



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** Call the Claims Administrator at (1-855-646-1427) with the RO number to verify the claim and receive a claim number
- 4** Perform proper diagnostic procedures
- 5** Call the Claims Administrator at 1-855-646-1427 with estimate and request approval PRIOR to any repair work being performed
- 6** The Claims Administrator will advise if the customer's claim is valid and estimate is accurate. If valid, they will advise the shop to proceed

Claims Administrators 1-855-646-1427

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

- 7** Complete repair work
- 8** Part reimbursement should be processed through your local ACDelco distributor
- 9** Fax a copy of the following 4 documents to 1-866-658-1246 (include claim # on each page), or email to fax@abswarranty.net:
 1. the original RO
 2. replacement RO
 3. invoice for original part
 4. invoice for replacement part

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 US funds, based on a dollar conversion at the date of processing.