



# Standard Claims Process

## Accidental Damage to a Unit

1. Complete the provided claim form and submit via email or fax to our claims department. Please remember to complete every field listed to prevent delays.
2. Once the claims department receives your claim form, they will contact a repair depot in our network if approved.
3. The depot will mail or email you the appropriate materials to send your unit in for repair.
4. Please package the unit in the provided box and use the label to send the unit in for repair. Please include any applicable deductibles made payable to the depot.
5. Once the repairs are completed, the depot will ship the unit back to you. We will settle up with the depot directly for the cost of repair. Deductible payments are to be made to the depot directly. If the unit is damaged beyond repair, you will be mailed a check or replacement unit.

## Theft of a Unit

1. File a police report and obtain copy of it.
2. Please complete the provided claim form.
3. Submit the claim form and police report via email or fax to our claims department.
4. You will be mailed a check or a replacement unit if approved.

## Vandalism of a Unit

1. File a police report and obtain copy of it.
2. Please complete the provided claim form.
3. Submit the claim form and police report via email or fax to our claims department.
4. We will then follow the steps listed above for "Accidental Damage of a Unit" to repair or replace the vandalized unit if approved.

## Claim Department Contact Information

Address: 1337 S Western Rd, Stillwater, OK 74074

Phone Number: (800) 620-2885

Fax Number: (405) 334-5418

Email Addresses: [groupclaims@worthavegroup.com](mailto:groupclaims@worthavegroup.com)  
[claims@worthavegroup.com](mailto:claims@worthavegroup.com)

## Things to Remember

To prevent delays, please make sure to complete the claim form in its entirety.

In the event of theft or vandalism, please report the incident to authorities as soon as possible.

If you receive a replacement unit or purchase a replacement unit with a reimbursement check, please make sure to report the new serial number to us, so we can update your policy to cover the new unit.

Send changes to: [changes@worthavegroup.com](mailto:changes@worthavegroup.com)

Type of Coverage	Worth Ave. Group Insurance	Worth Ave. Extended Service Plan	Manufacture Standard Warranty
Unlimited Claims	✓	✓ **	
Manufacturer Defect	✓ *	✓	✓
Mechanical Failure	✓ *	✓	✓
Accidental Damage (Drops / Spills)	✓	✓ *	
Cracked Screen	✓	✓ *	
Liquid Submersion	✓	✓ *	
Fire	✓		
Flood	✓		
Natural Disasters	✓		
Power Surge by Lightning	✓		
Theft	✓		

\*\* For Premium Extended Service Plan Only.

\* Optional Accidental Damage Coverage offered under ESP.

Worth Ave. Group

1337 S Western Rd | Stillwater, OK 74074

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