



USA Cancellation Form

Use this form to cancel an existing contract.

Cancel an Existing Contract. Contracts may be cancelled by the Customer at any time and for any reason. Customers wishing to cancel their contract must initiate the request with their dealer. Refunds are processed to the dealer within 30 days. The dealer is responsible for refunding to the customer the full refund amount provided to the dealer, as well as the full and correct refund amount owed by the dealer to the customer, if applicable. Requests will not be processed if any information is missing from this form.

Cancel an Existing Contract AND Replace with a New Contract. Contracts may be cancelled by the Dealer without Customer approval if the Existing Contract has an incorrect Term, Coverage, or Plan. Currently, our portal prohibits a serial number from being used if it already exists on an active contract; therefore, the Existing Contract must be cancelled by Us before the New Contract is entered by You. **IMPORTANT NOTE:** Once AIG cancels the Existing Contract, it can NOT be un-done. Please allow 5 -10 business days for the cancellation to process. Refunds are processed to the dealer within 30 days. The New Contract MUST meet standard sales guidelines at time of entry by You. The New Contract will be subject to standard wait periods based on the New Contract Purchase Date. The customer will be notified of the Existing Contract's cancellation if the New Contract is not entered within 30 days of the cancellation.

Refunds: You will be refunded according to the standard cancellation policy below. In addition, any refund you owe to the customer must also be in compliance with this policy:

- Full refunds, less any claims, will be processed for contracts that are cancelled within 60 days from the Contract Purchase Date
- Prorated refunds, less any claims, will be processed for contracts that are cancelled after 60 days from the Contract Purchase Date

Cancellation Date: _____ Default _____ (Date cancellation is received by AIG or postmarked via US mail.)

Items in **bold** are required.

Dealer Information

Dealer Name: _____ **Dealer ID:** _____

Your Name: _____ **Your Title:** _____

How should we communicate with you if additional information is required or if this request should be denied?

E-mail _____ Fax _____ Mail _____

Customer Information

Equipment Owner: _____ **Company Name:** _____
(Company Contact) (First) (Last)

Phone: _____

Installation Address: _____
(Please confirm the installation address from the contract)

City: _____ **State:** _____ **Zip Code:** _____

Cancellation Details

Contract Number(s) to be Cancelled: _____

- Reason for Cancellation:**
- Customer request: _____
 - Dealer Error. New Contract will be re-entered within 30 days of cancellation (select Reason).
 - Wrong Term (i.e. Customer purchased a 10 year plan, but a 5 year plan was originally submitted).
 - Wrong Coverage Type (i.e. Customer purchased Labor Plus, but Labor Only was originally submitted).
 - Wrong Tier (i.e. Customer purchased Tier 1 SKU, but Tier 2 SKU was originally submitted).
 - Other (explanation required): _____

Customer Signature: _____ **Date:** _____

Dealer Signature: _____ **Date:** _____