



Yale Appliance Extended Warranty Information

updated 03/13/23

I. **Coverage Period**

Yale extended warranty program covers your product for a TOTAL of 5 years from the date of delivery. The manufacturer's warranty that is stated in the owner's manual supersedes the Yale warranty. Yale coverage extends from the expiration of the manufacturer's warranty to the end of year five. If the manufacturer warranty is 1 year, Yale's extended warranty covers the product for the next 4 years. If the manufacturer warranty is 2 years, Yale's extended warranty covers the product for the next 3 years.

This warranty portion may be transferred during the duration of the agreement. Only valid if the product remains at the delivery address during the life of the program. The give-back half portion is non-transferrable to the new homeowner. The purchaser forfeits the credit.

II. **Product Coverage**

Yale Extended Warranty program covers 100% of diagnostic charges, labor, and parts during the warranty period. All repairs must be diagnosed and performed by a representative of Yale or party authorized by Yale. Yale reserves the right to replace the product with a product of equal or similar features if parts or exact model are not available.

The extended warranty is nontransferable if the unit is exchanged while outside the manufacturer's warranty and covered by the Yale Extended Warranty.

You will be reimbursed for food losses resulting from the covered failure of your refrigerator or freezer up to \$250 over the life of the program.

Products are not covered under the following circumstances:

- Failure due to normal wear and tear
- Failure due to power surges

III. Island Coverage

In Season (April-September)

Yale is responsible for booking transportation to the island. There will be no additional charges when using the extended warranty in season.

Out of Season (October-March)

The customer will be responsible for a transportation fee using these months. This fee will cover the cost of Yale Appliance reserving our truck to arrive on the ferry. No additional costs are accrued to service the appliance.

IV. Reimbursement Coverage

At the conclusion of 5 years from the date of delivery, you may qualify for half of your purchase price of the warranty returned to you in the form of an in-store credit. From the date the credit has been issued to you; the credit is valid for 90 days. Credit will become null after 90 days from the date the credit was issued.

Effective 09/01/22: Half back offer is eligible for the Yale Extended warranties only purchased prior to delivery. Warranties purchased after the delivery date are not eligible for store credit back if the extended warranty is not used at the end of year 5. Products will be reviewed individually to verify qualification.

If the product is exchanged/replaced while in mfg. warranty; the original date of delivery remains the start date of the 5-year extended warranty on the replacement product.

Customer does have the option to buy a new YEW at the time of the exchange. They would forfeit any time left on the original warranty. 5 years would start over from the date of delivery on the new product.

V. Terms of reimbursement

At the conclusion of the manufacturer warranty, your YEW coverage will take over. In order to be eligible for the giveback half program, you did not use your extended warranty coverage. You did not call in for YEW service and/or have a technician dispatched to your home. Invoice type YEW has not

been written for warranted product. YEW invoice written is the determining factor on whether the customer "used" their extended warranty.

You paid a dollar value for the extended coverage. The YEW was either sold to you at the time of purchase or purchased while still under manufacturer warranty period. You do not qualify for the give back program if the extended warranty was given to you on the invoice at no charge.

If the product is returned; You are not eligible for the give back program. All monies paid were returned to you when the product was returned to Yale.

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VI. Consumer's promises and assurances

In order to keep this program in force during its term, you must maintain the product in accordance with the service requirements set forth by the manufacturer's specifications, including cleaning and maintenance. In addition, you promise and assure: (1) full cooperation with the technicians and authorized servicers during the diagnosis and repair of the product; (2) accessibility of the product; (3) a non-threatening and safe environment for in-home service; (4) the presence of an adult at the time of scheduled service; (5) that the product is not used for business or commercial purposes; and (6) you will provide notice of any defect or deficiency in service within 90 days of discovery.

VII. Exclusions

This agreement does not cover:

Cosmetic parts are not covered in the manufacturer's warranty 30 days after delivery. Cosmetic parts include, but are not limited to – handles, bins, shelves, doors, toe kicks, water filters, bulbs, knobs, screws, panels, grates, display panels (if cosmetic), charcoal filters, lint filters, side panels, front panels, and silverware holders.

Outdoor products are not covered by the Yale extended warranty program.

If you have any specific questions about what is not covered, please email customer service (customerservice@yaleappliance.com) Or call 617-822-5360.

