



YOUR STARS[®] WARRANTY

STREAMLINED APPRAISAL REPAIR SERVICE

**BECAUSE USAA KEEPS WORKING FOR YOU,
EVEN AFTER YOUR CLAIM.**

USAA STARS[®] Limited Lifetime Warranty

USAA provides a Limited Lifetime Warranty on the quality of workmanship for claim-related repairs to your vehicle when performed by a STARS[®] repair facility. This warranty is provided to ensure that your vehicle is repaired to its pre-accident condition according to current industry recognized and accepted repair standards at the time of its repair. If the quality of workmanship of the repairs fails to meet the above referenced standard, please contact the STARS[®] facility so that it may resolve the workmanship issue. If the STARS[®] facility is unable to resolve the workmanship issue in a satisfactory manner, please contact USAA. USAA will work to resolve the issue with the STARS facility and/or opt to authorize payment at its own expense to correct the unresolved issue at another repair facility. USAA's STARS[®] Limited Lifetime Warranty is applicable only to the registered vehicle owner(s) at the time of repair and is limited to the length of time the vehicle is owned by that person(s). This warranty is not transferable to any other person, including transfer of ownership or inheritance.

USAA's STARS[®] Limited Lifetime Warranty covers only the quality of workmanship, and excludes parts, materials, and equipment. Under the terms of this warranty, USAA makes no representation or warranty, express or implied, concerning parts, materials, or equipment. Parts, materials, and equipment may be covered by a manufacturer or distributor warranty, or other warranty program(s).

Excluded from USAA's STARS[®] Limited Lifetime Warranty are the following conditions: (1) normal wear and tear; (2) damage caused by accident and/or acts of nature; (3) intentional acts; (4) improper use or modification; and/or (5) improper maintenance of the vehicle.

Any express warranty not provided herein is hereby excluded and disclaimed. Any implied warranties of merchantability and fitness for any particular purpose which may exist are expressly limited to the period in which you own your vehicle. USAA's STARS[®] Limited Lifetime Warranty period will comply with and be superseded by state/federal laws where applicable.

USAA shall not be liable to any person for any special, incidental, or consequential damages, whether arising out of breach of warranty, breach of contract or otherwise. Limitations or exclusions of liability may be superseded by state/federal laws where applicable.

USAA's STARS[®] Limited Lifetime Warranty is independent of any other warranty, express or implied, which may be offered by USAA or other vendors and/or programs. This warranty does not in any manner expand, restrict, or otherwise affect the applicability and/or operation of such warranties as offered in other programs. Certain parts that are replaced during a STARS[®] repair may be warranted separately under the terms and conditions of USAA's Quality Replacement Parts Warranty.

A RECORD OF YOUR FINAL ITEMIZED DAMAGE REPORT IS REQUIRED TO HONOR THIS WARRANTY.

If you experience an unresolved warranty issue with your STARS facility repair, please contact USAA with the following information:

- Vehicle owner name
- Vehicle year, make and model
- Vehicle Identification Number (VIN)
- Repair facility name
- Date of accident