



we care for what you

Love™



Appliance Service Experience
Administration Manual

Welcome to the Excelsior™ Appliance Service Plan

Congratulations on choosing to offer the Excelsior™ Appliance Service Plan to your clients.

This program is designed to give clients buying a new appliance peace of mind, and at the same time, enable our retail partner to achieve the highest potential profitability through recommended complementary sales.

As an authorized retail partner of our Excelsior™ Appliance Service Plan, this Administration Manual will outline the program and the procedures to follow when setting up and offering the program in your store.



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Quick Reference Contacts

Order Processing & Follow Up

B2B Service Re-Ordering
& Service Plan Registration Enquiries: 1-800-661-7313 Option 3

B2B Service Email: sales@phoenixamd.com

B2B Service Fax: 1-905-427-4433

Accounting Telephone Enquiries: 1-800-661-7313 x 237

Accounting Email registration@phoenixamd.com

Accounting Fax: 1-905-427-2166

Service Plan Claims

B2C Service Telephone Enquiries & Claims: 1-800-661-7313 Option 2

Claims Service Email: service@soswarranty.com

Register a claim on-line: www.phoenixamd.com/service.html

Mailing Address: Phoenix A.M.D. International Inc.
41 Butler Court, Bowmanville, Ontario L1C 4P8

B2C Claims Department Fax: 1-905-248-3672

Program Pricing and SKU's

Pricing as of August 2019

These price sheets contain the costing of the program along with the retail pricing to enter in your sales system, and is not for retail use. For post delivery pricing, please refer to the next page.



APPLIANCE SERVICE PLAN PRICE LIST

3 YEARS TOTAL					5 YEARS TOTAL				
Retail Range	Code	Suggested Retail	Retailer Cost	Gross Profit	Retail Range	Code	Suggested Retail	Retailer Cost	Gross Profit
1 - 250\$	19P3A02	\$39.99	20.00	\$19.99	1 - 250\$	19P5A02	\$79.99	42.00	\$37.99
251 - 500\$	19P3A05	\$69.99	35.00	\$34.99	251 - 500\$	19P5A05	\$109.99	60.00	\$49.99
501 - 750\$	19P3A07	\$99.99	50.00	\$49.99	501 - 750\$	19P5A07	\$149.99	80.00	\$69.99
751 - 1000\$	19P3A10	\$119.99	60.00	\$59.99	751 - 1000\$	19P5A10	\$199.99	105.00	\$94.99
1001 - 1,250\$	19P3A12	\$149.99	75.00	\$74.99	1001 - 1,250\$	19P5A12	\$219.99	115.00	\$104.99
1,251 - 1,750\$	19P3A17	\$169.99	85.00	\$80.00	1,251 - 1,750\$	19P5A17	\$239.99	125.00	\$114.99
1,751 - 2,250\$	19P3A22	\$219.99	110.00	\$110.00	1,751 - 2,250\$	19P5A22	\$299.99	155.00	\$144.99
2,251 - 2,750\$	19P3A27	\$239.99	120.00	\$120.00	2,251 - 2,750\$	19P5A27	\$359.99	190.00	\$169.99
2,751 - 3,250\$	19P3A32	\$299.99	150.00	\$150.00	2,751 - 3,250\$	19P5A32	\$399.99	210.00	\$189.99
3,251 - 4,000\$	19P3A40	\$329.99	165.00	\$165.00	3,251 - 4,000\$	19P5A40	\$439.99	220.00	\$220.00
4,001 - 5,000\$	19P3A50	\$349.99	175.00	\$175.00	4,001 - 5,000\$	19P5A50	\$499.99	260.00	\$239.99
5,001 - 6,000\$	19P3A60	\$449.99	225.00	\$225.00	5,001 - 6,000\$	19P5A60	\$639.99	330.00	\$309.99
6,001 - 7,000\$	19P3A70	\$549.99	275.00	\$275.00	6,001 - 7,000\$	19P5A70	\$729.99	375.00	\$354.99
7,001 - 8,000\$	19P3A80	\$599.99	300.00	\$300.00	7,001 - 8,000\$	19P5A80	\$829.99	425.00	\$404.99
8,001 - 9,000\$	19P3A90	\$649.99	325.00	\$325.00	8,001 - 9,000\$	19P5A90	\$929.99	475.00	\$454.99
9,001 - 10,000\$	19P3A100	\$699.99	350.00	\$350.00	9,001 - 10,000\$	19P5A100	\$1,029.99	525.00	\$504.99
10,001 - 15,000\$	19P3A150	\$999.99	500.00	\$500.00	10,001 - 15,000\$	19P5A150	\$1,499.99	750.00	\$750.00
15,001 - 20,000\$	19P3A200	\$1,299.99	650.00	\$650.00	15,001 - 20,000\$	19P5A200	\$1,899.99	950.00	\$950.00
20,001 - 25,000\$	19P3A250	\$1,599.99	800.00	\$800.00	20,001 - 25,000\$	19P5A250	\$2,399.99	1200.00	\$1,200.00
25,001 - 30,000\$	19P3A300	\$1,999.99	1000.00	\$1,000.00	25,001 - 30,000\$	19P5A300	\$2,999.99	1500.00	\$1,500.00
30,001 - 35,000\$	19P3A350	\$2,399.99	1200.00	\$1,200.00	30,001 - 35,000\$	19P5A350	\$3,599.99	1800.00	\$1,800.00
35,001 - 40,000\$	19P3A400	\$2,799.99	1400.00	\$1,400.00	35,001 - 40,000\$	19P5A400	\$4,199.99	2100.00	\$2,100.00
40,001 - 45,000\$	19P3A450	\$3,199.99	1600.00	\$1,600.00	40,001 - 45,000\$	19P5A450	\$4,799.99	2400.00	\$2,400.00
45,001 - 50,000\$	19P3A500	\$3,499.99	1750.00	\$1,750.00	45,001 - 50,000\$	19P5A500	\$5,399.99	2700.00	\$2,700.00
50,001\$ - plus	19P3APL	8% of retail	4% of retail	4% of retail	50,001\$ - plus	19P5APL	12% of retail	6% of retail	6% of retail

To download or view an updated copy of our program pricing, click on the link listed below.

Program Pricing for Appliance

www.phoenixamd.com/appliance/APPL-35PL-19E.pdf

Program Pricing and SKU's

Pricing as of August 2019

These price sheets contain the costing of the program along with the retail pricing to enter in your sales system, and is not for retail use. For a retail price list card, please refer to the next page.



POST DELIVERY (day 46 - 12 months) APPLIANCE SERVICE PLAN PRICE LIST

3 years TOTAL				
Retail Range	Code	Suggested Retail	Retailer Cost	Profit
1 - 250\$	PD19P3A02	\$45.99	23.00	\$22.99
251 - 500\$	PD19P3A05	\$80.99	42.00	\$38.99
501 - 750\$	PD19P3A07	\$115.99	58.00	\$57.99
751 - 1000\$	PD19P3A10	\$137.99	69.00	\$68.99
1001 - 1,250\$	PD19P3A12	\$171.99	86.00	\$85.99
1,251 - 1,750\$	PD19P3A17	\$195.99	98.00	\$97.99
1,751 - 2,250\$	PD19P3A22	\$253.99	127.00	\$126.99
2,251 - 2,750\$	PD19P3A27	\$275.99	138.00	\$137.99
2,751 - 3,250\$	PD19P3A32	\$345.99	173.00	\$172.99
3,251 - 4,000\$	PD19P3A40	\$379.99	190.00	\$189.99
4,001 - 5,000\$	PD19P3A50	\$401.99	201.00	\$200.99
5,001 - 6,000\$	PD19P3A60	\$517.99	259.00	\$258.99
6,001 - 7,000\$	PD19P3A70	\$631.99	316.00	\$315.99
7,001 - 8,000\$	PD19P3A80	\$689.99	345.00	\$344.99
8,001 - 9,000\$	PD19P3A90	\$747.99	374.00	\$373.99
9,001 - 10,000\$	PD19P3A100	\$805.99	403.00	\$402.99
10,001 - 15,000\$	PD19P3A150	\$1,149.99	575.00	\$574.99
15,001 - 20,000\$	PD19P3A200	\$1,495.99	748.00	\$747.99
20,001 - 25,000\$	PD19P3A250	\$1,839.99	920.00	\$919.99
25,001 - 30,000\$	PD19P3A300	\$2,299.99	1150.00	\$1,149.99
30,001 - 35,000\$	PD19P3A350	\$2,759.99	1380.00	\$1,379.99
35,001 - 40,000\$	PD19P3A400	\$3,219.99	1610.00	\$1,609.99
40,001 - 45,000\$	PD19P3A450	\$3,679.99	1840.00	\$1,839.99
45,001 - 50,000\$	PD19P3A500	\$4,025.99	2013.00	\$2,012.99
50,001\$ - plus	PD19P3APL	9% of retail	4.5% of retail	4.5% of retail

5 years TOTAL				
Retail Range	Code	Suggested Retail	Retailer Cost	Profit
1 - 250\$	PD19P5A02	\$91.99	48.00	\$43.99
251 - 500\$	PD19P5A05	\$126.99	69.00	\$57.99
501 - 750\$	PD19P5A07	\$173.99	92.00	\$81.99
751 - 1000\$	PD19P5A10	\$229.99	121.00	\$108.99
1001 - 1,250\$	PD19P5A12	\$252.99	132.00	\$120.99
1,251 - 1,750\$	PD19P5A17	\$275.99	144.00	\$131.99
1,751 - 2,250\$	PD19P5A22	\$344.99	178.00	\$166.99
2,251 - 2,750\$	PD19P5A27	\$413.99	219.00	\$194.99
2,751 - 3,250\$	PD19P5A32	\$459.99	242.00	\$217.99
3,251 - 4,000\$	PD19P5A40	\$505.99	253.00	\$252.99
4,001 - 5,000\$	PD19P5A50	\$574.99	299.00	\$275.99
5,001 - 6,000\$	PD19P5A60	\$735.99	380.00	\$355.99
6,001 - 7,000\$	PD19P5A70	\$839.99	431.00	\$408.99
7,001 - 8,000\$	PD19P5A80	\$954.99	489.00	\$465.99
8,001 - 9,000\$	PD19P5A90	\$1,069.99	546.00	\$523.99
9,001 - 10,000\$	PD19P5A100	\$1,184.99	604.00	\$580.99
10,001 - 15,000\$	PD19P5A150	\$1,724.99	863.00	\$861.99
15,001 - 20,000\$	PD19P5A200	\$2,184.99	1093.00	\$1,091.99
20,001 - 25,000\$	PD19P5A250	\$2,759.99	1380.00	\$1,379.99
25,001 - 30,000\$	PD19P5A300	\$3,449.99	1725.00	\$1,724.99
30,001 - 35,000\$	PD19P5A350	\$4,139.99	2070.00	\$2,069.99
35,001 - 40,000\$	PD19P5A400	\$4,829.99	2415.00	\$2,414.99
40,001 - 45,000\$	PD19P5A450	\$5,519.99	2760.00	\$2,759.99
45,001 - 50,000\$	PD19P5A500	\$6,209.99	3105.00	\$3,104.99
50,001\$ - plus	PD19P5APL	13% of retail	6.5% of retail	6.5% of retail

To download or view an updated copy of our program pricing, click on the link listed below.

Program Pricing for Appliance Post Delivery
www.phoenixamd.com/appliance/APPL-35PDPL-19E.pdf



Point of Purchase Material

To download or view a copy of our Point of Purchase Materials (P.O.P), click on the links listed below.

Point of Purchase Materials:



Brochure

www.phoenixamd.com/appliance/APPL-35-BRO-01E.pdf



Don't Use it, Don't Lose it Brochure Inserts

50% vs 100% Credit back: www.phoenixamd.com/appliance/19DUDL-01E.pdf

100% Credit back: www.phoenixamd.com/appliance/19DUDL-100-01E.pdf



Retail Price List Card(s)

Regular Pricing: www.phoenixamd.com/appliance/APPL-35RPLC-01E.pdf

Post Delivery: www.phoenixamd.com/appliance/APPL-35RPLPD-01E.pdf

Placing Re-orders for P.O.P. Materials

There are 2 options for placing a re-order for any of the **Excelsior™ Service Plan** in-store Point of Purchase Materials.

1. Electronic Order form

Download a copy of the electronic order form by using the link below. Fill in your information and order, then click the **Submit** button inside the form to send your order to our **B2B Service** team.

Download Order form Link: www.phoenixamd.com/appliance/APPL35-REORDER-E.pdf

2. Contact Business to Business Service Team (B2B) at:

Phone: **1-800-661-7313** Option 3

Email: sales@phoenixamd.com

Fax: **905-427-4433** - Attention B2B Service



Renewals

Renewals are extensions of the original Service Plan, and terms and conditions remain the same.

Consumers looking to renew a Service Plan for their appliance must contact Phoenix A.M.D. International Inc. at **1-800-661-7313** Option **2** or email at service@soswarranty.com

Renewal Policy

All Excelsior™ Appliance Service Plans are eligible for renewal, if certain conditions are met:

- The appliance must have at least 30 days remaining on the original Excelsior™ Service Plan
- The appliance is for residential use only
- Renewals can be purchased for only one (1) year at a time, up to a maximum of seven (7) years from the original delivery date of the appliance

If a multiple appliance purchase was made, renewal Service Plans must be purchased and registered individually for each appliance. The renewal is an extension of the Original Service Plan, and terms and conditions remain the same.

Renewal Process

- Contact Customer Service at **1-800-661-7313** Option **2** or by email at service@soswarranty.com to verify the consumer's eligibility
- If submitting a request by email, include the consumer's name, phone number, delivery date as well as the invoice number
- For further details and pricing, contact the B2B Customer Service Department at **1-800-661-7313** option **3** or by email at sales@phoenixamd.com

Post Delivery & Late Registration Policy

How Post Delivery Pricing works

At the time of purchase, and for a period of 30 days after delivery, if your customer chooses to purchase an Excelsior™ Service Plan, regular pricing for the Service Plan would apply. After the appliance is delivered to the customer's home, and the 30 day grace period has elapsed, an Excelsior™ Service Plan can still be purchased, but at Post-Delivery pricing.

Purchasing an Excelsior™ Service Plan after delivery, must meet the following criteria:

- Service Plan must be purchased within 11 months of the appliance being delivered
- The appliance(s) must still be covered for a minimum of 30 days under the Manufacturer's Warranty Period
- The appliance is for residential use only

When registering a post delivery Service Plan, enter the date of delivery of the appliance(s), not the date of the purchased Service Plan. All Service Plan Terms and Conditions, as well as coverages remain the same and become effective from the date of delivery.

Late Registration Policy

All Service Plans must be registered on the Excelsior™ registration website, excelsiorprotection.com, within 45 days from the date of delivery.

Service Plans registered 45 days after the date of delivery, will be charged Post Delivery pricing. Regular Service Plan pricing will no longer be valid.

If a Service Plan is not registered by a retailer, and a claim is submitted by a consumer, the following steps will be put into effect by SOS Warranty Services Inc.:

1. Request a copy of the consumers invoice
2. Advise the Retail Partner they will be responsible for paying for the first claim
3. Inform the Retail Partner that the Post Delivery pricing will be charged for the Service Plan, in order for SOS Warranty Services Inc. to cover the remainder of the Service Plan term

The Service Plan must be sold within the 11th month of the manufacturer's warranty period. If exceeded the 11 month period, claims and registration will be declined.

Invoicing and Registration

The Service Plans you enter on the website will be invoiced several times during the month.

Invoices will be generated on the **1st, 8th, 15th, 22nd & 29th**, as well as the **last day of the month**.

It is important to register your Service Plans on a timely basis to ensure proper invoicing and registration. Service Plans not registered within 45 days of their delivery date may cause delays in servicing a customer's claim and will be subject to a 15% late registration fee.

For any questions you may have concerning your invoices, please contact our **B2B Customer Service Department** at **1-800-661-7313 Option 3** or at **registration@phoenixamd.com**

Service Plan Registration Options

Option 1 – Monthly registration through an e-file transfer

E-files are generated by your instore software. The software produces a file of all Excelsior Service Plans sold, and collects the data in a format that can be sent to Phoenix A.M.D. International Inc. for registration.

Requirements

A comma-delimited file ([.CSV or .DAT](#)) format is required to be exported from the sales software used in-store or head office. Click on the “CSV or DAT” link above to view an example.

The retailer creates a report on the first day of each month for deliveries made the previous month and emailed to registration@phoenixamd.com. Monthly registrations must be received by the 5th of the month.

Should you be interested in using this process, contact **1-800-661-7313** Ext. **333**. Your software provider will require your authorization for Phoenix A.M.D. International Inc. to discuss the implementation, on your behalf, with them directly.

Option 2 – Register Service Plans online at excelsiorprotection.com

To register your on-line profile, follow the steps below to create an account on the excelsiorprotection.com website.

There are 3 easy ways to set up your registration account profile

1. Register an account on excelsiorprotection.com (see pg. 10 for step by step instructions)
2. Call the B2B Service team directly at **1-800-661-7313** Option 3
3. Email sales@phoenixamd.com

Once the account is set up, you will receive a confirmation by email; your account may take up to 24 hours to become active

On-line Account Set Up & Registration

Once the program has been implemented in your store and you have been trained on how to sell the program, you will receive your Phoenix Division Number and Account Number from our B2B Customer Service Department. With this information, you can set up your on-line registration profile.

Below is a short outline of the process to set up your store for on-line registrations and how the program will work in your store

- Set up your login credentials. Within 24 hours, you will receive an email confirming your username & password for the online registration site
- Using the login credentials, you will log in to a registration session
- Register Service Plans sold
- Make corrections to the Service Plans entered if required
- We will invoice the Service Plans registered
- You can request corrections to Service Plans that have already been invoiced

The following pages will describe each of the above steps and features in detail.

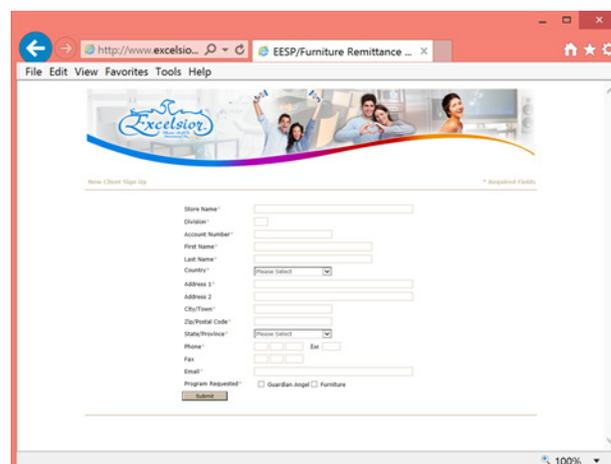
On-line Profile Set Up

Before you can start using the Excelsior Service Plan on-line registration module, you will need to register your store and get a username and password. To do so, follow the simple steps below.

1. Enter the site www.excelsiorprotection.com. At the login screen, click on **New Registration**

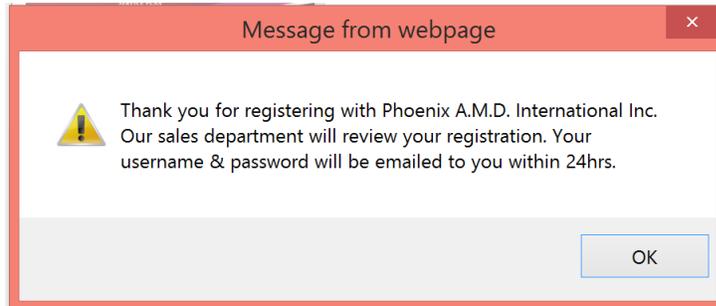


2. Enter the information requested on the Sign-up sheet. All items with an asterisks (*) are mandatory fields
Click **Submit** when completed



On-line Profile Set Up (Cont'd)

3. You will see a pop-up window that informs you that you will receive your username and password within 24 hours



Check your email account for your **“Phoenix A.M.D International Inc. Confirmation”** message containing your username and password. (If not found in your email, please check your junk mail folder)

Your account may take up to 24 hours to become active

Note: If you wish to change the password you are given, send us an email with your request and the password you wish to have to registration@phoenixamd.com. We will change the password for you and provide you with a confirmation by email.

Write your username and password below for future reference.

Username: _____ Password: _____

Registering Service Plans On-line

Once you have received your username/password combination, you can log-on to the site to begin registering the Service Plans you have sold.

Go to excelsiorprotection.com and enter your username and password.

Select **Guardian Angel**

Once logged on, you will be at the **Add Warranties** page. You can access the website as many times as needed to enter your registrations. You can enter your Service Plans on a daily or weekly basis. You must enter invoices one at a time.

Follow these easy steps:

1. In the top section, enter the invoice number, customer and sale information required
2. Select the appropriate **Item Category** in the drop-down box. A grid will open where you can enter all the items on the invoice you are registering
3. In the grid table, enter the Item, Manufacturer, Model Number and Retail value for each item that you enter in the list

The screenshot shows the 'ADD WARRANTIES' page on the Excelsior Service Plan website. The form contains the following fields and values:

- Invoice Number: 12345
- Last Name: SMITH
- First Name: JAMES
- Phone Number: (555) 555 0101
- Email Address: (empty)
- Date of Sale: 8/7/2019
- Delivery Date: 8/7/2019
- Preferred Language: ENGLISH
- Sales Person: (empty)

The 'Item Category' dropdown is open, showing a list of categories. The 'Item' table below has the following structure:

Item*	Des*	Model*	Retail*
WASHER	HOME APPLIANCES		
WASHER	POST-DELIVERY HOME APPLIANCES		
WASHER	TV AND PROJECTORS		
WASHER	ELECTRONICS-CAMERAS-SMALL APPLIANCES		
WASHER	SMART PHONES AND IPODS		
WASHER	ELECTRONIC TABLETS		
WASHER	COMPUTERS		
WASHER	RENEWAL 4TH YEAR - APPLIANCE-SINGLE		
WASHER	RENEWAL 5TH YEAR - APPLIANCE-SINGLE		
WASHER	RENEWAL 6TH YEAR - APPLIANCE - SINGLE		
WASHER	RENEWAL 7TH YEAR - APPLIANCE - SINGLE		
WASHER	ELECTRONICS		
WASHER	POST DELIVERY - ELECTRONICS		
WASHER			
WASHER			

4. Once you have entered the retail values, you will see a **Warranty Code** drop-down menu appear. Use the drop-down list to select the appropriate Service Plan code for the invoice you are registering

Registering Service Plans On-line (Cont'd)

ADD WARRANTIES

Invoice Number:* 12345
Last Name : SMITH
First Name : JAMES
Phone Number:* (555) 555 0101
Email Address :
Date Of Sale :* 8/7/2019
Delivery Date :* 8/7/2019
Preferred Language* ENGLISH
Sales Person :*
Item Category:* HOME APPLIANCES

Item1*	Descr	Mfr*	Model*	Retail*
WASHER		GE	G1234	1,200.00
DRYER		GE	E3456	1,000.00
REFRIGERATOR		GE	R4567	1,500.00
WASHER				

Warranty Code: 1022A40
1895A40

5. When you have completed the form, click **Submit**

Repeat the above steps for each Service Plan

After you enter a Service Plan, they are immediately available to be modified or removed. Our **invoice cycles** occur every 7 days and on the last day of the month.

Modifications or deletions can be made up until 11:59 PM Eastern Standard Time on the 7th, 14th, 21st, 28th and the last day of the month.

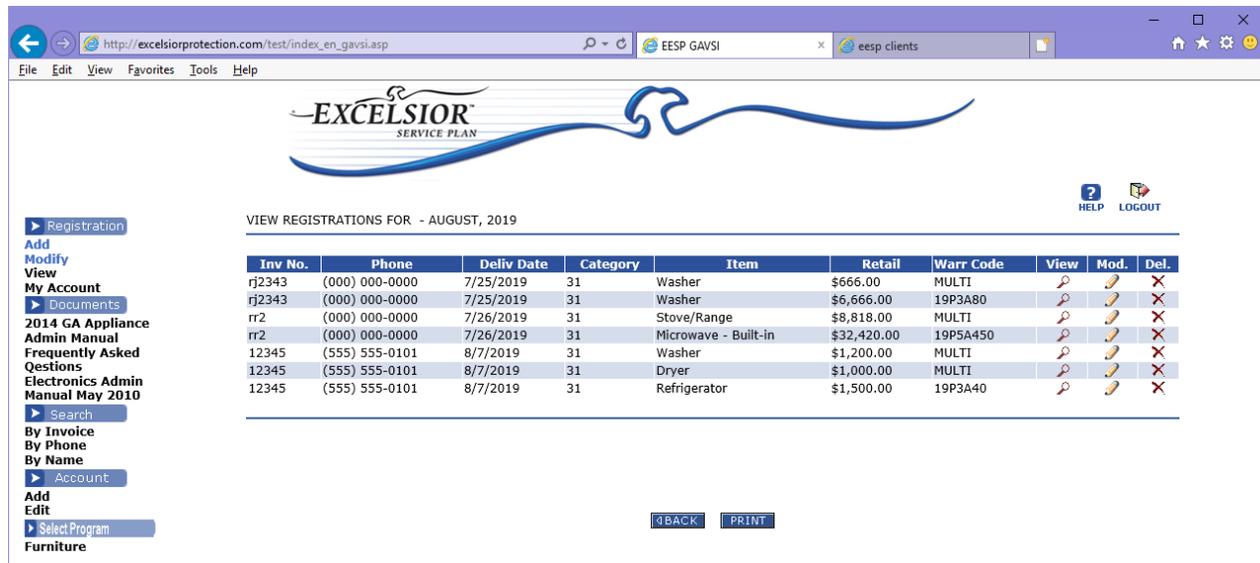
See the following section for instructions on making modifications or deletions before the end of the invoice cycle.

Please refer to your Retail Price List on page 5 for the SKU's available and pricing.

Making On-line Corrections & Changes

All Service Plans you have entered within an invoice cycle (entered but not billed by Phoenix A.M.D. International Inc.), are saved under the **Modify** tab on the website. Click on **Modify** to see what you have entered and make corrections, if needed.

The Service Plans will stay in the **Modify** tab until the end of the weekly invoice cycle. As long as the Service Plans are in this list, you can make changes and even delete them from the list.



The screenshot shows a web browser window with the URL http://excelsiorprotection.com/test/index_en_gavsi.asp. The page title is "EXCELSIOR SERVICE PLAN". The main content area displays "VIEW REGISTRATIONS FOR - AUGUST, 2019" and a table of registrations. The table has columns for Inv No., Phone, Deliv Date, Category, Item, Retail, Warr Code, View, Mod., and Del. The table contains 7 rows of data. Below the table are buttons for "BACK" and "PRINT". On the left side, there is a navigation menu with options like "Registration", "Add", "Modify", "View", "My Account", "Documents", "2014 GA Appliance Admin Manual", "Frequently Asked Questions", "Electronics Admin Manual May 2010", "Search", "By Invoice", "By Phone", "By Name", "Account", "Add", "Edit", "Select Program", and "Furniture".

Inv No.	Phone	Deliv Date	Category	Item	Retail	Warr Code	View	Mod.	Del.
rj2343	(000) 000-0000	7/25/2019	31	Washer	\$666.00	MULTI			
rj2343	(000) 000-0000	7/25/2019	31	Washer	\$6,666.00	19P3A80			
rr2	(000) 000-0000	7/26/2019	31	Stove/Range	\$8,818.00	MULTI			
rr2	(000) 000-0000	7/26/2019	31	Microwave - Built-in	\$32,420.00	19P5A450			
12345	(555) 555-0101	8/7/2019	31	Washer	\$1,200.00	MULTI			
12345	(555) 555-0101	8/7/2019	31	Dryer	\$1,000.00	MULTI			
12345	(555) 555-0101	8/7/2019	31	Refrigerator	\$1,500.00	19P3A40			

Modify an Item within a customer's registration

To **modify** or **edit** an item from a Service Plan before it has been invoiced, click on the **Modify** tab.

Locate the invoice number you need to make a correction on and click on the **Pencil** icon.

1. The invoice will open, displaying all the items that were entered
2. Make the necessary changes to the items or customer information
3. Double-check that the warranty code is correct, by selecting the drop-down menu and selecting the right code
4. Once all changes are made, click on Submit

Deleting an Item or a full customer registration

To **Delete** a Service Plan entered in error, before it has been invoiced, click on the **Modify** tab.

Locate the invoice number you need to delete and click on the **X** icon.

1. You will be asked to confirm the deletion of the invoice
2. Click **Delete** to proceed or **Cancel** to leave the Service Plan in the list

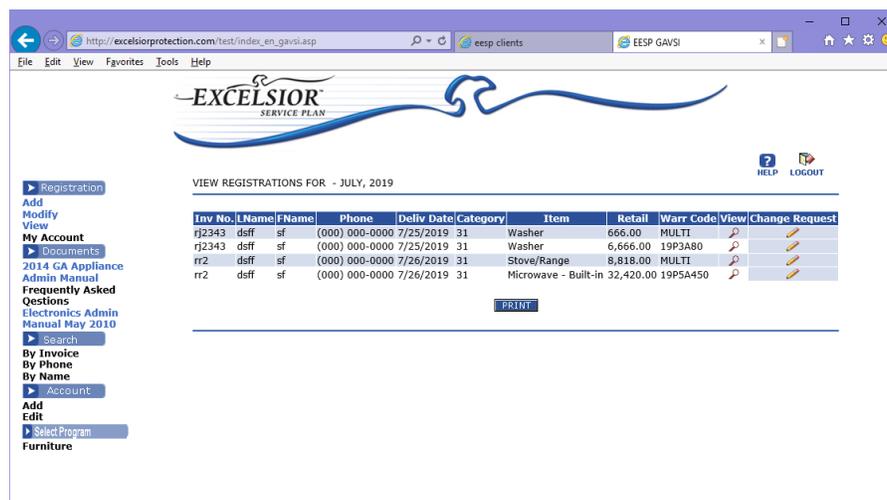
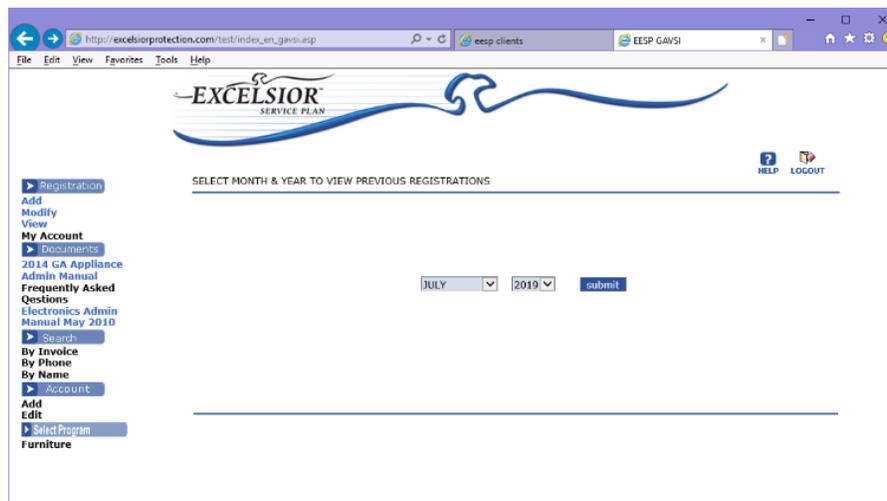
Once a Service Plan has been invoiced (at the end of the invoice cycle) it will no longer be available to make corrections on in the **Modify** List.

Requests for Modifications after Invoicing

If you require to make a correction or cancellation of a Service Plan after it has been invoiced by Phoenix A.M.D. International Inc., you will need to go to the **View** Tab and submit a **Dealer Request**.

To submit a **Dealer Request**:

1. Go to the **View** tab
2. Select the **month** and **year** in which you registered the Service Plan
3. Locate the Service Plan from the list and click on the Change Request **pencil** icon



Requests for Modifications after Invoicing (Cont'd)

4. You will be prompted to select a **change category** and enter a **description** of the change

Using the drop-down menu, select the Change Category to make your request :

- a. **Cancel Warranty** – To cancel a complete invoice (the Service Plan on all items on the invoice will be cancelled)
- b. **Change Customer Information** – Request corrections to Name, Address, Phone, Email Address
- c. **Change Invoice number** – Request a correction to the invoice number
- d. **Correct Delivery Date** – Request a change to the Delivery Date
- e. **Update Item Information** –
 - i. Request a change to the Item Description, Manufacturer, Model or Retail
 - ii. Request a correction of the Service Plan Code
 - iii. Request a removal of an item from the Service Plan

Change request for invoice # : rr2

Please select one of the following Categories for your request:

- Please select
- Cancel Warranty
- Change Customer Information
- Change Invoice Number
- Correct Delivery Date
- Update Item Information (Description, Model, Manufacturer, Warranty Code)

Submit Cancel

5. Enter a brief **description** of change and click **Submit** to edit the Service Plan or click **Cancel** to leave the Service Plan unchanged

6. You will then be able to make the adjustment within the category you selected. Once complete, click **Submit**

Change Delivery Date example:

www.excelsiorprotection.com/cdd_eng.asp

Invoice #: 123456

Current Delivery Date: 8/7/2019

Change Delivery Date to: 07/31/2019

Reason for Change: Customer canceled scheduled delivery

Submit Cancel

Requests for Modifications after Invoicing (Cont'd)

Submitting a request does not mean that it will be implemented automatically.

All **Dealer Requests** are subject to **review** by Phoenix A.M.D. International Inc. before being approved or rejected.

If **approved**, changes will be reflected on the registration site, which can take up to 48 hours.

If the request requires a change in warranty code, the adjustment will appear on the next weekly invoice.

If your request is **rejected**, you will be notified by email of the reason for rejection.

Note that if a service plan has a **claim** registered against it or if it has expired, the request for modification will be rejected.

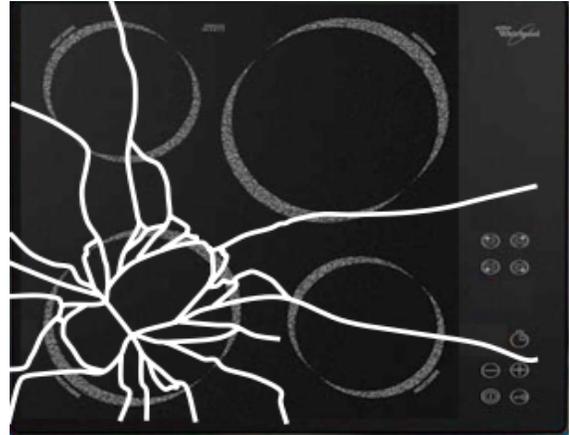
Modification requests for Service Plans three (3) years or older must be submitted by email to sales@phoenixamd.com or call **1-800-661-7313** Option **3**.

Thermal Breakage Examples on Ceramic Cooking Surfaces Covered by SOS Warranty Services Inc.

Overheating breakage is caused by heat in conjunction with a flaw in the glass.

Characteristics of an overheating break are:

- Fracture patterns
- The damage will always appears in the cooking zone
- Most of the cracks will be within the same zone
- Not one obvious impact point



Thermal Breakage Examples on Ceramic Cooking Surfaces NOT Covered by SOS Warranty Services Inc.

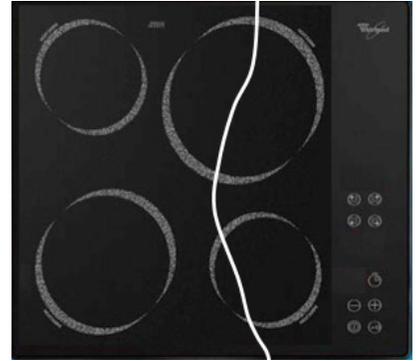
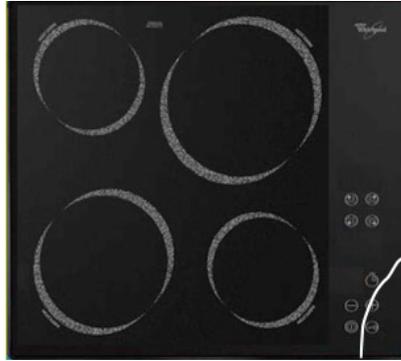
Tension breakage

Tension breakage can be caused by the cooktop not being flat, or the installation cutout being too small. It may also be caused by a combination of incorrect installation and heavy pots or pans being placed on the cooktop

Characteristics of tension breaks:

- Usually a single crack
- Crack is usually from corner to corner or edge to edge.

Improper installation causing tension breakage is not covered by the Service Plan



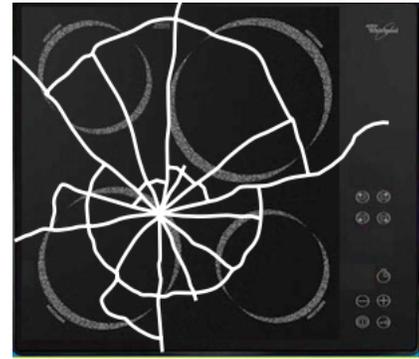
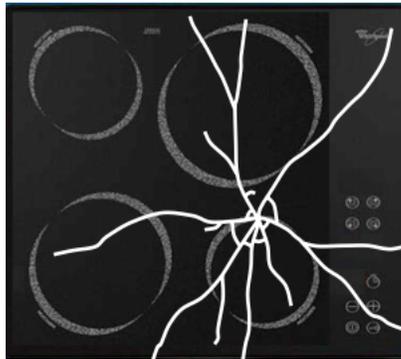
Impact breakage

Impact breakage is caused by dropping an object and striking the surface

Characteristics of impact breaks:

- There is always a specific impact point
- Cracks spread outward from the impact point

Impact breakage is not covered by the Service Plan



Terms and Conditions

Excelsior™ Appliance Service Experience

SOS Warranty Services Inc. commits to the owner of the new appliance(s), for residential use only, that it will provide the coverage as outlined, according to these terms and conditions, depending on the coverage purchased whether a 3 or 5 year Excelsior™ Service Plan.

DEFINITION OF SERVICES

In consideration of payment of the Excelsior™ Service Plan price and the coverage term (3 or 5 years) purchased by the plan owner, as identified in the corresponding invoice, should the appliance covered by this Service Plan become inoperable due to a defect in material or workmanship or is covered under the BONUS coverage of the specified appliance, SOS Warranty Services Inc. will either repair or replace the unit or any part(s) of the unit with a similar or comparable unit or part(s), up to the original purchase price of the item before taxes, during the term of the selected plan and subject to the terms and conditions set out herewith.

1. The amount payable for the replacement or repair(s) will not exceed the original purchase price (before taxes) of the covered appliance. The coverage for all Excelsior™ service plans is for parts and labour, except in cases where the appliance or its parts are still under the manufacturer's warranty.
2. SOS WARRANTY SERVICES INC. also agrees to reimburse the plan owner for frozen food spoilage, up to a maximum of \$250 per contract period, for the freezer section only of a refrigerator and up to a maximum of \$500 per contract period for a stand-alone freezer should the appliance cease operating as a result of mechanical failure, not power shortages.
3. SOS WARRANTY SERVICES INC. further agrees to provide service for special BONUS coverage for specific items including:
 - i. For Dishwasher, bonus coverage of 1 time repair for a broken cutlery basket;
 - ii. For Refrigerator and Freezer, bonus coverage of up to 2 time repair for broken shelves and drawers;
 - iii. For Stove, Range, Small Oven and Cooktop, bonus coverage of 1 time repair for broken doors and shelves, up to 6 time repair for broken drawer wheels, and up to 6 time repair for broken temperature control knobs.
4. Service must be necessitated by product failure during normal, non-commercial usage. It shall be at the sole option of SOS WARRANTY SERVICES INC. whether parts will be replaced as opposed to being repaired. To be eligible for coverage under this plan, the covered appliance must be purchased "new" and be covered by an original manufacturer's warranty of at least 90 days. To qualify for service, the owner of this service plan must provide the original invoice for the appliance, which indicates the service plan number.
5. The total combined coverage period of this plan and the original manufacturer's warranty, including appliances that come with the SIGNATURE Service Plan, shall not exceed the period specified under the selected plan (3 or 5 years). In the case where the manufacturer's warranty is less than one (1) year, the total service plan term will be for the period specified under the selected plan, less the manufacturer's warranty period. For appliances that have a manufacturer's two (2) year warranty or more for both parts & labour, the total combined coverage of the selected plan will be extended by one (1) year. The service plan period on remote controls is limited to one (1) year against defects in quality of materials or workmanship and does not cover misuse or preventable damage.
6. Service will be provided under this plan at an authorized service center designated by SOS WARRANTY SERVICES INC. All products to be serviced must be delivered to and picked up from, at the owner's expense, the designated service center unless in-home service is specified. Parts, at SOS WARRANTY SERVICES INC.'s discretion, may be replaced with new, refurbished, or non-original manufacturer's parts of like kind and quality that perform to the factory specifications of the product. Service at authorized service centers will be provided during normal business hours.
7. In the event that the plan owner requires in-home service and the plan owner fails to keep an in-home service appointment, the plan owner will be responsible for paying the cost of the service call based on the prevailing rate within the industry at the time of the service request. Major appliances, over the range microwave ovens and built-in appliances covered by an in-home manufacturer's warranty shall receive in-home service under the EXCELSIOR™ Service Plan. In the case of in-home service, the plan owner must provide a safe, non-threatening environment, as determined solely by the authorized technician, in order to receive service.
8. SOS WARRANTY SERVICES INC. cannot be held responsible should the original manufacturer cease operations and/or parts become unavailable. In such cases, SOS WARRANTY SERVICES INC.'s sole liability will be to make available a comparable feature product of current production, based on the terms and conditions of the type of service coverage purchased by the original plan owner.

3 EASY WAYS TO MAKE A SERVICE CLAIM... 24 / 7 accessibility to service claim registration

Have your invoice number readily available and do one of the following within 14 days of noticing an applicable covered issue:

1. Go to www.excelsiorservice.com and follow the prompts/buttons (ENGLISH – SUBMIT – CANADA – REGISTER NOW). Submit your claim by creating an account, registering the coverable items and then completing all the required fields on the submit a claim form including a photo if possible; or
2. Contact our Customer Care Department at 1-800-661-7313, press option 2 and then option 1 to reach your dedicated customer service specialist, who will be more than happy to start the claim process with you. Our call center is open on regular business days Monday to Friday 9am to 5pm eastern time. All other hours, we would recommend using option 1 or option 2 from above or emailing your service specialist at service@soswarranty.com
3. You can also e-mail us directly at service@soswarranty.com

At a certain stage in the service process, the owner of this service plan may be required to provide proof of purchase in the form of the original invoice, which provides relevant information about the item being serviced and details on the manufacturer that may expedite the time delay required to provide service. Additionally, the owner agrees to reasonably cooperate with SOS Warranty Services Inc. and / or Phoenix A.M.D. International Inc. in their efforts to perform their obligations under this service plan. The owner of this service plan acknowledges and agrees to allow SOS Warranty Services Inc. and / or Phoenix A.M.D. International Inc. to share the service plan information including registered information about the owner of the service plan, with the retailer where the original purchase was made. The owner of this service plan also acknowledges that Phoenix A.M.D. International Inc. may use the owners contact information to share updates and new product information that may be of interest to the owner.

Lemon Clause

Under the Excelsior™ plans, if the same part(s) of the appliance has been replaced three (3) times and if the part should fail a fourth time, as determined by an authorized service technician, SOS WARRANTY SERVICES INC. will replace the unit with a similar or comparable unit (up to the original retail amount before taxes).

Transferable

This service plan is transferable from owner to owner without charge by phoning 1-800-661-7313. To qualify for service, the new owner must provide the original invoice for the appliance, which indicates the service plan number, as well as a letter from the original owner confirming transfer of ownership.

Renewal

This service plan may be renewable prior to reaching its expiration date. If applicable, the plan price quoted will reflect the age of the product and the current service costs at the time of the renewal. The plan owner agrees to allow SOS WARRANTY SERVICES INC. to provide their name and address to a third party for the purpose of offering to renew or extend the plan.

Limit of Liability

ONCE THE ORIGINAL APPLIANCE COVERED BY THIS SERVICE PLAN HAS BEEN REPLACED OR HAS INCURRED REPAIR EXPENSES EQUAL TO THE ORIGINAL PURCHASE PRICE BEFORE TAX, AS A RESULT OF A CLAIM(S) AGAINST THIS SERVICE PLAN, THIS PRESENT SERVICE PLAN WILL BE DEEMED AS HAVING FULFILLED ITS OBLIGATIONS TO THE ORIGINAL ITEM PURCHASED.



Terms and Conditions (Cont'd)

The maximum liability of the plan will be for "parts and labour coverage" and no more than the original purchase price of the original appliance before taxes as per the corresponding invoice. In the event of replacement, the owner may be given the option to purchase a new service plan for the replaced item. SOS WARRANTY SERVICES INC. is not responsible for any personal items left in the appliance to be repaired.

General Exclusions

The following are specifically excluded from coverage under the terms of the Excelsior™ Service Plans:

- a. Loss or damage resulting from the failure to perform manufacturer recommended maintenance. The plan owner shall perform all maintenance recommended by the manufacturer to maintain the product in good operating condition. Appliances and/or parts that remain subject to manufacturer's warranty are not covered by this service plan and are the sole responsibility of the plan owner and the original manufacturer. If a request for service is made, and the unit and/or its parts are still under a manufacturer's warranty, the plan owner is responsible for paying the cost of the service call based on the prevailing rates within the industry at the time of the service call, including, but not limited to, any charges for parts, labour and mileage expenses incurred if applicable.
- b. Loss or damage resulting from the product being used for purposes other than those it was designed for. This plan applies only to the operation of the specified product for the purpose and under conditions for which it was designed.
- c. Loss or damage resulting from misuse, mishandling or abuse, including, but not limited to, accidental or intentional physical damage, spilled liquids, or use of cleaning products or other products not recommended by the manufacturer.
- d. Loss or damage resulting from external causes such as, but not limited to, defective or inadequate wiring, outages as a result of public utility company action or inaction, fire, flood, windstorm, hail, lightning, earthquake, theft, or connection to other products not recommended for interconnection by the manufacturer of the product covered under this service plan.
- e. Any damage caused by or subsequent to scratches, dents, chipping, burns, discoloring / yellowing / fading, deterioration of appearance, general soiling, stains, damage due to poor maintenance, animal damage, fraud, abuse, hostilities, confiscation by authorities, risk or contraband, illegal activities, normal wear and tear, radioactive contamination, insect infestation, inherent defect, consequential damage, bodily injury or property damage to third parties, punitive damage and legal fees, and any exclusions as stated in the product(s) manufacturer's warranty terms and conditions.
- f. Loss or damage due to breakage of non-mechanical components that do not prevent the mechanical operation of the unit, other than those included in BONUS coverage. These components include, but are not limited to, trim, hinges, knobs, handles, door liners, shelving, and drawers and include scratching, cracking, splitting, and warping or buckling of cabinets or enclosures.
- g. Loss or damage due to rusting of any surface or components.
- h. Repair, replacement, or cleaning of light bulbs, fuses, filters, shelving, drawers, batteries, cables, or any add-on devices or peripherals are not eligible for service, with the exception of the bonus coverages described below. Nothing herein shall obligate SOS WARRANTY SERVICES INC. to repair or replace parts normally designed to be replaced periodically by the plan owner during the life of the product.
- i. Repair, replacement and labour charges which are covered under any other existing warranty, contract or insurance policy.
- j. Appliances used for commercial applications, whether or not this use is in the plan owner's residence, are not eligible for service.
- k. All software and data recovery are not covered by this plan.
- l. Glass cleaning is not covered by this plan.
- m. Consequential damages or loss of use resulting from the failure of the product or from SOS WARRANTY SERVICES INC.'s inability or delay to make the necessary repairs.
- n. Work performed by an unauthorized person.
- o. Pair/set and stackable laundry units clause: In case of loss or damage to any consumer product(s) which are part of a pair or set, the measure of loss or damage to the product shall be a reasonable and fair proportion of the value of the set, but in no event shall the loss or damage be construed to mean total loss of the set or pair which includes stackable laundry units.
- p. Installation or uninstallation of the appliance requiring repairs or replacement is not covered under this service plan.

"NO FAULT FOUND"

In the event that the plan owner requests a service call and that:

- a. the authorized technician finds that the appliance or its parts are still under the manufacturer's warranty; or
- b. if the technician finds no problem with the appliance or its parts; or
- c. the technician determines that the problem found with the appliance or its parts is not covered under the terms and conditions of this service plan, the plan owner will be responsible for paying the cost of the service call based on the prevailing rate within the industry at the time of the service request including, but not limited to, any charges for parts, labour and mileage expenses incurred if applicable.

REIMBURSEMENT OF MONIES

IN THE EVENT THAT THE PLAN OWNER REFUSES TO PAY ANY MONIES OWED TO SOS WARRANTY SERVICES INC. OR THE TECHNICIAN DISPATCHED BY SOS WARRANTY SERVICES INC. BASED ON THE TERMS AND CONDITIONS SET OUT HERewith, THE PRESENT SERVICE PLAN WILL BE TERMINATED, WITHOUT ANY REIMBURSEMENT TO THE PLAN OWNER.

RESPONSIBILITY OF PLAN OWNER

The purchaser of the appliance covered by this service plan is entirely responsible for:

- a. operating the appliance in accordance with the manufacturer's instructions;
- b. performing routine maintenance as recommended by the manufacturer; and
- c. performing all necessary servicing and repairs not covered by this service plan. FAILURE TO COMPLY WITH THESE CONDITIONS WILL VOID COVERAGE. The owner shall reasonably cooperate with SOS WARRANTY SERVICES INC. in their efforts to perform their obligations under this agreement. Unauthorized repairs may void this agreement. . If repairs are denied under the terms and conditions of this plan, the plan holder will be responsible for all costs that are incurred. You may be directed to a factory authorized service center. The plan owner may be asked to return the damaged goods at their own expense.

LEGAL SUBROGATION IN CASE OF REPLACEMENT

In the case where, for whatever reason, SOS WARRANTY SERVICES INC. was to replace the item purchased under this agreement, the owner agrees by this present agreement, to transfer the ownership of said item to SOS WARRANTY SERVICES INC. and agrees as well that SOS WARRANTY SERVICES INC. will be subrogated in all the rights of the original owner.

ENTIRE AGREEMENT

These terms and conditions set forth the entire agreement between the parties and any representation, promise or condition, whether oral or written, not contained herein shall not be binding upon the parties.

APPL-35-TC-02E



Frequently Asked Questions

Do I charge the consumer taxes on their Service Plan?

Yes, all applicable sales taxes should be charged to the consumer on Excelsior™ Service Plans.

What happens to the purchased Service Plan once the item is refunded or replaced, due to a claim?

In the event that a claim is filed against a Service Plan, and the item has been replaced or refunded by SOS Warranty Services, all obligations are deemed to have been fulfilled, and the original Service Plan will be terminated. The consumer has the option to purchase a new Service Plan on the replaced item.

Once a claim is filed against a Service Plan and the item is repaired, the original Service Plan stays in effect for the remainder of the term, or until the item is either replaced or repaired, up to the original purchase price before taxes.

If an item is exchanged after a few months, will the Service Plan start date change?

The original item's date of delivery is what is used as the start date of the Service Plan. The original date will remain in effect, even after the item has been exchanged. For example, if a customer makes the original purchase in October 2017, and the item is exchanged in January 2018 for an identical item, the Service Plan's effective start date is still October 2017. If there is a change in manufacturer, model or price, SOS Warranty Services must be notified so that the Service Plan details can be updated. Contact **1-800-661-7313** Option **2** or by email at service@soswarranty.com (refer to step by step instructions on pg. 14)

Will the cost of the Service Plan be refunded if the item is returned?

If the item is returned within the original manufacturer's one (1) year warranty period, and providing there have been no claims on the Service Plan purchased, the Service Plan is refunded. A Cancel Warranty request can be submitted at excelsiorprotection.com

Does the consumer need to keep their invoice in order to be eligible for service?

Yes, the consumer may be required to provide the invoice whenever contacting SOS Warranty Services for information on their Service Plan or if filing a claim. The invoice number is their Service Plan number, which serves as their proof of coverage. The customer's invoice will also provide relevant information about the item being serviced, and details on the manufacturer, which may expedite the time delay required to provide service.

Is the Service Plan transferable?

Yes, the Service Plan is transferable, at no cost, from consumer to consumer only.

Contact SOS Warranty Services at **1-800-661-7313** Option **2** or by email at service@soswarranty.com. The original owner will need to provide a letter confirming the intent to transfer the Service Plan to the new owner, with the following details: date of transfer, name of new owner, address, phone number, and details of the article covered.

The original owner will need to provide the new owner the original invoice. The new owner may be required to produce this two documents as proof of coverage in the event that they contact SOS Warranty Services, for information on their Service Plan or if filing a claim.

Frequently Asked Questions

Do I need to register my monthly registrations before I can order additional Excelsior™ Service Plan point of purchase materials?

Yes, to be eligible to order additional materials, you must be in good standing with Phoenix A.M.D. International Inc. This means that you must make regular and consistent registrations each month, and their payments are up to date. If you are not current with registrations and/or payments, you will not be able to order additional point of purchase materials.

What do I give my customer if they purchase an Excelsior™ Service Plan?

Once your customer has purchased an Excelsior™ Service Plan, it is recommended that you staple their invoice and a copy of the Terms and Conditions to the Service Plan brochure. It is important that the customer keep these documents together should they have a future need to contact SOS Warranty Service for information or filing a claim.

How does the customer's purchased service plan get registered?

You must register the purchased Service Plan at excelsiorprotection.com within 45 days from the date of delivery to avoid a late registration fee.

How do I correct an error on my registration invoice?

Your registration invoice lists all the Service Plans submitted on our registration website. If you notice an incorrect entry, you can submit a correction or cancellation request through excelsiorprotection.com (refer to step by step instructions on pg. 15)

Why are some Service Plans charged post-delivery pricing on my invoice?

All Service Plans must be registered on the Excelsior™ registration website, excelsiorprotection.com, within 45 days from the date of delivery. Service Plans registered 45 days after the date of delivery, will be charged a post-delivery fee.

How do I register a multi-item Service Plan that has multiple delivery dates?

Use the earliest delivery date for multi-item Service Plans with different delivery dates. For example, if a customer purchases a stove and a fridge on one invoice, and the fridge is delivered on August 1, but the stove will be delivered on November 3, then August 1 would be the delivery date entered for the purpose of the registration. Please email the B2B Service Department to notify us of the delivery date of any item(s) that were not part of the initial delivery so that we can properly note the consumers registration.