



ACDelco Labour Reimbursement Reimbursement Process

- 1** Consumer returns with a defective ACDelco part

- 2** Collect a copy of the original repair order (RO) (either from the customer or in their system) and verify the warranty and coverage by checking the Labour Reimbursement Quick Reference Guide.

- 3** Perform proper diagnostic procedures

- 4** Complete repair work

- 5** Part reimbursement should be processed through your local ACDelco distributor

- 6** It is recommended to call the Claim Administrator **FOR ANY** Nationwide Claim or if you need immediate approval or assistance prior to completing repair work.

- 7** **SUBMIT YOUR CLAIM ONLINE OR BY FAX/EMAIL**

Claims Administrators 1-855-646-1427

Monday – Friday: 8:00am-8:00pm EST, Saturday: 9:00am-6:00pm *Excludes Holidays

- 8** **ONLINE SUBMISSION** - Visit TechConnectCanada.com for URL. Complete the online form and upload the following:
 - The original RO and the replacement RO (required for both local and nationwide claims)
 - Invoice for original part (required for local claim only)
 - Invoice for replacement part (required for local claim only)Ensure to wait for “Claim Submitted” message to confirm submission

- 9** **FAX/EMAIL** – Provide a copy of the following 4 documents to the Claims Administrator by FAX to 1-866-658-1246 or email to fax@warrantyclaimcenter.com (claim number needs to be written on each page):
 - The original RO and the replacement RO (required for both local and nationwide claims)
 - Invoice for original part (required for local claim only)
 - Invoice for replacement part (required for local claim only)

10 Payment

Upon receipt of ALL four documents, the Claims Administrator will verify the information and will call you to provide a credit card payment which can be received through a payment terminal at your shop's check out (cheque option is also available)

**All labour reimbursements paid in Canadian Funds. Cheques paid in US funds, based on a dollar conversion at the date of processing.*