

Thank you for choosing Sterling RV Services to service your RV! If you've never submitted a warranty or insurance claim for an RV before, we're here to help you. *It is important you read this entire Cheat Sheet!*

Unfortunately, RV warranties and insurance policies can be a paperwork labyrinth. The OEMs, manufacturers and providers all do things a little differently. We suggest that you begin by reading our blog post, "[Does Sterling RV Services LLC Process Warranty or Insurance Claims?](#)"

It's important that you be your own advocate. It is your responsibility to understand the coverage, terms and conditions of your policy. You will be responsible for any cost of any portion of the claim that is denied or not covered under your policy. We recommend contacting your provider before scheduling service so you know what's covered and what isn't.

Is Sterling RV Services Licensed and Insured?

Sterling RV Services LLC is a licensed and insured RV mobile service repair business with a Federal EIN, LLC registration, warranty, and both general and professional liability insurance.

Customer Alerts About Warranty & Insurance Claims

- **Most warranty claims will require at least two (2) visits** - one for diagnosis, one for repair after the estimate is approved and the parts are ordered. *Both visits will incur mileage charges.*
- **Many times, your warranty will NOT cover the entire cost of the repair!** In particular, RV manufacturer and appliance OEM warranties can be rather stingy, and we may choose not to work with the company because of this. If you cancel a claim in-process,, we ask that you compensate Sterling RV Services for the mileage and time so far incurred.
- **Sometimes, a warranty claim can take longer than if you paid out of pocket.** This is because of additional paperwork, repair approval, parts shipping, etc.
- **Rates and charges may vary when compared to our standard rates.*** Please see our [Rates & Services](#) page and our [Payment Policies](#) page for more information. If you choose to pay Sterling RV upfront and submit receipts for reimbursement, we only charge you our standard labor rate.

Questions to Ask Your Policy Provider

- Does your policy allow for repairs completed at independent repair facilities?
- Does your policy cover **mobile RV repair services**? If so, does it have special conditions, such as whether your RV is disabled or broken down while traveling?
- Does your policy cover service call fees or **mileage charges**? Is there a maximum payout per visit or per claim?
- Does your policy pay for **parts and supplies** at actual cost, MSRP, or some other value? Or will your parts be shipped directly from the OEM?
- Does your policy cover **time for diagnostics**? If so, is it actual time-on-task or flat rate?
- Does your policy cover the actual **labor rate**, the national average, or a predetermined labor rate?
- Does your policy require a formal estimate for authorization, or are you allowed to submit receipts for reimbursement? * If so, is there a time limit or monetary maximum?