



Want to know more about our fantastic service?

Scan the QR Code below to view a quick video about our service plans!



# The Not So Fine Print



- We offer our clients a complete service for parts and labour for 3, 4, or 5 years including the normal manufacturer's warranty period. This service plan does not replace the Legal Guarantee which applies to Québec residents.  
<http://goo.gl/ffdsE>



- Repairs or replacements due to misuse, mishandling or abuse are excluded and are not covered by the service plan.



- Electronics used for commercial applications (non residential) are not covered by this service plan.



- An electronic covered under this service plan must be affected by a mechanical failure to be eligible for repair or replacement, with the exception of the applicable bonus coverages. This does not include cosmetic damage resulting from external causes.



- Repair, replacement or cleaning of light bulbs, fuses, filters, shelves, drawers, cables or any add-on devices or peripherals are not eligible for service except the remote and 3D glasses as covered in the 3 and 4 year options.



- Once the original electronic covered by this service plan has been replaced or incurred repair up to a value of 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, the charges for this call will be covered by Excelsior® for the first call only.



- The maximum liability of the service plan is limited to the purchase price of the defective product only, excluding taxes, as described 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 electronics purchased at the same time as the damaged item.



- The cost of installing or uninstalling the unit requiring repair or replacement is not covered by this service plan.

For full terms and conditions, please visit

[www.phoenixamd.com/gaele-sp-e.html](http://www.phoenixamd.com/gaele-sp-e.html)

**1-800-661-7313**

[service@soswarranty.com](mailto:service@soswarranty.com)



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## Electronic Media Service Plan

GA-ELE-02-E FEB 2019

# We Care For What You Love




A prepaid **in home** service plan of 4 or 3 years (on larger electronics) that includes the following benefits and coverages:

-  • Coverage up to original invoice value
-  • No deductible
-  • 100% parts and labour for mechanical breakdowns (non cosmetic)
-  • Surge protection
-  • Repetitive breakdown clause (after 3 failures for same component during term of plan)
-  • Transferable and option to renew your plan
-  • Over the counter replacement (items less than \$200)



## 3 Easy Ways To Make a Service Claim

Have your **invoice number** and do one of the following within 14 days of noticing the problem:

-  • Visit our website [www.excelsiorservice.com](http://www.excelsiorservice.com). To submit your claim, you will be required to register your information following the prompts. This will also give you 24/7 access.
-  • Contact our Customer Care Department at 1-800-661-7313 to reach your dedicated customer service specialist, who will be more than happy to start the registration and claim process with you.
-  • You can also e-mail us directly at [service@soswarranty.com](mailto:service@soswarranty.com)



## We've got you covered! :)

 **BONUS** 



- 1x replacement of remote control  
*(4 years: coverage for 4 years)  
(3 years: original owner only)*
- 1x replacement of 3-D glasses  
*(4 years: coverage for 4 years)  
(3 years: original owner only)*

### **ELECTRONICS TYPICALLY COVERED!**

**Not limited to the following**

- Flat Screen TV, LCD, LED and Plasma
- Blu-Ray Player
- Home Cinema
- Standard TV Projector, HD and LCD
- Receiver and HD Receiver
- Camera
- Car Radio
- GPS
- Cellphone

