WHY BRING YOUR PLAN TO US

We take *your plan*

Most dealerships won't accept aftermarket warranty plans. We work with most of them, and we file the claim for you.

- Licensed **MBUSA XENTRY** diagnostics, readings and photos sent with your claim
- We tell you **what's covered and your share** before any work starts
- Our repairs carry a **3-yr / 36K** warranty



705 N. Main St, Summerville

> *"Know what your plan covers before something breaks, not after."*

ELITE BENZ

Mercedes Specialist

Elite Benz is here for all your Mercedes-Benz service and repair needs. We fix what other shops can't. We're committed to being the highest-quality alternative to the dealership. When you need your Mercedes fixed right and fast, call Elite Benz.

Read the full guide

Scan for the in-depth article, photos and answers on our Benz Tips page.

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After-hours key drop box

4.9★ Carfax · **5.0★** Google · **BBB** A+ · **3 yr** / 36k

Independent Mercedes-Benz specialist. Not affiliated with or endorsed by Mercedes-Benz USA.

ELITE BENZ

Mercedes Specialist



CLIENT EDUCATION · WARRANTY PLANS

Extended warranty? *What to expect*

How a claim really works, why it takes a few extra days, and what to check before you buy a plan.

STEP BY STEP

How a claim *works*

1. You call us and tell us you have a plan. Have the plan number handy.
2. We diagnose with **XENTRY** and find what failed.
3. We open the claim and send our findings.
4. The plan sends **its own inspector** or adjuster.
5. The plan makes **its own decision** on what it pays.
6. They get back to us, usually **about a day later**.
7. We tell you your share; **you approve** before work starts.
8. We fix it, backed by our **3-yr / 36K** warranty.



Mercedes and AMG only

IT ISN'T US

Why it takes *longer*

REGULAR REPAIR	WITH A WARRANTY PLAN
1–3 days	3–5 days
diagnose, approve, fix	their inspector + approval

The extra days come from the plan's steps: scheduling their inspector, reviewing the claim and sending an answer. We can't start the covered repair until they approve it.

Their adjuster decides

We show exactly what failed, with readings and photos. If their adjuster says it isn't covered, the plan won't pay. We explain your options first.

Plan on some out-of-pocket

There's almost always a deductible or parts and labor the plan won't pay. **We adjust our pricing to keep your share as low as we can.**

BEFORE YOU BUY

Four checks *first*

- **Get a Mercedes-specialist inspection.** Problems before the plan starts won't be covered. Ours is $275.
- **Research the company.** Google reviews, the Better Business Bureau, real owners' stories.
- **Read the contract.** Not the sales pitch. Know the exclusions.
- **Know the payout limit.** Some low-priced plans only pay up to what you paid, like a forced savings account.

Before you sign

Bring the contract in. We'll tell you how it treats the repairs we see most on your model.

Have a plan and a problem?

Call us with your plan number. We diagnose, open the claim and keep you posted.

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