



CUSTOMER AGREEMENT CANCELLATION REQUEST

Cancellation requests must be submitted by the Customer through the Selling Dealer or directly to the Program Administrator. Cancellation requests will be processed within 5-10 business days and sent to the Selling Dealer for completion. Please allow additional time for the Selling Dealer to process any additional paperwork. All refunds will be issued through the Selling Dealer. If there is an active lease or retail installment sales contract, the Selling Dealer will send the refund to the financial institution of record. If proof of pay-off or trade is provided, then the Customer will receive the refund.

Customer Information

Name	Phone Number	E-mail
Street Address	City	State ZIP

☐ Check here if the Customer's address or telephone number has changed from the Customer information listed on the applicable product Agreement

Dealer Information

Name	Dealer Number
Street Address	City State ZIP
Phone Number	E-mail

☐ Check here if not the Selling Dealer

Vehicle Information

VIN (Required)	Year	Make	Model	Purchase Mileage/Current Mileage (Required)
Financial Institution	Agreement/Addendum Purchase Date	Date Vehicle Traded/Paid-Off/Repossessed		

Which Product(s) Are You Requesting To Be Cancelled? (Check all that apply)

Contract Number(s) (if available)

☐ Vehicle Service Contract	☐ Pre-Paid Scheduled Maintenance	☐ Platinum Vehicle Protection Package* (with or without Cosmetic)
☐ Livery Vehicle Service Contract	☐ Used Maintenance	☐ Tire & Wheel Protection (with or without Cosmetic)
☐ Certified Pre-Owned Wrap	☐ Term Protection Plus (with or without Rotors)	☐ Dent & Ding Protection
☐ Maintenance Wrap Plus	☐ Lease-End Protection	☐ Windshield Repair Protection
☐ Maintenance Wrap	☐ GAP/GAP Plus	☐ Key Replacement Protection
☐ Pre-Paid Maintenance with Tire Rotations		

* If you purchased a Platinum Vehicle Protection package, a request for the cancellation of one product will result in the cancellation of all products purchased.

Reason For Cancellation (Check Only One) Additional supporting documentation may be required.

Dealer (For all Dealer-requested cancellations dealer signature must be provided):

☐ Duplicate VIN ¹	☐ Duplicate Submission
☐ Incorrect VIN ¹	☐ Dealer Issued in Error/Unwind

Customer (For all Customer-requested cancellations customer signature must be provided):

☐ Customer Does Not Want the Product	☐ Trade/Sold Date: ² _____
☐ Total Loss Date: ² _____	☐ Early Pay-Off/Termination Date: ² _____

¹ Signed buyer's order for correct vehicle required.

² Documentation must be provided if cancellation form is submitted 30 days or more after the event.

Financial Institution Information (including promotional financing)

If there is an active lease or retail installment sales contract, this section must be completed. All cancellation refunds with an active lease or retail installment sales contract are due to the lessor or lienholder.

Name	Account Number
Street Address	City State ZIP

Cancellation Requested By Dealer:

Dealer Printed Name	Title	Dealer Authorized Signature	Effective Date
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Cancellation Requested By Customer:

Customer First Name	Last Name	Customer Signature	Effective Date
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Cancellation Policy

If the Customer's lease or retail installment sales contract is paid in full, provide a copy of the lien release or lease termination and check the early pay-off/termination date box. Otherwise, the Administrator will issue the refund and check to the Financial Institution of record, as determined by the Administrator. If the cancellation of the Agreement occurs as a result of a default under the finance agreement or the repossession of the covered vehicle, any refund due may be paid directly to the lessor or lienholder. State-specific cancellation rules may apply. **Please see the applicable consumer Agreement for specific cancellations rules.**

Send This Form and all Supporting Documents to:

Phone: 1-888-477-9771
 Email Address: cancellations@genesispreservationplan.com
 Mailing Address: Genesis Protection Plan Administrator, Two Concourse Parkway, Suite 500, Atlanta, GA 30328