



SERVICE CONCERN, DAMAGE & REIMBURSEMENT POLICY

A simple guide to what happens if you believe a CTG service caused a problem

If we caused the problem, we will take responsibility for the reasonable and necessary approved costs to make it right.

WHAT TO DO

- 1** Report the concern promptly. Contact the same CTG Express Lube location within 72 hours of your service.
- 2** Protect the vehicle. If you see a low-oil, oil-pressure, major leak, or similar warning, safely stop, shut off the engine, and call us. Tow the vehicle when driving could cause more damage.
- 3** Let CTG review it. We will document the concern. Executive Leadership will meet within 24 hours and contact you about next steps.
- 4** Use an approved repair facility. Take the vehicle to its manufacturer-authorized dealership or another facility CTG approves.
- 5** Wait for repair approval. Give CTG a reasonable opportunity to review the diagnosis and estimate before repairs begin.
- 6** Complete approved repairs promptly. Approved repairs should begin within 30 days of CTG's approval.

THE 72-HOUR REPORTING WINDOW

Please report suspected service-related issues to the location that performed the service within 72 hours. Fast notice helps us document the concern, identify the cause, and prevent added damage. A late report is not automatically denied, but CTG will review it case by case.

IMPORTANT: STOP IF A WARNING APPEARS

Never ignore a low-oil warning, oil-pressure warning, significant oil leak, or other lubrication-related warning after service. Safely stop, turn off the engine, and contact CTG. Continued driving may cause or worsen engine damage and may affect responsibility or reimbursement.

REPAIRS & REIMBURSEMENT

What CTG may cover - and what we need from you

DIAGNOSIS AND REPAIR APPROVAL

Use a manufacturer-authorized dealership unless CTG approves another facility. Before authorizing work, give CTG a reasonable opportunity to review the diagnosis, findings, and proposed repairs. Work performed without this review may affect our ability to determine responsibility or reimburse the expense.

WHAT CTG MAY REIMBURSE

When the diagnosis and CTG's review confirm that our service caused the damage, CTG may reimburse reasonable, necessary, and approved costs for repairs, towing, and standard rental transportation. Itemized receipts and supporting documents are required.

TOWING

If continued operation is unsafe or could cause more damage, tow the vehicle to the approved facility. When CTG accepts responsibility for the underlying issue, reasonable and necessary towing costs may be reimbursed with an itemized receipt.

RENTAL VEHICLES

CTG does not provide rental vehicles directly. If an approved rental is reasonably necessary, the customer must rent it in their own name. Reimbursement is limited to standard, reasonably priced transportation during the approved repair period - from delivery to the repair facility until the customer is notified the vehicle is ready.

RENTAL COSTS NOT COVERED

The customer remains responsible for insurance, deductibles, damage, fuel, upgrades, additional drivers, traffic or parking violations, late fees, and other optional or incidental charges. Luxury, exotic, specialty, premium, or performance rentals are not reimbursed.

COSTS NOT REIMBURSED

CTG does not reimburse lost wages, missed work, missed appointments, meals, personal purchases, or other personal or incidental expenses. A receipt alone does not guarantee reimbursement; the expense must be related to confirmed CTG-caused damage and approved by CTG.

WHAT IS NOT CTG-CAUSED DAMAGE

Pre-existing conditions, unrelated mechanical failures, manufacturer defects, normal wear, and conditions outside the service CTG performed are not considered CTG-caused damage.

30-DAY REPAIR REQUIREMENT

Approved repairs should begin within 30 days of CTG's approval. Delays can allow additional damage to occur. If repairs do not begin within that period, CTG may reconsider responsibility based on the circumstances.

OUR COMMITMENT

Report the concern promptly, protect the vehicle from additional damage, and work with the servicing CTG location through diagnosis and repair. We will review the facts fairly and communicate the next steps clearly.

If we messed up, we're going to make it right.

Customer-facing summary of CTG Express Lube's service concern policy. Specific situations are reviewed based on the facts and available documentation.