

vroomprotect limited warranty and roadside assistance information guide

Confidence comes standard: The VroomProtect Limited Warranty is complimentary, offering added protection from the unexpected so that you can be confident in your recently-purchased vehicle.¹

Complimentary Coverage



VroomProtect Limited Warranty

Call (844) 670-1873

Protection for covered mechanical repairs for 90 days from date of vehicle delivery or 6,000 miles, whichever comes first.² For specific details, including limitations and exclusions, see the Limited Warranty with Roadside Assistance agreement included in your contract documents.



VroomProtect Roadside Assistance

Call (877) 675-7254

For extra peace of mind while on the road, you've got one year of 24/7 nationwide, roadside assistance. (Coverage starts on the date of your vehicle delivery.) Services include battery jump, flat tire assistance, and lockout assistance; towing reimbursement to your nearest authorized service provider up to \$100 per occurrence; and emergency fuel/fluid delivery.³

How to File a Claim

If you are within the 7-day/250-mile window of delivery and have a quality concern:



- Promptly notify your Dedicated Support Agent by visiting vroom.com/myaccount.
- Comply with the instructions emailed to you by your Dedicated Support Agent.
- Note: Vroom will review quality concerns outside of the covered components of the limited warranty on a case by case basis.

If you have surpassed the 7-day/250-mile period but are within the 90-Day Limited Warranty period and have a mechanical or electrical failure:



- Before starting any repair, start a claim by calling the Safe-Guard Claims Team at (844) 670-1873. The Claims Team will help you find a state licensed repair facility to generate a diagnostic report.
- Visit a state licensed repair facility and inform them of your VroomProtect by Safe-Guard Limited Warranty.
- The repair shop must provide a diagnostic report to Safe-Guard prior to moving forward with repairs.
- Safe-Guard will review the claim. Approved repairs will be paid directly to the repair shop, minus your \$50 deductible.

1. This document is intended only to summarize certain provisions of the VroomProtect Limited Warranty; it does not modify, supersede or abrogate the terms of the VroomProtect Limited Warranty. Please review the terms of the Limited Warranty for specific details, including terms relating to warranties and exclusions. To the extent there is any conflict between this document and the terms of the VroomProtect Limited Warranty, the terms of the VroomProtect Limited Warranty control. **The Provider and Administrator of VroomProtect products is Safe-Guard Products International, LLC, Two Concourse Parkway, Suite 500, Atlanta, GA 30328. In Florida, the Provider and Administrator is Safe-Guard Warranty Corporation, Florida License Number 60126, Two Concourse Parkway, Suite 500, Atlanta, GA 30328.**

2. Exclusions apply, including (a) repairs performed without prior authorization; (b) fees incurred for diagnostics, disassembly, covered parts if a mechanical breakdown did not occur, or covered parts that are not listed as covered in the product agreement; and (c) mechanical breakdowns (i) covered by your vehicle's manufacturer's warranty; (ii) caused by accident, collision, vandalism, or weather-related conditions; (iii) caused by lack of maintenance or preexisting conditions.

3. See your Limited Warranty with Roadside Assistance agreement in your contract package for complete details and exclusions.

Get Extended Protection

Forgot the extended warranty? It's not too late.



Vehicle Service Protection (VSP) delivers added mechanical coverage beyond your manufacturer and limited warranty to protect from unexpected repairs. Interest-free payment options are available with 10% down, and warranty plans may be canceled at anytime for a pro-rated refund or transferred to a new owner.

AVAILABLE PLANS	POWERTRAIN+ <i>(Great for high mileage cars)</i>	PLATINUM <i>(Our most popular plan)</i>
24-Hour Roadside Assistance	✓	✓
Engine, Including Seals & Gaskets	✓	✓
Transmission / Transaxle / Transfer Case	✓	✓
Drive Axle	✓	✓
Steering	✓	✓
Front and Rear Suspension	✓	✓
Climate Control, Including Seals & Gaskets	✓	✓
Fuel System	✓	✓
Electrical	✓	✓
Hybrid / Electric Drivetrain Components	✓	✓
Braking System		✓
CV Boots		✓
Navigation		✓
Audio		✓
High-Tech / Infotainment		✓

The chart above shows examples of covered components for each coverage plan. For full details, including limitations and inclusions, see customer agreement on vroomprotect.com.

Ways to Enroll:

- Talk to an agent: (833) 951-0123
- For customized extended warranty plans and to self-enroll, scan the QR code or go to: vroomprotect.com/vehicle-service-protection

