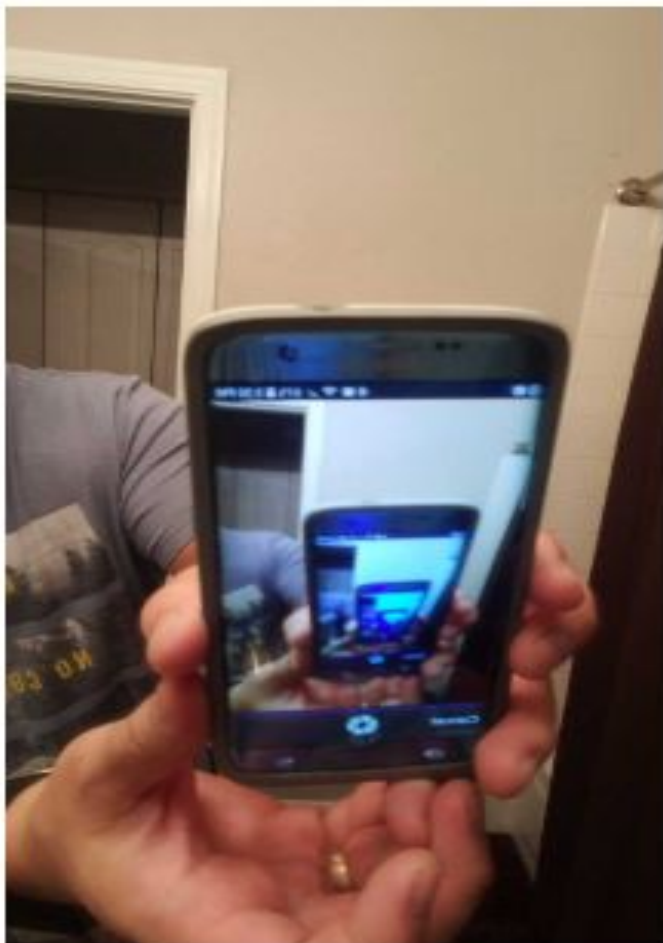
Older galaxy model, IMEI # is on the sticker under the battery.

# Diagnostic Approval Page

## Diagnostic Approval

Warranty VCRYUN5QGLS8ZZEG

### Photos



This picture **MUST** be an image of an **UNDAMAGED** screen. Not a selfie.

**Dealer making the claim, needs to confirm that the photo of the phone is in an undamaged condition. If this can not be verified, the claim will not be approved. Inform the customer and do not fix the phone for free.**

### Diagnostic

Touchscreen Test	Pass
Glass Cracks	Pass
Glass Pixels	Pass
Glass Discoloration	Pass

Dealer then needs to click YES to approve and then click OK.

### Approval

I confirm the screen appears undamaged and in good condition

Yes, there are no cracks on the screen and the screen is visible

OK

Cancel

# Receipt Approval Page

## Receipt Approval

Warranty VCRYUN5QGLS8ZZEG

### Receipt



Check the date of the receipt matches the date they put in the registration app.

If the receipt does not confirm this or is the wrong receipt, you may ask the customers to provide additional proof and send the receipt to [service@warrantylife.com](mailto:service@warrantylife.com) along with an image capture and warranty # to confirm.

### Approval

Does the date of purchase August 31, 2018 match what is shown on the receipt?

In order to be eligible, the customer must have registered within 30 days of purchase and needs to be confirmed on their receipt. If the customer has indicated a Purchase Date different than what is shown in the receipt, this is acceptable as long as it is within the indicated time frame and you may proceed.

If the receipt does not confirm this or is the wrong receipt, you may ask the customers to provide additional proof and send the receipt to [service@warrantylife.com](mailto:service@warrantylife.com) along with an image capture and Warranty# VCRYUN5QGLS8ZZEG to confirm.

Yes, receipt confirms a qualified registration

Proceeding with an unqualified registration confirmation can result in your claim being denied. If you are unsure about the guidelines, please see definition above.

**Dealer must verify that it is a valid receipt and that the product was registered within the 30 day, then needs to click YES to approve and then click OK.**

On the claims page, this is where you will insert the Customer Support Approval #  
The Customer Support Approval box will only show if this # is required, some programs may not require this.

## Submitting Claim

### KEY One Year \$200 Screen Guarantee (\$0 deductible)

Registration Code: KYUS-FK78-BUUG-J3E8  
Expires: 2019-08-12  
Status: Active

### Owner: Ireny Cowan

Email:  
Phone: 9412645277  
**Address:**  
6207 Red River Cover, bldg 11 208  
BRADENTON Florida  
34202, US

Customer Support Approval #

Description of Problem

How Did This Happen?

Is this an accidental claim?

Select One ...

Claim Estimate

Claim Activity

### Enter claim details

Item Covered:

Status: pending

Serial Number:

Technician:

### Service Pricing List

Pricing must be inserted as per pricing guidelines. Price submissions that do not adhere will be adjusted upon payment.

### Estimate

Service	Parts Cost	Labour Cost	Tax	Total
<input type="text" value="All"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="\$0.00"/>

# Submitting Claim

/cs/warranties/VC7SBTN6DG2Z5JSZ/claim/add

HipChat  Sandbox  Inbox (4) - jay@warr...  Claims Management  HubSpot | Inbound

Get more when you bring it to life Demo Company

Partner Home Sell Warranty Plans Buyback Devices Customer Service Manage Account

## Submitting Claim

**Slick Gadget Cell Phone / Tablet 1 Year \$100 Product Guarantee (\$0 Deductible)**  
Registration Code: VC7S-BTN6-DG2Z-5JSZ  
Expires: 2019-07-05  
Status: Active

Owner: jay lee  
Email:  
Phone: 7757909287  
Address:

Description of Problem: LCD cracked and bleeding  
How Did This Happen?: Dropped phone on cement while coming out of car.  
Is this an accidental claim?: Yes

Claim Estimate Claim Activity Diagnostic

**Enter claim details**  
Item Covered: SM-G935P Status: under review  
Serial Number: 357090077889644  
Replace Now Replace Refurbished Technician: philipp+test@gmail.com

**Service Pricing List**  ADD  CAD  US  
Pricing must be inserted as per pricing guidelines. Price submissions that do not adhere will be adjusted upon payment.

Service	Parts Cost	Labour Cost	Tax	Total
<input checked="" type="checkbox"/> lcd repair <input type="button" value="All"/>	225.00	32.00	0.00	\$257.00
<input type="button" value="All"/>	0.00	0.00	0.00	\$0.00
<b>Total:</b>	\$225.00	\$32.00	\$0.00	\$257.00

**WARNING:** Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and may subject such a person to criminal and substantial civil penalties.

I understand

Fill in the boxes

Parts and labor cost. Click on appropriate tab to get an approved Service Pricing List.

Insert parts cost here

Insert labour cost here

Tax is not covered under the warranty

Read **WARNING!!** Check the **I UNDERSTAND** box. Then click the **SUBMIT ESTIMATE**

# Example of Service Pricing List

USA Repair Pricing Updated October 15, 2018



Prices below are fixed unless:

For repairs on devices not listed here, use comparable Labor costs plus your part cost +10%

NOTE: Walk in repairs may contain a \$50 deductible as indicated in the Product Title. Be sure to collect the deductible and reduce the claim amount below.

## Screens

Device Type	Brand	Device	Parts	Labor	Overall Cost
Phone Repair	Apple	iPhone 5	\$10.00	\$ 32.00	\$ 42.00
Phone Repair	Apple	iPhone 5C	\$10.00	\$ 32.00	\$ 42.00
Phone Repair	Apple	iPhone 5S/SE	\$10.00	\$ 32.00	\$ 42.00
Phone Repair	Apple	iPhone 6	\$14.00	\$ 32.00	\$ 46.00
Phone Repair	Apple	iPhone 6+	\$16.00	\$ 32.00	\$ 48.00
Phone Repair	Apple	iPhone 6S	\$16.00	\$ 32.00	\$ 48.00
Phone Repair	Apple	iPhone 6S+	\$19.00	\$ 32.00	\$ 51.00
Phone Repair	Apple	iPhone 7	\$16.00	\$ 32.00	\$ 48.00
Phone Repair	Apple	iPhone 7+	\$20.00	\$ 32.00	\$ 52.00
Phone Repair	Apple	iPhone 8	\$17.00	\$ 32.00	\$ 49.00
Phone Repair	Apple	iPhone 8+	\$20.00	\$ 32.00	\$ 52.00
Phone Repair	Apple	iPhone X	\$140.00	\$ 32.00	\$ 172.00
Phone Repair	Samsung	Samsung S5	\$70.00	\$ 32.00	\$ 102.00
Phone Repair	Samsung	Samsung S6	\$107.00	\$ 32.00	\$ 139.00
Phone Repair	Samsung	Samsung S6 Edge	\$78.00	\$ 32.00	\$ 110.00
Phone Repair	Samsung	Samsung S7	\$125.00	\$ 32.00	\$ 157.00
Phone Repair	Samsung	Samsung S7 Edge	\$175.00	\$ 32.00	\$ 207.00
Phone Repair	Samsung	Samsung S8	\$158.00	\$ 32.00	\$ 190.00
Phone Repair	Samsung	Samsung S8+	\$225.00	\$ 32.00	\$ 257.00
Phone Repair	Samsung	Samsung S9	\$233.00	\$ 32.00	\$ 265.00

You can download a PDF file of this list to print. Just be aware that this price list is adjusted periodically.

# USEFUL WARRANTY LIFE LINKS AND CONTACT INFORMATION

## THINGS TO FOCUS ON WHEN MAKING A CLAIM

1. Make sure that the customer has contacted Warranty Life and has received a **CUSTOMER SUPPORT APPROVAL NUMBER**. If they have not, they will need to go to <https://www.warrantylife.com/claims>, to start a claim.
2. Make sure to have your USERNAME and PASSWORD available to go access the claims portal.
3. Use the quick reference guide to walk you through the claims process.
4. Submit the claim.
5. You are required to take 2 pictures of the device. Email pictures of damaged phone with IMEI# and picture of repaired phone with IMEI# showing on the screen. INCLUDE MORE PICTURES IF NEEDED.
6. EMAIL TO [service@warrantylife.com](mailto:service@warrantylife.com)
  - a. Enter 16 DIGIT REGISTRATION CODE in SUBJECT LINE for quick access.
  - b. Please also include preferred method of payment (Credit to distributor, PayPay (include PayPal email), Direct deposit or check)
7. Dealers can register this product for the customer. Download the mobile application from Google play or the Apple store. Go through the diagnostics and register. To confirm the process is complete, the registration details will give you a coverage start and end date.
8. Customers have 1 year to register, the product is only covered if it has been registered, there is a 7 day wait period before a claim can be submitted and the 1 year period starts at the time of purchase.

If you are a dealer or repair center, feel free to contact me for additional information.

Jay Lee

[jay@warrantylife.com](mailto:jay@warrantylife.com)