

**LIFETIME LIMITED WARRANTY- BRAKE ROTOR**

PART NAME	PART NUMBER	PURCHASE DATE	COVERAGE EFFECTIVE DATE	WARRANTY NUMBER
<b>CUSTOMER / OWNER INFORMATION</b>				
OWNER LAST NAME		OWNER FIRST NAME		PHONE
CO-OWNER LAST NAME (IF APPLICABLE)		CO-OWNER FIRST NAME (IF APPLICABLE)		PHONE
ADDRESS				
CITY		STATE	ZIP CODE	EMAIL ADDRESS
<b>ISSUING LOCATION INFORMATION</b>				
ISSUING LOCATION ID #		ISSUING LOCATION NAME		SELLING ASSOCIATE NAME
ADDRESS		CITY	STATE	ZIP CODE
<b>VEHICLE INFORMATION</b>				
VEHICLE MILEAGE AT TIME OF PURCHASE		YEAR	MAKE	MODEL
VIN (Required)			<b>DEDUCTIBLE: \$0.00</b>	

**IMPORTANT LIFETIME LIMITED WARRANTY INFORMATION FOR ABOVE LISTED BRAKE ROTOR**

**TERM: LIFETIME.** Coverage under this **LIMITED WARRANTY** begins upon replacement of your **BRAKE ROTOR**. This coverage is ongoing for as long as **YOU** continuously own this **SAME VEHICLE**. This **LIMITED WARRANTY** only applies to the Customer & Vehicle listed on this agreement. This **LIMITED WARRANTY** is **NOT TRANSFERABLE** to a subsequent owner or vehicle.

**CLAIM AUTHORIZATION: YOU** must obtain prior approval from the **ADMINISTRATOR** before **COVERED BRAKE ROTOR** replacement is performed and follow the instructions outlined under **“HOW TO FILE A CLAIM”** within the body of this **LIMITED WARRANTY**.

**EXCLUSIVE REMEDY.** If there is a valid claim under this **LIMITED WARRANTY** for a failure of the **COVERED BRAKE ROTOR** due to a defect in material or workmanship, **WE** will, at **OUR** option, either: (i) repair, (ii) replace or (iii) provide a full refund of the purchase price of the **COVERED BRAKE ROTOR**. We have no other obligations under this **LIMITED WARRANTY**.

**SECTION 1. KEY TERMS AND PROVISIONS**

This **LIMITED WARRANTY** gives you specific legal rights, and you may also have other rights which vary from State to State. Any modification, alteration, or change to the preprinted terms and conditions of this **LIMITED WARRANTY** is invalid and of no force or effect, except as provided for herein.

**This limited warranty replaces the brake rotor manufacturer’s warranty. Do not call Toyota, call the administrator toll free 1-844-333-0520 customer service available 24 hours per day, or www.setdealerlifetime.com.**

**THIS LIMITED WARRANTY IS NOT TRANSFERABLE, RENEWABLE OR CANCELABLE. THIS LIMITED WARRANTY IS NOT AN INSURANCE POLICY OR SERVICE CONTRACT. IT IS PROVIDED TO THE CUSTOMER AT NO ADDITIONAL CHARGE. THIS LIMITED WARRANTY TERMINATES WHEN: (1) OWNERSHIP OF THE ABOVE VEHICLE HAS TRANSFERRED TO A NEW OWNER (2) IF YOU NO LONGER OWN ABOVE VEHICLE (3) THE COVERED BRAKE ROTOR IS REMOVED, STOLEN, OR USED ON ANOTHER VEHICLE (4) IF THE MAINTENANCE REQUIREMENTS, IF ANY, AS REQUIRED BY THE MANUFACTURER ARE NOT PERFORMED, OR 5) THE ABOVE VEHICLE IS DESTROYED, STOLEN, OR DEEMED A TOTAL LOSS BY YOUR INSURANCE CARRIER.**

The General Provisions of this **LIMITED WARRANTY** contain several words that have special meanings. The following words are important in this **LIMITED WARRANTY**, and they are printed in **BOLD** type below:

- **“ADMINISTRATOR”** means **CareGard Warranty Services, Inc.**, P.O. Box 293, Bedford, TX 76095, 1-844-333-0520.
- **“APPROPRIATE REPLACEMENT BRAKE ROTOR”** is a Southeast Toyota Brake Rotor with Lifetime Limited Warranty of the same quality originally provided and required by the vehicle manufacturer.
- **“BRAKE ROTOR PURCHASE DATE”** means the date the **COVERED BRAKE ROTOR** was sold to the Customer by the **ISSUING LOCATION**.
- **“COVERAGE EFFECTIVE DATE”** means the date coverage begins on the **COVERED BRAKE ROTOR** upon replacement of your brake rotor by **PURCHASE DATE** and is ongoing for as long as **YOU** continuously own this **SAME VEHICLE**.
- **“COVERED BRAKE ROTOR”** means the **BRAKE ROTOR with a LIMITED WARRANTY** that **YOU** purchased from the **ISSUING LOCATION** or an **APPROPRIATE REPLACEMENT BRAKE ROTOR** with a **LIMITED WARRANTY** that was issued to **YOU** under this **LIMITED WARRANTY**, that is in the **SAME VEHICLE** that is owned by **YOU**.
- **“CUSTOMER,” “YOU,”** and **“YOUR”** means the owner(s) designated as such on this **LIMITED WARRANTY** Agreement.
- **“FAILURE”** or **“FAILED”** means the **COVERED BRAKE ROTOR** (i) has a failure due to a defect in material or workmanship (of the brake rotor, not installation), (ii) is worn past the vehicle manufacturer’s minimum wear recommendations; (iii) is cracked or broken; or (iv) the **YOUR VEHICLE** has accumulated more than 50,000 miles since installation of the **COVERED BRAKE ROTORS**, but does not include failures due to Customer negligence, abuse, or listed under **“What is not Covered”** herein.
- **“SAME VEHICLE”** or **“YOUR VEHICLE”** **“ABOVE VEHICLE”** means the vehicle listed above under Vehicle Information.

- “**DEALERSHIP**” or “**TOYOTA DEALERSHIP**” means any licensed **TOYOTA DEALERSHIP** within the continental United States or Canada.
- “**WARRANTY**” or “**LIMITED WARRANTY**” means the lifetime limited warranty described herein.
- “**WE,**” “**US,**” and “**OUR**” means Southeast Toyota Distributors, LLC who is the warrantor under this **LIMITED WARRANTY**.

## SECTION 2. WHAT IS COVERED BY THIS LIMITED WARRANTY

This **LIMITED WARRANTY** will cover the approved replacement of the **COVERED BRAKE ROTOR, including labor for APPROPRIATE REPLACEMENT BRAKE ROTOR installation.** Authorized **COVERED BRAKE ROTOR** replacement must be performed at a **TOYOTA DEALERSHIP** with an **APPROPRIATE REPLACEMENT BRAKE ROTOR** unless such facility is more than **60 miles** away or such Brake Rotor is not available, in which case contact the **ADMINISTRATOR.** **WE** reserve the right at **OUR** option to either: (i) repair the **COVERED BRAKE ROTOR,** (ii) replace the **COVERED BRAKE ROTOR,** or (iii) provide a full refund of the purchase price of the **COVERED BRAKE ROTOR** should an **APPROPRIATE REPLACEMENT BRAKE ROTOR** not be available. We have no other obligations under this **LIMITED WARRANTY.**

## SECTION 3. MAINTENANCE RESPONSIBILITIES

In order for this **LIMITED WARRANTY** to remain valid, the **CUSTOMER** must have the **COVERED Brake Rotor** serviced exactly as the vehicle manufacturer recommends, and **FAILURE** cannot be due to **CUSTOMER** negligence or abuse. Failure to implement these maintenance responsibilities will result in denial of coverage, therefore voiding this **LIMITED WARRANTY.**

## SECTION 4. HOW TO FILE A CLAIM

**ADMINISTRATOR CONTACT:** Toll Free 1-844-333-0520 Customer Service available 24 hours per day, or [www.setdealerlifetime.com](http://www.setdealerlifetime.com).  
**ADMINISTRATOR ADDRESS AND CONTACT HOURS:** P.O. Box 293 Bedford, TX 76095, Monday-Friday, 7 am-6 pm, Central Time. Closed Federal holidays.

1. Take **YOUR VEHICLE** to a **TOYOTA DEALERSHIP** which has an **APPROPRIATE REPLACEMENT BRAKE ROTOR** in stock. To locate the nearest **TOYOTA DEALERSHIP,** go to [www.Toyota.com](http://www.Toyota.com). Or contact the **ADMINISTRATOR** for instructions. If **YOU** are more than **60 miles** away from a Toyota dealer and **YOUR COVERED BRAKE ROTOR** has failed, needs to be inspected, and possibly replaced, contact the **ADMINISTRATOR** for instructions.
2. The **TOYOTA DEALERSHIP** or **YOU** must contact the **ADMINISTRATOR** prior to **COVERED BRAKE ROTOR** replacement to obtain authorization. **YOU** are responsible for authorizing diagnosis of the **COVERED BRAKE ROTOR.** If the **BRAKE ROTOR** failure is not covered under this **LIMITED WARRANTY,** **YOU** will be responsible for these costs. The **DEALERSHIP** will inspect your **COVERED BRAKE ROTOR** and, if it has a **FAILURE,** replace it according to the terms of this **LIMITED WARRANTY.** Authorized **COVERED BRAKE ROTOR** replacement must be performed at a **TOYOTA DEALERSHIP** and replaced with an **APPROPRIATE REPLACEMENT BRAKE ROTOR** unless it is a **Hardship Claim**” (see below) or otherwise approved by **ADMINISTRATOR.**
3. **Hardship Claims:** If a **COVERED BRAKE ROTOR** replacement covered by this **LIMITED WARRANTY** is required and the nearest Toyota Dealership is more than **60 miles** away, the **CUSTOMER** must contact the **ADMINISTRATOR** for instructions and bring **YOUR VEHICLE** with the failed **COVERED BRAKE ROTOR** to a licensed repair facility to have the **COVERED BRAKE ROTOR** inspected and, if necessary, replaced at a reasonable and customary charge.

**PLEASE NOTE: If the COVERED BRAKE ROTOR is not replaced with an APPROPRIATE REPLACEMENT BRAKE ROTOR, then the only warranty provided is that of the replacement Brake Rotor manufacturer’s warranty.**

To report a **Hardship Claim** and obtain a reimbursement, please call 1-844-333-0520 for instructions. Hardship Claims may be submitted to the **ADMINISTRATOR** at: P.O. Box 293, Bedford, TX 76095, by Fax to: 817-527-1964, or at [www.setdealerlifetime.com](http://www.setdealerlifetime.com). Repair Orders must include: Odometer Reading, Diagnosis, Repairs Performed, Labor Time, Labor Rate, Parts Utilized, Part Numbers and Cost. Also, please ensure the Customer Name, Limited Warranty Number, and Customer Signature are clearly indicated.

## SECTION 5. WHAT IS NOT COVERED

- A. Repairs or replacements not authorized in advance by the **ADMINISTRATOR.**
- B. Any part, repair, or replacement thereof while covered by insurance, a manufacturer’s warranty, recall program, factory service bulletins, or special policy.
- C. Any failure caused by not servicing the **COVERED BRAKE ROTOR** as recommended by the manufacturer or if due to Customer negligence or abuse.
- D. Any **COVERED BRAKE ROTOR** on a vehicle used for any form of competitive driving or racing.
- E. Any **COVERED BRAKE ROTOR** on a vehicle that has been destroyed, stolen, or deemed a total loss.
- F. The **COVERED BRAKE ROTOR** is removed, stolen, or used on another vehicle.
- G. Commercial use including, but not limited to, public hire, rental, taxi, Uber, Lyft (or other rideshares or delivery services), police, security services, emergency vehicle, fleet, or livery, and/or vehicles with non-standard equipment installed to facilitate commercial use.
- H. **BRAKE ROTOR** failures or damage caused by any other component or part, (other than brake pads) impact or any other external force known or unknown, collision, bent or twisted parts.
- I. Any alterations, lifting, lift kits, jacking, failure to lift the vehicle from proper lift points, or from lifting the vehicle in any manner not recommended by the manufacturer of **YOUR VEHICLE.**

- J. Losses resulting from: delays or failures caused by acts of God, accidental loss or damage, collision or upset, falling missiles or objects, fire, theft, larceny, explosion, lightning, earthquake, windstorm, hail, volcanic eruption, water, environmental damage, power surge or drop in voltage (brownout), flood, freezing, malicious mischief, vandalism, war, riot or civil commotion, labor strikes, or other causes or outside influences beyond the control of the ADMINISTRATOR.
- K. COVERED BRAKE ROTOR that is damaged due to abuse, neglect, misuse, alteration, improper installation, use of special additives, water submersion or infiltration, off-roading, improper towing, exceeding vehicle's payload or towing capacity, or unauthorized attempt to repair.
- L. Incidental or consequential damages, such as loss of time, inconvenience, or loss of use of the COVERED BRAKE ROTOR. Some states do not allow the exclusion or limitation of consequential damages, so this limitation or exclusion may not apply to you.
- M. For wear claims, if the COVERED BRAKE ROTOR has not exceeded the vehicle manufacture's minimum recommendations for replacement due to wear, unless YOUR VEHICLE has more than 50,000 miles since installation of the Covered Brake Rotor.
- N. Repair or replacement made outside the United States or Canada.
- O. Damage to the COVERED BRAKE ROTOR resulting from a mechanical breakdown or failure of any other part of the vehicle (other than brake pads), or from faulty or negligent repairs, or from installation of defective parts, or due to damage to the vehicle in which the COVERED BRAKE ROTOR is installed.
- P. Damages for bad faith, punitive or exemplary damages, property damage and/or attorney fees.
- Q. Any failure caused by exceeding the vehicle's payload or towing capacity, improper towing of the vehicle (including behind a motorhome), most hybrid vehicles require flatbed truck towing where all 4 wheels are off the ground see vehicle owner's manual.
- R. Any vehicle not originally manufactured to U.S. specifications (commonly known as a grey market vehicle), salvaged vehicles, or factory buybacks.
- S. Car Rental or other substitute transportation, fuel, insurance, tolls, maintenance, and vehicle storage charges, delays due to Dealer or shop scheduling, and expenses that exceed YOUR benefit limit are not covered.
- T. Vehicle tow service, including reimbursement for cost of towing YOUR vehicle.
- U. Authorized covered claims that have not been submitted to the ADMINISTRATOR within one hundred eighty (180) days from the date of completed COVERED BRAKE ROTOR replacement.
- V. Any vehicle that was reconstructed from salvage, declared a lemon, or if the original manufacturer's warranty was voided for any reason.
- W. Any vehicle that has powertrain or suspension modifications, or performance enhancing add-on parts that would void or limit the original manufacturer's vehicle warranty.
- X. Damage incurred or repaired outside the fifty (50) United States and Canada.
- Y. Any COVERED BRAKE ROTOR that does not meet or exceed the vehicle manufacturer's specifications for the vehicle.

## SECTION 6. GENERAL PROVISIONS

This **LIMITED WARRANTY** describes the complete and exclusive rights that result from the purchase of the **COVERED BRAKE ROTOR**. No oral representations or statements may be relied upon. Except as provided herein, this **LIMITED WARRANTY** may not be amended or modified, and additional rights may not be granted. This **LIMITED WARRANTY** shall be governed by the laws of the state where the **COVERED BRAKE ROTOR** is purchased, excluding laws concerning conflicts of law. **WE** may delegate the performance of our duties and obligations and assign our rights and benefits hereunder.

**OUR right to Recover Payment:** If **YOU** have a right to recover against another party for repairs **WE** have paid under this **LIMITED WARRANTY**, **YOUR** rights shall become **OUR** rights. **YOU** shall do whatever is necessary to enable **US** to enforce these rights. **WE** shall recover only the excess after **YOU** are fully compensated for **YOUR** loss.

**Transfer Of Protection:** **YOUR** rights under this **LIMITED WARRANTY** may not be assigned or transferred.

**Other Terms:** This **LIMITED WARRANTY** gives **YOU** specific legal rights and **YOU** may also have other rights which vary from state to state. **WE** do not authorize any person to create for **US** any other obligation or liability in connection with the **COVERED BRAKE ROTOR**. **ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO YOUR VEHICLE AND THE COVERED BRAKE ROTOR IS LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY. THE PERFORMANCE OF REPAIRS, REPLACEMENT, OR REFUND OF PURCHASE PRICE OF BRAKE ROTOR IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. NOT WITHSTANDING ANYTHING IN THIS LIMITED WARRANTY STATEMENT TO THE CONTRARY, WE SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. THIS IS NOT INTENDED TO SUBSTITUTE FOR ANY USED VEHICLE WARRANTY WHICH WE MAY BE REQUIRED TO PROVIDE TO YOU UNDER ANY STATE LAW. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.**

## SECTION 7. ARBITRATION

**READ THE FOLLOWING ARBITRATION PROVISION ("PROVISION") CAREFULLY. IT LIMITS CERTAIN OF YOUR RIGHTS, INCLUDING YOUR RIGHT TO OBTAIN RELIEF OR DAMAGES THROUGH COURT ACTION.**

**YOU** and **WE/US** (the "Parties") waive the following rights: (1) the right to go to court; (2) the right to jury trial should any dispute be resolved by a court; (3) the right to serve as a private attorney general; and (4) the right to participate in a class action. Under this Provision, courts and arbitrators **cannot allow class actions**. Only individual arbitration will resolve disputes. This Provision governs ALL disputes between the Parties. The Parties agree that any question or disagreement as to whether the dispute must be arbitrated will be decided by the arbitrator, and not by a court. **YOU** and **WE** can try to resolve disputes if **YOU** call the **ADMINISTRATOR** at 1-844-333-0520, but **YOU** and **WE** agree that any dispute the Parties are unable to resolve will be resolved by an arbitrator and the arbitrator's decision will be final and will completely resolve any dispute.

To begin Arbitration, either **YOU** or **WE** must make a written demand and forward same to **OUR ADMINISTRATOR** at P.O. Box XYZ, Bedford, TX 76095 or Fax to: 1-844-333-0520. The Arbitration will take place before a single arbitrator; the party making the arbitration demand may choose the American Arbitration Association ("AAA") or a local arbitrator affiliated with a national arbitration organization, subject to the other party's approval. It will be administered in keeping with the Expedited Procedures of the Commercial Arbitration Rules ("Rules") of the AAA in effect when the claim is filed. **YOU** may get a copy of these AAA's Rules by contacting AAA at 120 Broadway, 21st Floor, New York, NY 10271, calling 1-800-778-7879 or visiting [www.adr.org](http://www.adr.org). The filing fees to begin and carry out arbitration will be shared equally between **YOU** and **US**. This does not prohibit the arbitrator from giving the winning party their fees and expenses of the arbitration. Unless **YOU** and **WE** agree, the arbitration will take place in the county and state where **YOU** live. Either party may attend the hearing by phone. The Federal Arbitration Act, 9 U.S.C. § 1, et seq., will govern and not any state law on arbitration. **YOU** agree and understand that this arbitration provision means that **YOU** give up **YOUR** right to go to court on any claim covered by this provision. You also agree that any arbitration proceeding will only consider **YOUR** claims. Claims by, or on behalf of, other individuals will not be arbitrated in any proceeding that is considering **YOUR** claims. In the event this Arbitration provision is not approved by the appropriate state regulatory agency, and/or is stricken, severed, or otherwise deemed unenforceable by a court of competent jurisdiction, **YOU** and **WE** specifically agree to waive and forever give up the right to a trial by jury. Instead, in the event any litigation arises between **YOU** and **US**, any such lawsuit will be tried before a judge, and a jury will not be impaneled or struck.

SAMPLE

## LIFETIME LIMITED WARRANTY- BRAKE PAD

PART NAME	PART NUMBER	PURCHASE DATE	COVERAGE EFFECTIVE DATE	WARRANTY NUMBER
<b>CUSTOMER / OWNER INFORMATION</b>				
OWNER LAST NAME	OWNER FIRST NAME		PHONE	
CO-OWNER LAST NAME (IF APPLICABLE)	CO-OWNER FIRST NAME (IF APPLICABLE)		PHONE	
ADDRESS				
CITY	STATE	ZIP CODE	EMAIL ADDRESS	
<b>ISSUING LOCATION INFORMATION</b>				
ISSUING LOCATION ID #	ISSUING LOCATION NAME	SELLING ASSOCIATE NAME	PHONE	
ADDRESS	CITY	STATE	ZIP CODE	
<b>VEHICLE INFORMATION</b>				
VEHICLE MILEAGE AT TIME OF PURCHASE	YEAR	MAKE	MODEL	
VIN (Required)	<b>DEDUCTIBLE: \$0.00</b>			
<b>IMPORTANT LIFETIME LIMITED WARRANTY INFORMATION FOR ABOVE LISTED BRAKE PAD</b>				
<p><b>TERM: LIFETIME.</b> Coverage under this <b>LIMITED WARRANTY</b> begins upon replacement of your <b>BRAKE PAD</b>. This coverage is ongoing for as long as <b>YOU</b> continuously own this <b>SAME VEHICLE</b>. This <b>LIMITED WARRANTY</b> only applies to the Customer &amp; Vehicle listed on this agreement. This <b>LIMITED WARRANTY</b> is <b>NOT TRANSFERABLE</b> to a subsequent owner or vehicle.</p> <p><b>CLAIM AUTHORIZATION: YOU</b> must obtain prior approval from the <b>ADMINISTRATOR</b> before <b>COVERED BRAKE PAD</b> replacement is performed and follow the instructions outlined under “<b>HOW TO FILE A CLAIM</b>” within the body of this <b>LIMITED WARRANTY</b> .</p> <p><b>EXCLUSIVE REMEDY.</b> If there is a valid claim under this <b>LIMITED WARRANTY</b> for a failure of the <b>COVERED BRAKE PAD</b> due to a defect in material or workmanship, <b>WE</b> will, at <b>OUR</b> option, either: (i) repair, (ii) replace or (iii) provide a full refund of the purchase price of the <b>COVERED BRAKE PAD</b>. We have no other obligations under this <b>LIMITED WARRANTY</b>.</p>				

## SECTION 1. KEY TERMS AND PROVISIONS

This **LIMITED WARRANTY** gives you specific legal rights, and you may also have other rights which vary from State to State. Any modification, alteration, or change to the preprinted terms and conditions of this **LIMITED WARRANTY** is invalid and of no force or effect, except as provided for herein.

**This limited warranty replaces the brake pad manufacturer's warranty. Do not call Toyota, call the administrator toll free 1-844-333-0520 customer service available 24 hours per day, or [www.setdealerlifetime.com](http://www.setdealerlifetime.com).**

**THIS LIMITED WARRANTY IS NOT TRANSFERABLE, RENEWABLE OR CANCELABLE. THIS LIMITED WARRANTY IS NOT AN INSURANCE POLICY OR SERVICE CONTRACT. IT IS PROVIDED TO THE CUSTOMER AT NO ADDITIONAL CHARGE. THIS LIMITED WARRANTY TERMINATES WHEN: (1) OWNERSHIP OF THE ABOVE VEHICLE HAS TRANSFERRED TO A NEW OWNER (2) IF YOU NO LONGER OWN ABOVE VEHICLE (3) THE COVERED BRAKE PAD IS REMOVED, STOLEN, OR USED ON ANOTHER VEHICLE (4) IF THE MAINTENANCE REQUIREMENTS, IF ANY, AS REQUIRED BY THE MANUFACTURER ARE NOT PERFORMED, OR 5) THE ABOVE VEHICLE IS DESTROYED, STOLEN, OR DEEMED A TOTAL LOSS BY YOUR INSURANCE CARRIER.**

The General Provisions of this **LIMITED WARRANTY** contain several words that have special meanings. The following words are important in this **LIMITED WARRANTY** , and they are printed in **BOLD** type below:

- “**ADMINISTRATOR**” means **CareGard Warranty Services, Inc.**, P.O. Box 293, Bedford, TX 76095, 1-844-333-0520.
- “**APPROPRIATE REPLACEMENT BRAKE PAD**” is a Southeast Toyota Brake Pad with Lifetime Limited Warranty of the same quality originally provided and required by the vehicle manufacturer.
- “**BRAKE PAD PURCHASE DATE**” means the date the **COVERED BRAKE PAD** was sold to the Customer by the **ISSUING LOCATION**.
- “**COVERAGE EFFECTIVE DATE**” means the date coverage begins on the **COVERED BRAKE PAD** upon replacement of your brake Pad by **PURCHASE DATE** and is ongoing for as long as **YOU** continuously own this **SAME VEHICLE**.
- “**COVERED BRAKE PAD**” means the **BRAKE PAD with a LIMITED WARRANTY** that **YOU** purchased from the **ISSUING LOCATION** or an **APPROPRIATE REPLACEMENT BRAKE PAD** with a **LIMITED WARRANTY** that was issued to **YOU** under this **LIMITED WARRANTY** , that is in the **SAME VEHICLE** that is owned by **YOU**.
- “**CUSTOMER**,” “**YOU**,” and “**YOUR**” means the owner(s) designated as such on this **LIMITED WARRANTY** Agreement.
- “**FAILURE**” or “**FAILED**” means the **COVERED BRAKE PAD**: (i) has a failure due to a defect in material or workmanship (of the pad, not installation); (ii) the brake pad is 3 mm thick or less, or is below the vehicle manufacturer's minimum wear recommendations (whichever first occurs); (iii) is cracked, or broken; or (iv) the **YOUR VEHICLE** has accumulated more than 50,000 miles since installation of the brake pads, but does not include failures due to Customer negligence, abuse, or listed under “What is not Covered” in the Limited Lifetime Brake Pad Warranty Statement.

- “**SAME VEHICLE**” or “**YOUR VEHICLE**” “**ABOVE VEHICLE**” means the vehicle listed above under Vehicle Information.
- “**DEALERSHIP**” or “**TOYOTA DEALERSHIP**” means any licensed **TOYOTA DEALERSHIP** within the continental United States or Canada.
- “**WARRANTY**” or “**LIMITED WARRANTY**” means the lifetime limited warranty described herein.
- “**WE,**” “**US,**” and “**OUR**” means Southeast Toyota Distributors, LLC who is the warrantor under this **LIMITED WARRANTY**.

## SECTION 2. WHAT IS COVERED BY THIS LIMITED WARRANTY

This **LIMITED WARRANTY** will cover the approved replacement of the **COVERED BRAKE PAD**, including labor for **APPROPRIATE REPLACEMENT BRAKE PAD installation**. Authorized **COVERED BRAKE PAD** replacement must be performed at a **TOYOTA DEALERSHIP** with an **APPROPRIATE REPLACEMENT BRAKE PAD** unless such facility is more than **60 miles** away or such Brake Pad is not available, in which case contact the **ADMINISTRATOR**. **WE** reserve the right at **OUR** option to either: (i) repair the **COVERED BRAKE PAD**, (ii) replace the **COVERED BRAKE PAD**, or (iii) provide a full refund of the purchase price of the **COVERED BRAKE PAD** should an **APPROPRIATE REPLACEMENT BRAKE PAD** not be available. We have no other obligations under this **LIMITED WARRANTY**.

## SECTION 3. MAINTENANCE RESPONSIBILITIES

In order for this **LIMITED WARRANTY** to remain valid, the **CUSTOMER** must have the **COVERED Brake Pad** serviced exactly as the vehicle manufacturer recommends, and **FAILURE** cannot be due to **CUSTOMER** negligence or abuse. Failure to implement these maintenance responsibilities will result in denial of coverage, therefore voiding this **LIMITED WARRANTY**

## SECTION 4. HOW TO FILE A CLAIM

**ADMINISTRATOR CONTACT:** Toll Free 1-844-333-0520 Customer Service available 24 hours per day, or [www.setdealerlifetime.com](http://www.setdealerlifetime.com).  
**ADMINISTRATOR ADDRESS AND CONTACT HOURS:** P.O. Box 293 Bedford, TX 76095, Monday-Friday, 7 am-6 pm, Central Time. Closed Federal holidays.

1. Take **YOUR VEHICLE** to a **TOYOTA DEALERSHIP** which has an **APPROPRIATE REPLACEMENT BRAKE PAD** in stock. To locate the nearest **TOYOTA DEALERSHIP**, go to [www.Toyota.com](http://www.Toyota.com). Or contact the **ADMINISTRATOR** for instructions. If **YOU** are more than **60 miles** away from a Toyota dealer and **YOUR COVERED BRAKE PAD** has failed, needs to be inspected, and possibly replaced, contact the **ADMINISTRATOR** for instructions.
2. The **TOYOTA DEALERSHIP** or **YOU** must contact the **ADMINISTRATOR** prior to **COVERED BRAKE PAD** replacement to obtain authorization. **YOU** are responsible for authorizing diagnosis of the **COVERED BRAKE PAD**. If the **BRAKE PAD** failure is not covered under this **LIMITED WARRANTY**, **YOU** will be responsible for these costs. The **DEALERSHIP** will inspect your **COVERED BRAKE PAD** and, if it has a **FAILURE**, replace it according to the terms of this **LIMITED WARRANTY**. Authorized **COVERED BRAKE PAD** replacement must be performed at a **TOYOTA DEALERSHIP** and replaced with an **APPROPRIATE REPLACEMENT BRAKE PAD** unless it is a **Hardship Claim**” (see below) or otherwise approved by **ADMINISTRATOR**.
3. **Hardship Claims:** If a **COVERED BRAKE PAD** replacement covered by this **LIMITED WARRANTY** is required and the nearest Toyota Dealership is more than **60 miles** away, the **CUSTOMER** must contact the **ADMINISTRATOR** for instructions and bring **YOUR VEHICLE** with the failed **COVERED BRAKE PAD** to a licensed repair facility to have the **COVERED BRAKE PAD** inspected and, if necessary, replaced at a reasonable and customary charge.

**PLEASE NOTE: If the COVERED BRAKE PAD is not replaced with an APPROPRIATE REPLACEMENT BRAKE PAD, then the only warranty provided is that of the replacement Brake Pad manufacturer's warranty.**

To report a **Hardship Claim** and obtain a reimbursement, please call 1-844-333-0520 for instructions. Hardship Claims may be submitted to the **ADMINISTRATOR** at: P.O. Box 293, Bedford, TX 76095, by Fax to: 817-527-1964, or at [www.setdealerlifetime.com](http://www.setdealerlifetime.com). Repair Orders must include: Odometer Reading, Diagnosis, Repairs Performed, Labor Time, Labor Rate, Parts Utilized, Part Numbers and Cost. Also, please ensure the Customer Name, Limited Warranty Number, and Customer Signature are clearly indicated.

## SECTION 5. WHAT IS NOT COVERED

- A. Repairs or replacements not authorized in advance by the **ADMINISTRATOR**.
- B. Any part, repair, or replacement thereof while covered by insurance, a manufacturer's warranty, recall program, factory service bulletins, or special policy.
- C. Any failure caused by not servicing the **COVERED BRAKE PAD** as recommended by the manufacturer or if due to Customer negligence or abuse.
- D. Any **COVERED BRAKE PAD** on a vehicle used for any form of competitive driving or racing.
- E. Any **COVERED BRAKE PAD** on a vehicle that has been destroyed, stolen, or deemed a total loss.
- F. The **COVERED BRAKE PAD** is removed, stolen, or used on another vehicle.
- G. Commercial use including, but not limited to, public hire, rental, taxi, Uber, Lyft (or other rideshares or delivery services), police, security services, emergency vehicle, fleet, or livery, and/or vehicles with non-standard equipment installed to facilitate commercial use.
- H. **BRAKE PAD** failures or damage caused by any other component or part, (other than brake rotor) impact or any other external force known or unknown, collision, bent or twisted parts.
- I. Any alterations, lifting, lift kits, jacking, failure to lift the vehicle from proper lift points, or from lifting the vehicle in any manner not recommended by the manufacturer of **YOUR VEHICLE**.

- J. Losses resulting from: delays or failures caused by acts of God, accidental loss or damage, collision or upset, falling missiles or objects, fire, theft, larceny, explosion, lightning, earthquake, windstorm, hail, volcanic eruption, water, environmental damage, power surge or drop in voltage (brownout), flood, freezing, malicious mischief, vandalism, war, riot or civil commotion, labor strikes, or other causes or outside influences beyond the control of the ADMINISTRATOR.
- K. COVERED BRAKE PAD that is damaged due to abuse, neglect, misuse, alteration, improper installation, use of special additives, water submersion or infiltration, off-roading, improper towing, exceeding vehicle's payload or towing capacity, or unauthorized attempt to repair.
- L. Incidental or consequential damages, such as loss of time, inconvenience, or loss of use of the COVERED BRAKE PAD. Some states do not allow the exclusion or limitation of consequential damages, so this limitation or exclusion may not apply to you.
- M. For wear claims, if the COVERED BRAKE PAD is not 3 mm or less thick or has not exceeded the vehicle manufacturer's minimum wear recommendations (whichever first occurs) for replacement due to wear, unless YOUR VEHICLE has more than 50,000 miles since installation of the Covered Brake Pad.
- N. Repair or replacement made outside the United States or Canada.
- O. Damage to the COVERED BRAKE PAD resulting from a mechanical breakdown or failure of any other part of the vehicle (other than brake rotor), or from faulty or negligent repairs, or from installation of defective parts, or due to damage to the vehicle in which the COVERED BRAKE PAD is installed.
- P. Damages for bad faith, punitive or exemplary damages, property damage and/or attorney fees.
- Q. Any failure caused by exceeding the vehicle's payload or towing capacity, improper towing of the vehicle (including behind a motorhome), most hybrid vehicles require flatbed truck towing where all 4 wheels are off the ground see vehicle owner's manual.
- R. Any vehicle not originally manufactured to U.S. specifications (commonly known as a grey market vehicle), salvaged vehicles, or factory buybacks.
- S. Car Rental or other substitute transportation, fuel, insurance, tolls, maintenance, and vehicle storage charges, delays due to Dealer or shop scheduling, and expenses that exceed YOUR benefit limit are not covered.
- T. Vehicle tow service, including reimbursement for cost of towing YOUR VEHICLE.
- U. Authorized covered claims that have not been submitted to the ADMINISTRATOR within one hundred eighty (180) days from the date of completed COVERED BRAKE PAD replacement.
- V. Any vehicle that was reconstructed from salvage, declared a lemon, or if the original manufacturer's warranty was voided for any reason.
- W. Any vehicle that has powertrain or suspension modifications, or performance enhancing add-on parts that would void or limit the original manufacturer's vehicle warranty.
- X. Damage incurred or repaired outside the fifty (50) United States and Canada.
- Y. Any COVERED BRAKE PAD that does not meet or exceed the vehicle manufacturer's specifications for the vehicle.

## SECTION 6. GENERAL PROVISIONS

This **LIMITED WARRANTY** describes the complete and exclusive rights that result from the purchase of the **COVERED BRAKE PAD**. No oral representations or statements may be relied upon. Except as provided herein, this **LIMITED WARRANTY** may not be amended or modified, and additional rights may not be granted. This **LIMITED WARRANTY** shall be governed by the laws of the state where the **COVERED BRAKE PAD** is purchased, excluding laws concerning conflicts of law. **WE** may delegate the performance of our duties and obligations and assign our rights and benefits hereunder.

**OUR right to Recover Payment:** If **YOU** have a right to recover against another party for repairs **WE** have paid under this **LIMITED WARRANTY**, **YOUR** rights shall become **OUR** rights. **YOU** shall do whatever is necessary to enable **US** to enforce these rights. **WE** shall recover only the excess after **YOU** are fully compensated for **YOUR** loss.

**Transfer Of Protection:** **YOUR** rights under this **LIMITED WARRANTY** may not be assigned or transferred.

**Other Terms:** This **LIMITED WARRANTY** gives **YOU** specific legal rights and **YOU** may also have other rights which vary from state to state. **WE** do not authorize any person to create for **US** any other obligation or liability in connection with the **COVERED BRAKE PAD**. **ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO YOUR VEHICLE AND THE COVERED BRAKE PAD IS LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY. THE PERFORMANCE OF REPAIRS, REPLACEMENT, OR REFUND OF PURCHASE PRICE OF BRAKE PAD IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. NOT WITHSTANDING ANYTHING IN THIS LIMITED WARRANTY STATEMENT TO THE CONTRARY, WE SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. THIS IS NOT INTENDED TO SUBSTITUTE FOR ANY USED VEHICLE WARRANTY WHICH WE MAY BE REQUIRED TO PROVIDE TO YOU UNDER ANY STATE LAW. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.**

## SECTION 7. ARBITRATION

**READ THE FOLLOWING ARBITRATION PROVISION ("PROVISION") CAREFULLY. IT LIMITS CERTAIN OF YOUR RIGHTS, INCLUDING YOUR RIGHT TO OBTAIN RELIEF OR DAMAGES THROUGH COURT ACTION.**

**YOU** and **WE/US** (the "Parties") waive the following rights: (1) the right to go to court; (2) the right to jury trial should any dispute be resolved by a court; (3) the right to serve as a private attorney general; and (4) the right to participate in a class action. Under this

Provision, courts and arbitrators **cannot allow class actions**. Only individual arbitration will resolve disputes. This Provision governs ALL disputes between the Parties. The Parties agree that any question or disagreement as to whether the dispute must be arbitrated will be decided by the arbitrator, and not by a court. **YOU** and **WE** can try to resolve disputes if **YOU** call the **ADMINISTRATOR** at 1-844-333-0520, but **YOU** and **WE** agree that any dispute the Parties are unable to resolve will be resolved by an arbitrator and the arbitrator's decision will be final and will completely resolve any dispute.

To begin Arbitration, either **YOU** or **WE** must make a written demand and forward same to **OUR ADMINISTRATOR** at P.O. Box XYZ, Bedford, TX 76095 or Fax to: 1-844-333-0520. The Arbitration will take place before a single arbitrator; the party making the arbitration demand may choose the American Arbitration Association ("AAA") or a local arbitrator affiliated with a national arbitration organization, subject to the other party's approval. It will be administered in keeping with the Expedited Procedures of the Commercial Arbitration Rules ("Rules") of the AAA in effect when the claim is filed. **YOU** may get a copy of these AAA's Rules by contacting AAA at 120 Broadway, 21st Floor, New York, NY 10271, calling 1-800-778-7879 or visiting [www.adr.org](http://www.adr.org). The filing fees to begin and carry out arbitration will be shared equally between **YOU** and **US**. This does not prohibit the arbitrator from giving the winning party their fees and expenses of the arbitration. Unless **YOU** and **WE** agree, the arbitration will take place in the county and state where **YOU** live. Either party may attend the hearing by phone. The Federal Arbitration Act, 9 U.S.C. § 1, et seq., will govern and not any state law on arbitration. **YOU** agree and understand that this arbitration provision means that **YOU** give up **YOUR** right to go to court on any claim covered by this provision. You also agree that any arbitration proceeding will only consider **YOUR** claims. Claims by, or on behalf of, other individuals will not be arbitrated in any proceeding that is considering **YOUR** claims. In the event this Arbitration provision is not approved by the appropriate state regulatory agency, and/or is stricken, severed, or otherwise deemed unenforceable by a court of competent jurisdiction, **YOU** and **WE** specifically agree to waive and forever give up the right to a trial by jury. Instead, in the event any litigation arises between **YOU** and **US**, any such lawsuit will be tried before a judge, and a jury will not be impaneled or struck.

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