



**We'll Protect Your Investment,
While You Enjoy Your Home!**

ServicePlus Home Warranty

A ServicePlus Home warranty can help you avoid worrying about the high cost of repairing or replacing your home's covered appliances or mechanical systems. Limitations and exclusions apply.

We're committed to providing you the right services and the right people at the right times.

HOME BUYERS PROTECTION

When buying a home, you never know what to expect. Everything may look great on the outside, but what's on the inside is what matters most. A ServicePlus Home Warranty can help alleviate some concerns of after-sale major system or appliance breakdowns.

When a covered item fails due to normal wear and tear, simply submit your claim request and we'll assign a local technician to diagnose your problem and offer a solution. However, in rare cases where we're unable to provide a contractor for a repair or replacement, we may offer a cash buyout instead. See terms & conditions for details.



WHY DO I NEED A HOME WARRANTY?

A single breakdown can cost you more than 1 year of coverage! Without a ServicePlus Home Warranty, consumers typically pay these amounts to repair or replace items.*



Air Conditioner
Typical Repair: \$500
Typical Replacement: \$3,500



Refrigerator
Typical Repair: \$350
Typical Replacement: \$1,300



Washer & Dryer
Typical Repair: \$400
Typical Replacement: \$1,350

* Based on estimated retail ranges of typical appliance replacement costs. Includes repair and replacement data from nationwide independent contractors. Prices may vary by state. ServicePlus reserves the right to offer cash back in lieu of repair or replacement. Limitations and dollar amount caps may apply. ServicePlus's home warranty is designed to help you manage these

HOME SELLERS WARRANTY

When selling your home, the last thing you want to worry about is the expense of repairing or replacing your home's major systems and appliances. Home warranties offer limited protection against unforeseen household repair bills. This can be a value-added incentive when listing your property for sale. In addition, a home warranty can also reduce a seller's after-sale exposure by shielding the buyer from covered repairs.

If you have an older home, you may want to consider adding a home warranty. With newer homes constantly coming on the market, the warranty will help entice your buyer to steer your way. Home buyers logically prefer warranties that are included in the sale of a home.



ADDITIONAL HOME WARRANTY BENEFITS INCLUDE:

- ✓ Convenience, savings, and peace of mind
- ✓ Superior customer service
- ✓ Value added service to attract home buyers
- ✓ Minimize after sale concerns
- ✓ 24/7 claims hotline



How Does it Work?

With ServicePlus Home Warranty, it's easy to get service for your home's covered systems and appliances. Simply follow these easy steps when a covered breakdown occurs:



1. CONTACT US

Check your Service Agreement to verify the item is covered by your policy. If it is, call 1-800-545-0402 or file your claim online. Our claims hotline is available 24 hours a day, 7 days a week, 365 days a year! Wait times may vary. General Customer Service is open during normal business hours.



2. CONTRACTOR ASSIGNED

ServicePlus will assign a local technician to diagnose your covered request. In rare cases where we're unable to provide a contractor for a repair or replacement, we may offer a cash buyout instead. See terms & conditions for details.



3. SCHEDULE SERVICE

The contractor will contact you to schedule a mutually convenient appointment during normal business hours to visit your home and diagnose your covered item. Limitations, exclusions, and dollar amount caps apply. Deductible due at time of service call.



4. YOU'RE IN GOOD HANDS!

When the service contractor arrives at your home, you pay a small Service Call Fee. You're covered item will be repaired or replaced as specified in your Service Agreement. Non-covered and incidental charges may apply to certain repairs and replacements.

**REAL ESTATE
PROFESSIONALS
GET VIP TREATMENT
AT THE CONCIERGE DESK**



- ✓ Toll free VIP connection to ServicePlus Specialists
- ✓ Streamlined response to your inquiries
- ✓ Extended hours during peak season



Frequently Asked Questions

? What is a home warranty plan?

A ServicePlus home warranty is a service contract that provides repair or replacement of your homes covered major systems and appliances that fail due to normal wear and tear. The contract covers things like your A/C system, refrigerator, oven and water heater. If we can't fix something, we'll replace it – or provide an alternative solution. Certain limitations and exclusions apply.*

? When does coverage begin?

Coverage begins 30 days from enrollment and receipt of applicable contract fees. Covered items must be in good working order at time of activation and claims can be placed only after 30-day waiting period. We reserve the right to waive the 30-day grace period so long as you provide proof or prior coverage, showing no lapse of coverage, from another home warranty provider. Waiving of the 30-day waiting period is at the sole discretion of ServicePlus.

? How do I place a claim for service?

Placing a claim is easy! Simply call our Claims Department at [1-800-545-0402](tel:1-800-545-0402) or file your claim online at www.serviceplus.com

? Is everything in my home covered by the warranty?

A ServicePlus service contract covers the repair or replacement of many well-maintained system and appliance breakdowns, but not necessarily the entire system or appliance. Terms and conditions apply. Please refer to contract for limitations and specifics on response times. Covered items must be in good working order at time of activation and dollar amount caps may apply. Non-covered and incidental charges may apply to certain repairs and replacements.

? What happens if a covered system or appliance can not be repaired?

If the unit can not be fixed, then we will replace the unit subject to the terms, conditions, and limitations set forth in your service agreement. ServicePlus reserves the right to offer cash back in lieu of repair or replacement in the amount of our actual cost, which at times may be less than retail, to repair or replace any covered system, component, or appliance. Please be sure to read your contract carefully.

? Is there a limit on the number of claims I can place?

There is no limit on the number of times you can request service. There are monetary limits on coverage as set forth in your service agreement.

? Is there a fee to transfer a policy?

No. There is no fee to transfer your home warranty.

? How do you rate and monitor your service contractors?

We have an extensive network of service contractors, which are local, licensed and insured if applicable. Technicians are monitored and graded on their performance through our customer satisfaction survey program. If, for any reason, we're unable to provide a contractor for the repair or replacement, we may offer you a cash payout instead. This amount is based on what we'd normally pay for parts and labor (which is often less than retail prices), minus the cost of the contractor's diagnosis.

*ServicePlus offers service contracts which are not warranties. A ServicePlus service contract covers the repair or replacement of many well-maintained system and appliance breakdowns, but not necessarily the entire system or appliance. Terms and conditions apply. See contract for limitations and specifics on response times. Covered items must be in good working order at time of activation and dollar amount caps may apply. Non-covered and incidental charges may apply to certain repairs and replacements. Deductible due at time-of-service call. ServicePlus service contracts are not available in California.

REQUESTING SERVICE IS EASY!



Call: 1-800-545-0402
or Visit our Website



**One of our service
contractors will contact
you to schedule an
appointment**



**You pay a small
trade call fee**
Based on your selected plan

