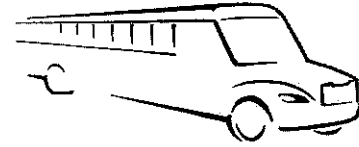




**Matthews  
Buses Inc.**



Matthews Buses Inc.  
2900 Route 9  
Ballston Spa NY 12020  
(800) 373-0175

Karie Faulkner – Warranty x517  
Tracey Cancilla – Warranty x236

### WARRANTY REIMBURSEMENT POLICY

As budgets continue to tighten, warranty reimbursement becomes more and more important to your bottom line. In an effort to offer you convenience and limited vehicle downtime, we have offered our customers the opportunity to do their own warranty work. It is our job at Matthews Buses to make sure this program runs smoothly for all concerned.

In order for us to submit your claim request with the appropriate manufacturer, we must have some basic information, before calling Matthews Buses, please gather the fleet number or last 8 digits of the VIN and miles on the unit. We need to be contacted within 30 days of any repair, failure to provide us with the information within that time frame could result in a rejection of your claim. The manufacturers also often request failed parts returned. We have very limited time to do so. **Unfortunately, if the claim is rejected as a result, you will be billed for and responsible for the “no charge parts” that were originally sent you.** You will be contacted when the parts need to be returned or feel free to return the parts at time of contacting us.

Matthews Buses Inc  
Karie Faulkner  
201 Charles St  
Maybrook , NY 12543

Matthews Buses Inc  
Tracey Cancilla  
2900 Route 9  
Ballston Spa, NY 12020

If your request includes labor, please be sure to express the nature of work to be done. Body work must be inspected by a Matthews representative, assigned an authorization number and supported by pictures prior to the commencement of work- identifying vehicle and detailed repair area. The amount of labor reimbursed will be based upon the claimants and the manufacturers labor rate and allowable hours.

If you have any questions concerning warranty policy, please contact us at the above listed phone numbers.

Thank you,