



INFINITI MOBILITY ASSIST PROGRAM

MOBILIZE AND BE REIMBURSED UP TO \$1000!

The INFINITI Mobility Assist Program is committed to making every INFINITI vehicle accessible. To help make this happen, we are offering up to a \$1,000 reimbursement on your purchase and installation of qualified adaptive equipment.

To request reimbursement, follow these three easy steps:

1

COMPLETE MOBILITY CLAIM FORM

Complete the INFINITI Mobility claim form on Page 2.

2

GATHER REQUIRED DOCUMENTATION

Locate the following documents:

- Vehicle purchase or lease agreement
- Copy of invoice from NHTSA or NMEDA registered installer
- Proof of customer payment (receipt) for equipment/installation
- Medical documentation as described in the program rules

2

SUBMIT FORM AND REQUIRED DOCUMENTATION

Submit the Mobility Claim Form from Step 1 and the required documentation from Step 2 via email to INFINITIMobilityAsst@biworldwide.com or fax **855-264-0005** within 90 day of installation. Please allow 6-8 weeks to receive reimbursement after all required paperwork has been received by INFINITI

CONTACT INFORMATION

Requests for assistance with claim forms and documentation may be submitted via email at INFINITIMobilityAsst@biworldwide.com or via fax at **855-264-0005**.

INFINITI MOBILITY CLAIM FORM

CUSTOMER INFORMATION

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

State:

ZIP Code:

Phone:

Email Address:

VEHICLE AND ADAPTIVE EQUIPMENT INFORMATION

Vehicle Identification Number (VIN):

Equipment Installation Date:

Installer Name:

Installer City:

Installer State:

Product(s) Installed:

Invoice Amount:

Product(s) Installed:

Invoice Amount:

Product(s) Installed:

Invoice Amount:

Product(s) Installed:

Invoice Amount:

PROGRAM DETAILS

Program Rules:

- New vehicles only; vehicle must be purchased or leased from a participating INFINITI retailer after 4/01/2020
- Used sales and Fleet sales are not eligible under this program
- Only vehicles sold, registered & operated in the United States are eligible for this program
- INFINITI Mobility Assist reimbursement cannot be applied toward the purchase or lease of the vehicle
- Only one reimbursement per vehicle
- All leased vehicle modifications should be approved by lessor
- For existing leases through INFINITI Financial Services (IFS), the following types of adaptive equipment have been pre-approved: Hand Controls, Wheelchair/Scooter Lift, Left Foot Accelerator, Turning Automotive Seating
- Adaptive equipment must be installed after vehicle has been retailed and within 6 months of purchase or lease from an authorized INFINITI retailer
- Requests for reimbursement must be made within 90 days after the equipment is installed
- Adaptive equipment must be medically necessary in order to operate the INFINITI vehicle or transport passengers with a documented physical disability
- To receive reimbursement for vehicle modifications, medical documentation must be submitted to INFINITI (clearly stating the disability or impairment for which the equipment is intended)
- The documentation must be prepared on official letterhead of and signed by a licensed, certified medical professional
- Installer must be registered with NHTSA or NMEDA and customer must provide INFINITI with a receipt from the installer
- The vehicle modifications must fall within those permitted under the NHTSA exemption as set out in 49 CFR §595.7
- INFINITI Accessories are not eligible for reimbursement
- INFINITI reserves the right to change program rules, including the amount, terms and conditions of reimbursement, and/or discontinue the program at any time, for any reason, with or without notice

Exceptions

- INFINITI will not provide reimbursement for the purchase and/or installation of equipment that has already been fully claimed and fulfilled by medical insurance
- A reimbursement made by another source, such as medical insurance, will be subtracted from the customer's original total expense. (Example: Total expense \$5,000, Insurance reimbursement \$4,000, Customer expense, \$1,000. The customer expense of \$1,000 will be reviewed and considered for a maximum of \$1,000 reimbursement.)

Warranty Information

- Adaptations are not warranted by INFINITI, please consult with your installer and/or equipment provider for warranty information
- Any damage to the vehicle due to adaptive equipment or its installation may void or not be covered under the INFINITI New Vehicle Limited Warranty
- INFINITI assumes no responsibility for death, injuries, or damage related to the installation of adaptive equipment

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