

HOW TO SUBMIT A CLAIM

Claims for labor and parts may be submitted on any standard industry work order form.

Claims that occur within the original manufacturer's warranty must be sent directly to the manufacturer. Claims that occur outside of the original manufacturer's warranty period (minimum 30 days) should be sent to CORNERSTONE.

Claims **MUST** be signed by the customer and must be received by CORNERSTONE within 45 days of the service completion date. Send claims to the address above. ***Faxed claims will not be accepted!***

REQUIRED INFORMATION:

- Your Program ID Number (assigned by CORNERSTONE)
- Customer's name and complete address
- Customer's contract number
- Product brand, model and serial number
- Date of Installation (if available)
- Service date
- Nature (symptoms) of the problem
- Time spent on the repair
- Complete description of the repair
- List of all part numbers used (list part numbers even if still in manufacturer's warranty)
- Proper identification of charges
- Customer signature

Claims will not be processed if submitted with incomplete information.

CORNERSTONE will pay your "Burnham Dealer Agreement" approved labor rates. CORNERSTONE maintains a policy of being fair and we ask that you do the same. Labor, after the first hour, is to be billed in ¼-hour increments.

Covered parts should be billed at your cost plus 40% (wholesale part cost times (x) 1.4).

Obtain parts from your usual sources. It is not necessary to send parts invoice unless the part cost exceeds \$100.00, if requested by CORNERSTONE. CORNERSTONE maintains the current parts price information for manufacturer's but reserves the right to request an invoice, if deemed necessary.

The Burnham Winter Warmth Assurance Plans provide for the repair of equipment within the servicer's "normal" service area. Therefore, if the customer lives outside the normal service area, the customer must pay any mileage charges.

Be sure that claims clearly show the charge for each part (cost plus markup), the total for all parts and the total for service/labor due from CORNERSTONE.

Please note the exclusions in the Plan Terms and Conditions and make sure that you collect from the customer for any charges not covered under the CORNERSTONE Plan.

CORNERSTONE carefully reviews every claim submitted for payment. If there is ever any evidence of claim alteration or any misrepresentation of work performed, CORNERSTONE reserves the right to deny payment of that claim and to pursue full recourse.

**Thank You for Using
the
Burnham Winter Warmth Assurance Plan!**