

# CHECK LIST

**IMPORTANT:** Please be advised that failure to properly complete and submit the required forms and documentation may result in the New Motor Vehicle Arbitration Board (MVAB) office **returning** your entire packet to you for completion. This will delay your filing process. If you have any questions or do not understand the instructions, please contact the MVAB office at 603-227-4385.

You must send to the MVAB **and** to the manufacturer (manufacturer address enclosed – Zone Office Address List) the following documents and enclosures:

- Completed Demand for Arbitration
- Completed Summary of Repair History

**Clear, legible photocopies** of all documents listed below:

- Purchase agreement (also called vehicle invoice, buyer's invoice or purchase invoice) **OR** Lease agreement (if vehicle is leased)
- Retail installment contract (loan agreement on purchased vehicles)
- Manufacturer's express warranty ("what is covered and what is not covered" language found on page in the warranty booklet or owner's manual). Extended Service Contracts do **not** apply
- All repair orders that apply to the condition for which you are filing
- Motor vehicle registration(s) (All registrations, past and current which apply as of the first repair)
- Amount of excise and/or sales tax paid (applies to vehicles not registered in NH)
- Proof of current insurance (copy of insurance card, etc.)
- Consumer's filing fee of \$50, a check or money order payable to STNH-DMV

Send the manufacturer's packet Certified/Return Receipt Requested so that when you receive the Return Receipt you will have a record of when the manufacturer received notification. **You must keep an extra copy of the packet you send to the MVAB and manufacturer for your own records.**