

ROYAL SHIELD MAX

USED VEHICLE LIMITED WARRANTY

VEHICLE INFORMATION

Vehicle Identification Number ("VIN") (17 Digits)

Electric

Gas/Hybrid

Diesel

Cab/Chassis (up to F550)

DEALERSHIP INFORMATION

Dealer Signature

Dealer Name

Telephone No

Address (City/State/Zip Code)

P&A Code

PLAN INFORMATION

LIMITED WARRANTY

\$100 Deductible

3 Months/4,000 Miles

**FOR EVEN MORE PROTECTION BE SURE TO ASK ABOUT A
SERVICE CONTRACT AVAILABLE FOR THIS VEHICLE**

WARRANTY TERM

Coverage **BEGINS** at the Signature Date and Current Mileage. Coverage **ENDS** at **THE EARLIER OF** the Number of Months or the Number or Miles from the Signature Date or Current Mileage.

Current Mileage	Plan Term		Plan Expiration	
	Months	Mileage	Date	Mileage

CUSTOMER INFORMATION

Customer Name

Email Address

Address

City/State/Zip Code

For Terms and Conditions, visit our webpage at <https://fordprotect.ford.com/royalshieldmax/> or scan the QR code to the right.



_____ I acknowledge that I read the Used Car Buyer's guide displayed on the vehicle, that the Dealer has explained the terms and conditions of this limited warranty and provided me with a Buyer's Guide and this limited warranty.

Vehicle Purchaser Signature

Signature Date

NOTE: If this Limited Warranty is issued on an ineligible vehicle, it will not be registered by Royal Shield Headquarters and the dealership shall be solely responsible for this Limited Warranty.

ROYAL SHIELD MAX

USED VEHICLE LIMITED WARRANTY

VEHICLE INFORMATION

Vehicle Identification Number ("VIN") (17 Digits)

Electric

Gas/Hybrid

Diesel

Cab/Chassis (up to F550)

DEALERSHIP INFORMATION

Dealer Signature

Dealer Name

Telephone No

Address (City/State/Zip Code)

P&A Code

PLAN INFORMATION

LIMITED WARRANTY

\$100 Deductible

3 Months/4,000 Miles

**FOR EVEN MORE PROTECTION BE SURE TO ASK ABOUT A
SERVICE CONTRACT AVAILABLE FOR THIS VEHICLE**

WARRANTY TERM

Coverage **BEGINS** at the Signature Date and Current Mileage. Coverage **ENDS** at **THE EARLIER OF** the Number of Months or the Number or Miles from the Signature Date or Current Mileage.

Current Mileage	Plan Term		Plan Expiration	
	Months	Mileage	Date	Mileage

CUSTOMER INFORMATION

Customer Name

Email Address

Address

City/State/Zip Code

For Terms and Conditions, visit our webpage at <https://fordprotect.ford.com/royalshieldmax/> or scan the QR code to the right.



_____ I acknowledge that I read the Used Car Buyer's guide displayed on the vehicle, that the Dealer has explained the terms and conditions of this limited warranty and provided me with a Buyer's Guide and this limited warranty.

Vehicle Purchaser Signature

Signature Date

NOTE: If this Limited Warranty is issued on an ineligible vehicle, it will not be registered by Royal Shield Headquarters and the dealership shall be solely responsible for this Limited Warranty.

ROYAL SHIELD MAX

USED VEHICLE LIMITED WARRANTY

VEHICLE INFORMATION

Vehicle Identification Number ("VIN") (17 Digits)

Electric

Gas/Hybrid

Diesel

Cab/Chassis (up to F550)

DEALERSHIP INFORMATION

Dealer Signature

Dealer Name

Telephone No

Address (City/State/Zip Code)

P&A Code

PLAN INFORMATION

LIMITED WARRANTY

\$100 Deductible

3 Months/4,000 Miles

**FOR EVEN MORE PROTECTION BE SURE TO ASK ABOUT A
SERVICE CONTRACT AVAILABLE FOR THIS VEHICLE**

WARRANTY TERM

Coverage **BEGINS** at the Signature Date and Current Mileage. Coverage **ENDS** at **THE EARLIER OF** the Number of Months or the Number or Miles from the Signature Date or Current Mileage.

Current Mileage	Plan Term		Plan Expiration	
	Months	Mileage	Date	Mileage

CUSTOMER INFORMATION

Customer Name

Email Address

Address

City/State/Zip Code

For Terms and Conditions, visit our webpage at <https://fordprotect.ford.com/royalshieldmax/> or scan the QR code to the right.



_____ I acknowledge that I read the Used Car Buyer's guide displayed on the vehicle, that the Dealer has explained the terms and conditions of this limited warranty and provided me with a Buyer's Guide and this limited warranty.

Vehicle Purchaser Signature

Signature Date

NOTE: If this Limited Warranty is issued on an ineligible vehicle, it will not be registered by Royal Shield Headquarters and the dealership shall be solely responsible for this Limited Warranty.

USED VEHICLE LIMITED WARRANTY

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE. TO THE EXTENT ALLOWED BY LAW ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS VEHICLE IS LIMITED IN DURATION TO THE TERM OF THIS WRITTEN LIMITED WARRANTY. WE SHALL NOT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY WILL LAST OR THE EXCLUSIONS OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE WITH RESPECT TO THIS VEHICLE. VALID ONLY IN THE 50 STATES AND CANADA.

This Limited Warranty is between the Customer (hereinafter referred to as "You" or "Your"), and Ford Motor Company (FMC) on Ford and Lincoln vehicles and Ford Motor Service Company (FMSC) on all other vehicles. FMC and FMSC hereinafter shall be referred to as "WE", "US" or "OUR" respectively. In accordance with this Limited Warranty, We agree to repair or replace covered components that fail within the Limited Warranty Period due to defective material or workmanship or normal wear and tear resulting from defective material or workmanship.

LIMITED WARRANTY PERIOD: This Limited Warranty provides coverage for the Limited Warranty Term on the face of this Limited Warranty.

DEDUCTIBLE: For each eligible repair visit you are responsible for paying a \$100 deductible.

ROADSIDE ASSISTANCE COVERAGE: For all vehicle series up to and including E and F-550 and all equivalent vehicle series and, to provide roadside assistance to You as part of this Limited Warranty. Ford/Lincoln Roadside address is P.O. Box 9145, Medford, MA 02155. Roadside Assistance includes: (i) Roadside Assistance Items, (ii) Emergency Travel Expense Reimbursement, and (iii) Destination Assistance.

The Roadside Assistance benefits provided under this Agreement are available from Roadside Assistance 24 hours a day, 7 days a week.

To request roadside assistance or for customer inquiries for Ford or Competitive Make Roadside Assistance call at 800-241-3673 or Lincoln Roadside 800-521-4140. Service providers who provide Roadside Assistance are independent contractors and not employees, agents or representatives of Ours or of Our subcontractors.

ROADSIDE ASSISTANCE ITEMS COVERED: Roadside Assistance provides coverage of up to \$100 in benefits for the following items (including the cost of the service call and labor costs for services performed at the site of the disablement): (a) lock-out assistance; (b) flat tire changes; (c) battery jump starts (electric vehicles main power cell batteries are not included); (d) out of fuel assistance, which provides the delivery of gasoline or diesel fuel to You, including the cost of up to 2 gallons of fuel (5 gallons of diesel fuel for diesel engine vehicles), EV out of charge-we will tow vehicle to your home or business, public charger or EV certified dealer within fifty (50) miles provided that coverage is limited to 3 "no charge" service calls during a 12 month period; (e) towing, when the Vehicle is disabled, provided this coverage is limited to one tow per disablement and (f) winching, when the Vehicle requires standard service from a paved or country maintained road and not for recoveries.

ROADSIDE ASSISTANCE ITEMS NOT COVERED: Roadside Assistance does not provide coverage for: (a) replacement parts, (b) gasoline or diesel fuel (except as otherwise provided herein), (c) tire repair, (d) rental of towing equipment, (e) storage fees; (f) fees for labor performed at a garage or service facility; or, (g) any "out of fuel" service request if the Vehicle is located at Your residence or an operating commercial fueling station; (h) impound towing or towing by a person other than a licensed service station or garage; (i) the assistance of any private parties or (j) alternative fuel (such as compressed natural gas or liquid propane gas).

WHEN YOU CALL FOR SERVICE, YOU WILL BE CONNECTED WITH THE DISPATCHER AND A SERVICE VEHICLE WILL BE SENT TO YOUR LOCATION.

PLEASE PROVIDE THE DISPATCHER WITH:

- 1) Your name, address and the VIN;
- 2) The exact location of the Vehicle; and,
- 3) The nature of Your emergency.

ROADSIDE LIMIT OF LIABILITY: If You prefer to arrange Your own roadside assistance or towing, We will reimburse You up to \$100 per disablement for the emergency expenses You actually incur, provided that within twenty (20) days of the disablement You send a written request for Roadside Assistance benefits that includes a statement of Your loss and the original receipts for Your expenses to Roadside at the address referenced herein.

EMERGENCY TRAVEL EXPENSE REIMBURSEMENT: If Your Vehicle is disabled 100 or more miles from Your residence (according to Roadside Assistance records) as a result of a collision or a mechanical Failure covered by this Agreement. We will reimburse You up to \$1000 for the actual Emergency Travel Expenses You incur within the first 5 days following the disablement.

DESTINATION ASSISTANCE: If the Vehicle is disabled because of a collision or Failure covered by this Agreement and You require transportation to Your destination, We will reimburse Your transportation costs up to \$75. **To receive reimbursement expenses under "EMERGENCY TRAVEL EXPENSE REIMBURSEMENT" and "DESTINATION ASSISTANCE", within twenty (20) days of the disablement, You must send a written request for benefits to Roadside at the address shown herein that includes: (i) a statement of Your loss; (ii) the original receipts for Your expenses; (iii) a copy of the accident report filed with the state or local police (if the disablement is caused by a collision); (iv) a copy of the repair order indicating the service or repairs performed under this Agreement (if the disablement is due to a Failure).**

RENTAL CAR REIMBURSEMENT: You may be eligible for reimbursement of receipted expenses for a rental car or for alternate public transportation (including but not limited to Uber, Lyft, or other modes of public transportation). If: (i) the servicing or repair facility determines that the service or repair is: (a) covered under this Limited Warranty or a New Vehicle Limited Warranty or (b) covered under both this Limited Warranty and the Manufacturer's Limited Warranty or a Ford Motor Company Powertrain, Safety, Emission coverages or a Ford Motor Company manufacturer's recall. If you rent a vehicle, it must be from a Ford or Lincoln dealership or any other commercial agency. If you meet all the eligibility requirements set forth herein, We will reimburse You for vehicle rental charges You actually incur up to the \$40 per day (including tax) for Ford or \$45 per day for Lincoln, BEV and Competitive Make Vehicles and \$72 per day for specific Lincoln Vehicles (Aviator, MKT and Navigator) for up to 10 days or until the repair is complete, whichever occurs first. Rental Car Reimbursements starts when the Vehicle is delivered to the Selling Dealer or other Ford Motor Company franchised dealer for service and the vehicle is inoperable. Rental Car Reimbursements ends at the earlier of 10 days or upon completion of the repair.

WHERE TO GO FOR REPAIRS: It is recommended that you return to Your Selling Dealer or any other Ford or Lincoln franchised dealership in the United States, Canada or Mexico on Ford, Lincoln and Mercury products for repair of a covered component. On Competitive Make products, We recommend that You return to Your Selling Dealer or other repair facility to obtain repairs or services to Your vehicle. If Your Selling Dealer is no longer in business or there is an emergency situation, please contact 1-800-521-4144 for prior authorization and assistance in locating an authorized repair facility. If the Vehicle should need Emergency Service or Repair in Mexico, We require that You return to a Ford or Lincoln Dealership for repairs or services. If the Vehicle is inoperable, You may go to other repair or service facilities if all Ford or Lincoln dealerships within a 25 mile radius are closed.

REPAIRS ARE MADE WITH AUTHORIZED NEW OR REMANUFACTURED PARTS: All repairs will be made with Ford authorized new or remanufactured parts or other products We authorize. If parts are unavailable, We may offer You a cash settlement equivalent to the cost of parts or repair. Royal Shield Headquarters reserves the right to review the requested repair or service or inspect the vehicle before performing any service or repairs.

LOSS LIMITS: Our liability for any one (1) repair visit shall not exceed the current Retail Value of Your vehicle immediately prior to the break down. We will only participate in a repair and have no obligation to remit payment in lieu of repair. Our aggregate liability under this Agreement shall not exceed the Retail Value of Your Vehicle immediately prior to the break down. We will only participate in a repair and have no obligation to remit payment in lieu of repair. All benefits are subject to this limit of liability.

CARE OF VEHICLE: To obtain coverage or reimbursement under this Warranty, you must: (i) properly operate and maintain the Vehicle, and (ii) provide proof of Scheduled Maintenance Services when the Failure appears to be directly related to the lack of required or recommended maintenance for Your Vehicle as outlined in the Owner's or Scheduled Maintenance Guide. Proof of Scheduled Maintenance Services includes maintenance records that show mileage, date of maintenance service, VIN and the maintenance that was performed. Scheduled Maintenance Services require periodic service checks based on mileage intervals and the make and model of Your Vehicle. Please review the Owner's Guide for Your Scheduled Maintenance Service requirements. If You perform Your own Scheduled Maintenance Services, You must maintain a log including date, mileage and description of each maintenance service and provide corresponding receipts for purchases of parts and fluids.

TRANSFERABILITY: This Limited Warranty may not be transferred or assigned.

CANCELLATION: This Limited Warranty is non-cancelable.

USED VEHICLE LIMITED WARRANTY

WHAT IS NOT COVERED BY THIS LIMITED WARRANTY: The following are excluded from coverage:

- a) Repairs covered by manufacturer recalls, insurance or in-force warranty or warranty provided by an insolvent manufacturer or insurer, even if repair coverage has been denied;
- b) Repairs to any engine, transmission and final drive components for damages caused by an after-market (non-factory installed) part including but not limited to: turbocharger, supercharger, Compressed Natural Gas (CNG), Liquid Propane Gas (LPG), Nitrous Oxide fuel system modification or any other performance enhancing powertrain components including but not limited to racing parts or accessories;
- c) Repairs caused by loss of lubricants or fluids or contamination of oil, fluids or fuel. Repairs caused by continued operation of the vehicle after loss of lubricant or fluids or contamination of oil, fluids or fuel;
- d) Repairs caused by: (1) improper or unauthorized service procedures, collisions or other physical damage to the Vehicle; (2) damage caused by a foreign object; (3) unreasonable use (including driving over curbs, overloading, or using the Vehicle as a stationary power source); (4) continued use with an obvious failure; (5) damage from fire or explosions, road hazards, other casualty losses; or (6) losses due to negligence, including racing;
- e) Failures caused by: (1) alterations or modifications of the Vehicle, including the body, chassis, or electronic components, after the Vehicle leaves the control of the manufacturer (2) any part designated for "off road only" that is not installed by the manufacturer, including, but not limited to, lift kits, oversized tires, roll bars, and performance enhancing powertrain components; (3) tampering with the Vehicle or the emissions system and components; (4) installation or use of any mechanical or electrical part not approved, certified or authorized by the Vehicle's manufacturer or any Failure caused by after-market (non-factory approved) PCM reprogramming;
- f) Repairs made to the Vehicle that are required due to a condition that existed prior to the purchase or transfer of this Agreement;
- g) Repairs or services caused by lack of required or recommended maintenance;
- h) Scheduled Maintenance Services;
- i) Repairs needed to a covered part caused by the Failure of a non-covered part;
- j) Repairs to the Vehicle if the odometer is altered, broken, repaired or replaced so that We cannot determine the actual mileage on the Vehicle;
- k) Repairs to the Vehicle necessary due to operation outside of the United States, Guam, Mexico, Puerto Rico, Virgin Islands, American Samoa, or Canada;
- l) Loss of use of the Vehicle, loss of income, special or consequential damages, and personal expenses, such as motels, food, gas and mileage (except as provided by Roadside Assistance);
- m) Rental vehicle charges or fees such as mileage charges, drop-off fees, insurance, or gasoline;
- n) Shop supplies and disposal of environmental wastes from the Vehicle or fuel used during the repair of Your Vehicle or storage fees;
- o) Electrical failures on incandescent bulbs, halogen bulbs, High Intensity Discharge (HID) and LED lamp assemblies;
- p) Service adjustments and cleaning/lubricating procedures, fixed (non-moving) body parts, bumpers, glass, moldings, ornamentation, paint, rust, sheet metal, structural underbody framework, side and rear view mirrors (glass and housing), rattles/squeaks/wind noise/odors/water leaks, tires, tune-ups, wheel balancing, wheel alignment, fogging/moisture of lamp assemblies, weather strips, wheels, wheel studs, wheel covers, convertible top and bow, fabric, liners, fasteners, carpets, dash pad, knobs, trim, upholstery, physical damage or cosmetic issues;
- q) Damage caused by the environment and pollution, including airborne fallout, corrosion, chemicals, debris, tree sap, salt, hail, windstorm, lightning, freezing, flooding, earthquake, snow or ice;
- r) Damage caused by theft, vandalism, terrorism, riot or acts of war;
- s) All Wear Items, including batteries of all types and cables, brakes (front hub, drums, shoes, linings, disc rotors, pads), exhaust system (includes catalytic converter), and software upgrades;
- t) Costs or expenses of Failures not covered by this Agreement including teardown, rental expense, inspection or diagnosis;
- u) The following vehicles and/or usage is not covered by this Agreement: Alpha Romeo, Aston Martin, Bentley, Bugatti, Ferrari, Fisker, Hummer, Lamborghini, Land Rover, Lotus, Maserati, Maybach, McLaren, Porsche, Rolls Royce, Saab, Suzuki, Tesla and Wheego. Acura: NSX; Audi: A8, R8, R9, R20, RS Q8, S8, SQ7 and SQ8; BMW: 6 series, 7 series, 8 series, i8, M series, Z8, Alpina, and Z8; Cadillac: V series, and XLR; Chevrolet: Camaro ZL1, Corvette 427, Corvette Z06, and Corvette ZR1; Dodge: Charger R/T Scat Pack, Challenger R/T Scat Pack, Stealth, and Viper; Ford: Foose F-150, GT, Mustang All Roush Performance Modified Vehicles (except Stage 1 and Stage 2), Shelby GT500KR, GTS, and Supersnake, Tonka and any other Shelby Performance Modified Vehicles, all Saleen modified vehicles, and Transit Connect Electric; Honda: Civic Natural Gas and Fuel Cell X Clarity; Jaguar: XJ series and XK series; Lexus: F, GS-F, LF-A and RC F; Mercedes-Benz: AMG, CL Class, Kompressor, S Class, SL Class, and SLR Class; Nissan: GT-R; and Volkswagen: Phaeton and any model with a W12 engine, taxis, vehicles used for competitive driving/racing/off-road use, all performance modified vehicles (including Hennessey), Fuel cell vehicles, 4X2 equipped vehicles modified with 4X4 AWD capabilities and all Ford vehicles F650 and higher and equivalent non-Ford vehicle series;
- v) Branded Vehicles or any vehicle that does not have a valid or recognizable VIN, or the New Vehicle Limited Warranty is voided, in whole or part by the manufacturer;
- w) Vehicles manufactured for sale outside the United States, or Canada.