

CAC

Car Appraisals & Claims LLC

Money Back Guarantee (MBG)*

Diminished Value Money Back Guarantee Policy - Effective 01/01/2014:

If the claim's final settlement amount is **less than** the insurer's initial offer plus our appraisal fee, we will refund 100% of our appraisal fee.

Examples:

Original Insurance Offer: \$1,250 Appraisal amount: \$2,200 Appraisal cost: \$150 Final Settlement: \$1,300 Settlement Increase: \$50 < \$150 Refund: YES	Original Insurance Offer: \$1,250 Appraisal amount: \$2,200 Appraisal cost: \$150 Final Settlement: \$1,950 Settlement Increase: \$700 > \$150 Refund: NO	Original Insurance Offer: \$0 Appraisal amount: \$1,000 Appraisal cost: \$150 Final Settlement: \$500 Settlement Increase: \$500 > \$150 Refund: NO
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Terms, Conditions and Exclusions

- All settlement offers must be verified before refunds are issued.
- Vehicles with prior accidents or with damage undisclosed to us are exempt from our MBG policy.
- All claim submission and follow up instructions must be followed for the transaction to qualify for our MBG.
- We cannot offer a refund if the claim goes to trial and you request our expert testimony.
- Refunds are only offered on personal claims, corporations or businesses don't qualify for MBG.
- Refunds are offered on ALL qualified claims. If your claim does not qualify for the MBG, we will tell you before you hire us.
- Refunds are only offered on Diminished Value claims.
- You can still use our appraisal for tax purposes even if we issue a full refund.
- We cannot offer a refund if the insurance company reimbursed you for the appraisal cost.
- We don't guarantee the payment of our entire appraised amounts, as claims are normally negotiated.
- We are not attorneys or accountants but auto appraisers, we do not offer legal or tax advice.
- The MBG is not applicable if you signed a release of liability form before hiring us.
- Claims outside of Georgia don't qualify for our MBG unless otherwise agreed upon by CAC.

*Void if prohibited by law.

**DIMINISHED
VALUE** OF
GEORGIA

**DIMINISHED
VALUE** ATLANTA

**DIMINISHED
VALUE** CAROLINA

**DIMINISHED
VALUE** BUREAU

Effective 01/01/2014 and supersedes all other communication.

Money Back Guarantee Exclusion Acknowledgement:

I _____ understand that my claim does NOT qualify for a money back guarantee. I make payment knowing that the appraisal I am ordering is given to me on an AS-IS basis.

Vehicle: _____

Signature: _____

Date: _____