



**Service App 24-7**  
*"Service by Excelsior"*



Available for iPhone, iPad and Android phones. Please download our "Service by Excelsior" app to get access to exclusive benefits you won't find anywhere else.

Helpful features and information can be had from the comfort of your own home or on the go!



Delivery Date

Invoice Number

## The Not So Fine Print

- Repairs or replacements due to misuse, mishandling or abuse are excluded and not eligible for service.
- Appliances used for commercial applications, whether or not this use is in the plan owner's residence, are not eligible for service.
- Appliances covered under either service plan must be mechanically inoperable to be repaired or replaced, with the exception of the bonus coverages (see inside for more details). This does not include scratches, dents, chipping, cigarette burns, discolouring / yellowing / fading, deterioration of appearance, general soiling, stains, rusting and loss or damage resulting from external causes.
- Repair, replacement or cleaning of light bulbs, fuses, filters, shelves, drawers, handles, cables or any add-on devices or peripherals are not eligible for service, with the exception of the bonus coverages (see inside for more details).
- Once the original appliance covered by this service plan has been replaced or has incurred repairs up to the original purchase price, the service plan will be deemed as having fulfilled its obligations.
- In the event that a service call is placed and the technician finds that there is no fault that is covered by the service plan, we will cover the cost of this call 1 time only. If this happens a second time and a technician is sent to a service call with no fault found, the owner of the service plan will be billed for the costs associated with the service call. If payment is not received, the service plan on the item associated with the service call will be cancelled until payment is made.
- Maximum liability of either service plan is the original purchase price less applicable taxes of the inoperable item only as it appears on the invoice.
- Service is provided for the inoperable item only, and does not cover servicing or repair or replacement of any "pairs" or "sets" of appliances purchased at the same time as the damaged item.
- In the event an appliance requires installation / uninstallation, any associated charges for this are not covered by this service plan.
- See the Terms and Conditions for more details.

**1-800-661-7313**  
**service@phoenixamd.com**

For complete terms and conditions,  
 please go to our website [www.phoenixamd.com](http://www.phoenixamd.com)



**WATCH ME!**



For QR code readers:  
[www.phoenixamd.com/qr/Readerd-eng.html](http://www.phoenixamd.com/qr/Readerd-eng.html)

	No stress; we are there for you	
	1-800 Number available exclusively to Excelsior customers with a dedicated and professional staff, starting on the first day of delivery	
	100% Parts and labour for mechanical breakdowns (non cosmetic)	For a period of 5 years, we will find the best service technician to assist you
	Surge protection	
	Unlimited service calls; up to a maximum value of the original purchase price	
	No deductible and no personal expense (during the term of the service plan)	
	In-home service by a certified technician	
	Repetitive breakdown clause (after 3 failures for same component during term of plan)	
	Option to renew	
	Transferable	
	On select appliances Supplementary coverage: BONUS	
	Frozen Food Spoilage: BONUS	(up to \$250 refrigerator freezer, up to \$500 chest freezer)
	When purchased with Service Plan; One (1) Year BONUS coverage (washing machine only)	
	When purchased with Service Plan; Six (6) Months BONUS coverage (washing machine only)	
	When purchased with Service Plan; One (1) Year BONUS coverage (dishwasher machine only)	
	One time only "No fault found" service call covered.	

## BONUS COVERAGES

We offer our clients a complete service for parts and labour for 5 years, in addition to the Legal guarantee\* and the normal manufacturer's warranty.



### STOVE, RANGE, SMALL OVEN, & COOKTOP

- coverage of 1 time repair for broken doors and shelves, 6 time repair for broken drawer wheels, and 6 time repair for broken temperature control knobs.



### DISHWASHER

- coverage of 1 time repair for a broken cutlery basket.



### REFRIGERATOR & FREEZER

- frozen food loss (5 Year: R \$250 / F \$500).
- coverage of 2 time repair for broken shelves and drawers.

\* Legal guarantee applies to Quebec residents