



5 KNOWLEDGE BOMBS FOR YOUR WARRANTY EXPERIENCE

Provided by Team P.A.N.D.A.

1. DO NOT ATTEMPT TO SCHEDULE A WARRANTY SERVICE APPOINTMENT BEFORE CONTACTING THE MANUFACTURER FOR A WORK ORDER.

We know it sounds kind of mean, but seriously, we are looking out for you on this one. It may seem inconvenient, but as your mother told you, “a stitch in time, saves nine”. If the claim is authorized with a work order or claim number, **typically** coverage won’t be denied later. That means you will not be surprised with a bill that will make you angrier than Marty McFly when you call him a “chicken”. If you fail to get a work order from the manufacturer prior to the repair and then the claim is denied by the manufacturer, you will be responsible for the service charges.

2. YOUR PROOF OF PURCHASE (POP) IS DISTURBINGLY ESSENTIAL FOR YOUR FUTURE!

A receipt from the purchase of your appliance (POP) is **required** for any warranty claim to be authorized and paid. New construction homes (not kidding) require a closing document. The POP must be provided prior to scheduling your work order to prevent ridiculous amounts of frustration. If you (the appliance owner) have no means of providing the POP electronically before the appointment, the POP must be physically provided to the technician before any diagnosis or repair can be performed. If no POP is available (hey, we get it, it happens), a standard service call rate will be collected at the time of service. Otherwise, we end up in a bizarre situation of having to leave without performing a diagnosis as we will not be reimbursed by the manufacturer for any work performed which is clearly depressing and no one likes this situation.

3. IT IS IMPORTANT TO KNOW IN ADVANCE OF SCHEDULING YOUR WORK ORDER, THAT YOU MAY BE RESPONSIBLE FOR THE REPAIR - “GREAT SCOTT!”

Claims for warranty may get rejected for a few reasons that include, but are not limited to: Out of Warranty Period (the warranty has expired); Improper Use (example: commercial use of a residential appliance; improper care of appliance (negligent damage to unit or failure to use appliance as recommended by manufacturer); etc. In these situations, the completed repairs **do not** get covered under warranty, and they get rejected when we file the claim. This means that we are not paid by the warranty provider i.e. the manufacturer or third-party warranty company. The owner of the appliance then becomes responsible for paying us (the service provider) for the repair. The manufacturer or extended warranty company can/will repay you the balance if (and when) the claim does get authorized.

“This is heavy” - Marty McFly

4. THERE ARE OPTIONS IF YOUR CLAIM IS REJECTED OR DENIED (and you don’t have a flux capacitor).

There is a \$75 administration fee if our office team must open and create a claim after a service visit or if a claim has been denied. Customers (you) are welcome to work directly with the warranty company directly to obtain reimbursement for yourselves without incurring that fee, but refusal of the warranty provider to accept or process a claim will not exempt you from the responsibility to pay for services.

Remember that in addition to any fees charged for the services provided, failure to pay service charges incurred will result in collection fees, that will include reasonable attorney fees and court costs necessary to secure payment

- *“Your future is whatever you make it, so make it a good one” - Doc. Brown*

5. WE ARE REQUIRED TO FOLLOW THE MANUFACTURER OR EXTENDED WARRANTY PROCEDURES & RULES (88mph and 1.21 gigawatts is no joke people...)

We **do not** make these rules, the warranty provider (manufacturer or third-party warranty provider) makes them. This means we are not paid for services that are not authorized by the warranty provider. If the technician is asked to perform services or diagnosis beyond what is authorized by the warranty provider, the service company (us) will not be paid by the warranty provider for that service or time. If the customer (you) requests these out of coverage services be performed, an additional charge will apply for which the customer (you) will be responsible. Such additional services could include but are not limited to; working on an uninsured appliance, vent cleaning, or staying on site for several hours through an entire cycle to wait for an irregular sound/movement.

We hope these were educational and maybe even a little entertaining. Now you have the knowledge!

