



Claims Department  
P.O. BOX 91880 West  
Vancouver, BC V7V 4S4  
[dk@serviceplan.ca](mailto:dk@serviceplan.ca)  
Phone: 1-800-663-1708  
Fax: 604-922-9758

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## D-K CHEMICAL & DK9000 MODULE CLAIM PROCEDURE

1. Customer contacts Dealer or Dealer notes damage at the time of inspection. Dealer or Customer must contact Diamond-**Kote's** Claims Department immediately via email: [dk@serviceplan.ca](mailto:dk@serviceplan.ca) and forward the information below (section 2) or call 1-800-663-1708 for further instruction. All claims must be filed within thirty (30) days of the Customer becoming aware of any damage. Claim submission forms are available at [www.diamondkote.com](http://www.diamondkote.com).
2. Dealer or Customer must send Diamond-Kote the following information:
  - ◇ Odometer reading of vehicle
  - ◇ **Customer's** D-K warranty number or **customer's** name and V.I.N. #
  - ◇ Description and location of damage
  - ◇ Date when the customer first noticed the damage
  - ◇ Date customer reported damage to dealer
  - ◇ Photographs of damaged area(s)
  - ◇ Proof of all annual inspections (if applicable, see warranty terms and conditions)
  - ◇ Repair estimate for the covered area(s) only
3. Once Diamond-Kote receives the completed claim form (available at [www.diamondkote.com](http://www.diamondkote.com)) and all mandatory claim information, the Diamond-Kote Customer Service Representative will review the information and then contact the Dealer or Customer to inform them if the claim has been approved, declined or if additional information is required.
4. If the claim has been approved a Diamond-Kote Customer Service Representative will then contact the Dealer or service repair facility by email, fax, mail, or telephone with the authorization claim number so they in turn can contact the Customer and commence with the authorized repair.
5. If a claim has been declined, the Diamond-Kote Customer Service Representative will contact the Customer and Dealer by email, fax, mail, or telephone with an explanation.
6. Once the repair has been completed, the Dealer and/or servicer will forward the final invoice (along with the claim number) to Diamond-Kote Warranty Services, via e-mail, fax or mail at the above noted addresses.
7. Once the final invoice (with the claim number) has been received, Diamond-Kote Warranty Services will process payment accordingly. The cheque will be released (mailed) to the Dealer or Servicer in approximately 30 days from the date the cheque has been authorized.

If you have any further questions or concerns, please contact your local DK representative or Diamond-Kote Warranty Services at [dk@serviceplan.ca](mailto:dk@serviceplan.ca).