

Poorman Automotive Warehouse (PAW) Labor Claim Policy

Last updated 5/15/2026

PAW labor claim policy provides warranty reimbursement for professional installation of parts, when parts have failed due to manufacturer defects, paying certified shops a percentage of their lowest published labor rate based on policy guidelines. Claims are typically processed within 72 hours and paid as a credit to the customers account.

- Only active PAW commercial accounts, in good standing, may submit Labor Claims.
- Labor Claims MUST be submitted within 90 days of the Warranty work being performed.
- Labor Claims MUST be submitted properly and timely using the current official Labor Claim Submittal Form. Forms can be downloaded from the Poorman Auto Website and filled out / submitted online at poormanautosupply.com/labor-claim-submittal-form.
- Poorman is never obligated to reimburse a shop for more hours than shown in the labor guide available through the Poorman Auto Connection Catalog Labor Guide for the part / installation being claimed.
- labor claim coverage is not offered on any gaskets unless manufacturer defect is clearly the cause of failure.
- Qualified accounts will be reimbursed a percentage of their lowest published shop labor rate. Reimbursement percentage will be based on the customers net average monthly Poorman Auto purchases over the prior 90 days as detailed below:
 - Silver Lvl customers will be reimbursed at 50% of their lowest published labor rate.
 - Gold Lvl customers will be reimbursed at 75% of their lowest published labor rate.
 - Platinum Lvl customers will be reimbursed at 100% of their lowest published labor rate.
- Poorman Auto Customer Levels are defined based on net average monthly purchases over the 90 days prior to the labor claim being submitted. Customer levels are defined as;
 - Silver Lvl Customers have net average monthly purchases of less than \$1,000 / month.
 - Gold Lvl Customers have net average monthly purchases of \$1,000 - \$2,000 / month.
 - Platinum Lvl Customers have net average monthly purchases of over \$2,000 / month.
- Poorman Auto reserves the right to refuse any labor claim anytime any aspect of the PAW Labor Claim Policy has been violated.
- **Claim Limits:**
 - Claims are limited to a maximum of 5 hours or \$500, whichever comes first.
 - Claims are limited to parts purchased by PAW, with proof of purchase, AND warranty part purchased by PAW where possible.
 - Silver Lvl customers may submit 1 labor claim per quarter (4 labor claims / calendar year)
 - Gold Lvl customers may submit up to 6 labor claims / calendar year
 - Platinum Lvl customers may submit up to 8 labor claims / calendar year
 - All Claims are contingent and dependent upon complete and proper installation practices and procedures being followed and proper vehicle maintenance being adhered to.

If you have questions regarding the PAW Labor Claim Policy, or need help submitting a Labor Claim, please contact your Primary PAW Location Manager, or contact Shane McCullough at shanem.poormans@gmail.com