

LABOUR  
L  
RECOVERY  
R  
PROGRAM  
P

24 Months / 40,000 Kilometres  
12 Months / 10,000 Kilometers  
Commercial Coverage





The LRP is made by the Independent Repair Facility named on the repair invoice and that performed the service/repair on the vehicle.

This means that the Independent Repair Facility performing the repairs is the issuer of the LRP for any services it performed. SolutionsLRP.com acts as the administrator on behalf of the facility when the customer experiences a failure.

By Participating in the LRP, you agree to be bound by the terms and conditions of this agreement (including all policies), each as may be modified from time to time. If you do not agree to these terms and conditions, you must terminate your enrolment in the program.

This User Agreement (the "Agreement") is an agreement between the named business (the "Shop"), administered by SolutionsLRP.com and applies to your enrolment and participation in the LRP. Participating in the LRP provides labour reimbursement as laid out for eligible registered repairs.

SolutionsLRP reserves the right to change or modify the LRP as required by law, underwriting, risk management, or critical operational purposes. Modification of the LRP, pricing, coverage's, rules and regulations may occur at any time and you will be provided with notice of changes to the LRP, coverage, terms, conditions, forms and pricing.

The LRP notices and addendums shall be sent to the electronic mail address, fax number, or postal address in your LRP enrolment record.

No change shall be retroactively effective. Your continued enrolment in the LRP after the effective date of the notice will be deemed acceptance of the changes.

If you do not accept a change to this Agreement or the LRP, your sole remedy is to contact (SolutionsLRP.com), representative and terminate your enrolment in the program.

You are always responsible for reading and understanding each version of this Enrolment Form and the Labour Recovery Program, terms, and conditions defined herein.



The **Labour Recovery Program** is made by the Independent Repair Facility named on the repair invoice that performed the repairs on the service vehicle.

The repair facility performing the repairs is the issuer of the LRP and, as such, is responsible for upholding the terms and conditions described within the LRP for any services performed.

LRP participation begins after completing the on-line enrolment form.



[www.solutionslrp.com](http://www.solutionslrp.com)  
P.O. Box 171, STN Main, Acton ON, L7J2M3



### Gabi Walach

Sales / Office Manager

(647) 451-2382  
[claims@solutionslrp.com](mailto:claims@solutionslrp.com)



### Patric Collins

Sales / Field Manager

(647) 574-1824  
[p24collins@solutionslrp.com](mailto:p24collins@solutionslrp.com)



### Riley Lammie

Sales / Claims

(647) 914-1222  
[claims@solutionslrp.com](mailto:claims@solutionslrp.com)

## Register Today

Visit: [www.solutionslrp.com/english-form](http://www.solutionslrp.com/english-form)

# Registration Application information

For LRP



Registered businesses may participate in the LRP and submit labour reimbursement claims for registered Original Repair Invoices as defined herein.

## The Invoice must include:

- Business name, phone number and postal code
- Submitter name and email address
- Invoice number and invoice date
- Customer first and last name
- Vehicle year, make, model, serial (VIN) number, mileage and licence plate number
- Authorization signature and email or phone number of customer

The repair Invoice must be a mechanical repair or service covered by LRP that requires the installation of a part in an eligible vehicle.

Repairs and vehicles excluded under the LRP will be excluded from compensation.

This limited LRP is extended to the invoiced purchaser, and not anyone who may purchase the vehicle invoiced, not named on the original invoice. This LRP is made by the independent repair facility that is registered in the LRP on the original invoice that performed the service/repairs. The Labour Program is not a warranty by SolutionsLRP.com.

Subject to the following terms and procedures, The SolutionsLRP will cover the labour required to perform a corrective repair if (a) the customer's vehicle experiences a mechanical failure, and (b) the customer returns to the original Shop within the covered time and mileage, and (c) the failure is the result of a defect in the installed part or service.



### To be eligible for reimbursement the following steps must apply:

- 01** The Original Repair and any subsequent repairs must be performed by the same registered facility.
- 02** The LRP applies only to the labour required to complete The Labour Recovery Repair.
- 03** Claims require the Program Administrator's authorization by email at: [claims@solutionslrp.com](mailto:claims@solutionslrp.com)

### Submitting a claim, the following four documents are required:

- Original Repair invoice
- Invoice for parts purchased and installed during Original repair
- Invoice for parts purchased and installed during Warranty
- Warranty invoice signed by the customer

Once the claim has been received and approved it will be paid out within 2 business days via e-transfer to the Shop.

### Notes:

- A Warranty claim only applies for vehicles which have left the service shop
- If parts were purchased for both the original and warranty claim from a **BESTBUY** Distributor, the Shop will be reimbursed at their door rate as indicated on the SolutionsLRP enrollment form
- If parts were purchased from another source, coverage is limited to the lesser of \$70.00 per hour times Mitchell Flat Rate



# Labour Recovery Program

## Eligible Repairs

- Air conditioning, heating and climate control systems
- Brake systems
- Cruise control systems
- Electrical systems (excluding light bulbs & head lights)
- Engine cooling systems
- Emission control systems
- Electronic engine management systems on-board computer systems (engine, body, brake, and suspension computers), cruise control systems, with exception of the diagnosis
- Engine performance, or drivability services and repair
- Exhaust systems
- Ignitions
- Fuel systems
- Starting and charging systems
- Steering/suspension systems, wheel bearings, CV axles and joints, half shafts, and drive shafts
- Commercial coverage on vehicles up to and including 3500 series, not including Sprinters

**Commercial vehicles are covered for 12 months or 10,000 kilometers**

The coverage for these descriptions listed above is for a period of 2 year's labour by the repair facility, 40,000 kilometres, or stated on the purchase part invoice covered by the parts supplier, and the grace period has expired\* (as specified by each province\*).

# LRP Managed by Solutionslrp.com

## Automotive Repairs excluded from Labour recovery program:



01

Replacement or repairs due to normal wear and tear.

02

A vehicle which has been damaged by abnormal use, misuse, neglect, accident, alteration or tampering with.

03

Specifically excluded are any repairs involving the removal of the engine, transmission, or transaxle, or replacement or removal of internally lubricated parts and other such repairs as listed.

### A. ENGINE

Any internal repairs or replacement of internal components, or replacement of engine assembly e.g., water pumps, timing chains.

### B. TRANSMISSION/ TRANSAXLES

**AUTOMATIC:** any internal repair or component replacement

**MANUAL:** any internal repair or component replacement

**CLUTCHES:** clutch component or assembly repair and replacement

### C. DRIVE AXLE/DIFFERENTIAL ASSEMBLY

Any repair or component replacement requiring the removal of internally lubricated or replacement of the drive axle/differential assembly.

- Ring gear, pinion shaft and related gears
- Associated bearing with above
- Pinion seal

### D. AUTO BODY, PAINT, MOLDING REPAIR

Any repair or materials related to auto body repair work. Glass related repairs.

### E. REPAIRS PERFORMED ON UNITS of COMMERCIAL VEHICLES over 3500 series including Sprinters,

### F. BATTERIES < TIRES (if no dealer warranty)

### G. USED OR SALVAGED PARTS

Must be from reputable parts stores

### H. PREVENTIVE MAINTENANCE SERVICES

(excluding belt and hose replacement)

- Oil changes, fluid changes and flushes, wiper blades, filters
- Gaskets for valve covers, oil pans, transmission pans, differential covers pans etc.
- Fuel pumps, injection pumps, fuel tanks

# Termination

## Termination:

- a. This agreement may be terminated at any time by either party.
- b. This agreement shall terminate immediately upon notice by either party of the discovery of Fraud. This agreement shall also terminate immediately without notice in the event of filing bankruptcy, assignment for the benefit of creditors, filing of petition for reorganization or arrangement with creditors, appointment of receiver, or any attachment, levy or execution.
- c. SolutionsLRP may terminate this Agreement, effective on the date of termination given, if any one of the following occurs (i) Shop fails or refuses to follow the terms and conditions of the Internal Labour Recovery Program (ii) shop claims exceed the risk parameters established by Administrator (iii) modification by Shop of any Program related materials provided SolutionsLRP (iv) the failure of the Shop Facility to remedy any the Shop breach of this agreement by the original Selling facility within (15) business days after notice of such breach by SolutionsLRP.
- d. Upon termination of this agreement by either party, liability for all currently registered repairs which were not made in full is the sole responsibility of the the Shop. SolutionsLRP will have no further responsibility or obligation beyond the liability for eligible repairs registered by the the Shop and for which payment was not made in full.
- e. Termination of this Agreement shall not alter or suspend Shop responsibilities and obligations as defined in the User agreement.

