

# Professionals' Choice Auto Service Center Program Summary of Benefits



## **Professionals' Choice Auto Service Center Program Offers Features That Help The Shop Owner Increase Customer Loyalty**

### **Professionals' Choice Auto Service Center Features:**

- **24 Month / 24,000 Mile Nationwide Warranty**  
If car owner is within 25 miles of the Original Service Facility, they must return to the Original Service Facility and they will repair the vehicle at no charge to car owner. When more than 25 miles from the Original Service Facility the car owner must contact the Warranty Administrator at 1-855-246-6004 for assistance locating the nearest servicing facility. For towing outside the 25 miles towing will be reimbursed up to \$100. Services covered are listed on the agreement and consumer handout. **All parts on the original work order are covered under the nationwide warranty even if they are not purchased from a Professionals' Choice parts supplier to the shop.**
- **Emergency Roadside Assistance Program For The Car Owner- Included**  
Emergency Roadside Assistance for the car owner includes Towing, Battery Jump-Start, Lock Out Assistance, Flat Tire Assistance, Fuel, Oil and Water delivery service (fluids are not covered). The warranty company will reimburse the car owner up to two times in each 12 month period \$100 each occurrence for a two year period.
- **Rental Car Reimbursement Under the 24 month 24,000 Mile Warranty**  
If the repairs require additional time due to the need to order parts, or if it is simply a time consuming repair, etc., the Program will cover rental car expenses for a maximum of two days with the cost to be limited to \$40.00 per day. Authorization for a rental car must be obtained from the Administrator PRIOR to the customer acquiring the rental vehicle.
- **ASE Certification Reimbursement Program**  
Regular Tests Successfully Completed at \$35.00 each, Advanced Tests Successfully Completed at \$70.00 each. There is a maximum reimbursement of \$105.00 for any combination of recertification tests each year. Documents returned to APA Headquarters.

- **Professionals' Choice Auto Service Center Shop Identification Kit - No Charge**

- Professionals' Choice Service Center Metal Tacker Sign.
- Professionals' Choice Service Center Nationwide Warranty Banner with ropes.
- Professionals' Choice Service Center Code of Ethics plaque.
- Professionals' Choice Service Center Membership plaque.
- Professionals' Choice Service Center Nationwide Warranty poster and poster frame.
- ASE Reimbursement Form.
- Professionals' Choice Service Center Nationwide Warranty Procedure Manual.
- Emergency Roadside Assistance Consumer Handout – 100 per bundle
- Road Hazard Warranty Consumer Handout – 100 per bundle
- Road Hazard Warranty enrollment form
- In Shop Labor Reimbursement enrollment form
- One roll of Professionals' Choice Oil Change Static Cling.
- Slip-N-Grip Catalog and Coupon (worth \$50 off of first order from Slip-N-Grip).

- **Slip-N-Grip Program for Shop Supplies**

- Professionals' Choice Supplier will order product from Slip-N-Grip and bills the shop \$300 or more – less \$50.

- **Professionals' Choice Supplier Training Clinics**

- From APA Approved and Preferred Suppliers – Contact your local rep

- **Road Hazard Warranty For The Car Owner – Additional fee \$7.25 / month**

- If a Tire fails due to Road Hazard Damage during the Warranty Period and can be safely repaired per industry standards and guidelines, and car owner is within 25 miles of the Original Selling Facility, they must return to the Original Selling Facility will repair the tire at no charge to car owner. When more than 25 miles from the Original Selling Facility, contact the Warranty Administrator at 1-855-246-6004 for assistance locating the nearest tire servicing facility.

- **In Shop Labor Reimbursement Program- Register Work Order for \$6.00**

- The Shop is required to register the customer's invoice within two business days in order for that repair to be made eligible under the Labor Program. Repairs and vehicles excluded under the Warranty will be excluded from the Labor Reimbursement Program. The Original repair and subsequent warranty repair must be performed at the same Shop. The shop must call 1-866-237-0581 for authorization for the re-repair. Labor Reimbursement will be \$75.00 per hour per the Mitchell 1 Labor Time. **All parts on the original work order are covered under the nationwide warranty even if they are not purchased from a Professionals' Choice parts supplier to the shop.**

- **New And Improved Invoice Registration**

- The Shop can now text or email an image of the work order to register the work order. Please see supplemental instructions.

## **Professionals' Choice Auto Service Center Additional Benefits**

- **Service Center Monthly Rebate Program**

**Silver Level Rebate program:**

Tier 1 - \$3,500 minimum purchases from shareholder equals \$50 rebate.

Tier 2 - \$7,000 minimum purchases from shareholder equals \$100 rebate.

**Gold Level Rebate program:**

Tier 1 - \$3,500 minimum purchases from shareholder equals \$70 rebate.

Tier 2 - \$7,000 minimum purchases from shareholder equals \$140 rebate.

- **Electronic Menu Board / Waiting Room TV Program Offering:**

**Now available for all Professionals' Choice Service Center locations.**

**Silver Level shops** - \$149 per device set up and shipping fee. Flat Screen TV purchased locally. Specifications will be provided by server supplier. Monthly fee of \$69 for any single service or \$99 per month for two digital signage services in the same store. One server for Menu Board and an added server for Waiting Room TV.

**Gold Level shops** Gold Level shops are the same as above, however they will receive 12 months equal installments on the purchase of the menu board server or servers. Refer to separate Electronic Menu Board / Waiting Room TV flyer for more details.

### **Supporting Documents - All the following documents / forms are located and downloadable on the APA website (<https://www.apa.parts.com>) :**

1. Professionals' Choice Service Center Registration / Enrollment Form for use when collecting shop information to be entered on line. – Must Finalize Shops Enrollment Online
2. Professionals' Choice Service Center Program Nationwide Warranty Consumer Handout
3. Professionals' Choice Service Center Program Roadside Assistance Consumer Handout
4. Professionals' Choice Service Center Program Road Hazard Warranty Consumer Handout
5. Professionals' Choice Local In Shop Labor Agreement Enrollment Form
6. Professionals' Choice Road Hazard Shop Agreement Enrollment Form
7. Professionals' Choice Service Center Welcome Kit Materials Order Form
8. Professionals' Choice Service Center Nationwide Warranty Program Procedure Guide
9. Professionals' Choice Service Center Program Handout Summary of Benefits 2019
10. Professionals' Choice Service Center Program Enhancements for 2019
11. Professionals' Choice Service Center Sales Summary of Benefits
12. Professionals' Choice Service Center ASE Reimbursement Form
13. Professionals' Choice Service Center Leave behind Brochure / Folder