



# ACDelco Labour Reimbursement Reimbursement Process

- 1** Consumer returns with a defective ACDelco part

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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.
- 2** Perform proper diagnostic procedures

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- 3** Complete repair work

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

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- 5** 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.

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

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- 7** **ONLINE SUBMISSION** - Visit [TechConnectCanada.com](http://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

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- 8** **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](mailto: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)

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## 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.*

**Claims Administrators 1-855-646-1427**

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



Log into [www.TechConnectCanada.com](http://www.TechConnectCanada.com) for complete Program Guidelines.