

# Home Protection

BUYER'S

90-DAY GUARANTEE



# Home Inspection Guarantee



*Your Home Inspector believes in the quality of his work so much, he is willing to back it with this 90-day service plan.*

Furnace

Air  
Conditioner

Water Heater

Dishwasher

Range

## Move in with Confidence

You were smart to have your home inspected by a professional Home Inspector. Your Home Inspector has thoroughly inspected your future home and pointed out problem areas for you prior to closing. Between the Home Inspector's inspection and the Complete Protection (CP) 90-day service plan, you can move into your new home without worrying about an unexpected repair bill or a major appliance replacement.

## A CP Home Protection Plan Provides You with...

### Savings

CP pays 100% of the repair costs (parts and labor); there is no deductible for you to pay when a servicer comes out.

### Convenience

If you are not familiar with a servicer in your area, CP typically has a servicer network of local professionals to whom we can refer you. CP also has a customer service department that is staffed 24 hours a day, 365 days a year. Give us a call at **800.978.2022** if you have questions or problems with your protected appliances.

### Security

CP protects any part that is inside the sheet-metal skin of your appliances. In other words, all parts are protected. There are no exclusions for pre-existing conditions or rust.

## Reimbursement Schedule

AC/HP – Inside Coil .....	\$350
AC/HP – Outside unit .....	\$500
Dishwasher .....	\$250
Furnace/Air Handler .....	\$500
Packaged Unit.....	\$850
Range.....	\$250
Thermostat.....	\$150
Water Heater .....	\$250

If a repair cannot be made because parts are no longer available, the model and serial number tag is unreadable, or if the repair is not cost justifiable, the above schedule will apply toward the new replacement appliance.

## Enrollment

The enrollment form is on the next page and your Home Inspector will complete it for you. Please keep this brochure and the completed enrollment portion for your records.

If you have a problem with any of the listed appliances after moving in, please call CP at **800.978.2022** to obtain an authorization number.

## Confirmation

Please call CP the Wednesday after the week of your inspection to confirm that your 90-day service plan is in effect. Just call **800.978.2022** to get your confirmation.



## Definitions

**“Appliance(s)”** means the number of appliance(s), or heating and cooling systems specifically listed on this agreement.

**“Servicer”** means the Servicer you have selected, or the Servicer in the Company’s network.

**“Company”** means Complete Appliance Protection, Inc. at 1532 NE 96th Street, Suite A, Liberty, MO 64068-1348 and in Canada at 1801 - 1 Yonge Street, Toronto, Ontario M5E 1W7, the administrator for the Complete Protection (CP) program.

**“Inspector”** means the Home Inspector doing the whole-house inspection of your home.

**“You or Your”** means the beneficiary of this Service Plan, who is the owner of the listed appliances.

**“Parts, Repairs or Components”** means the mechanical or electrical parts of those appliances protected under this agreement.

**“Service Plan or Plan”** means the plan you have been provided by your Home Inspector under the Complete Protection (CP) product. This plan is for an individual residential property or a small commercial property.

## Additional appliances

If there is more than one of any given type of protected appliance on the premises (two water heaters, for example), they must be reflected on this agreement.

## Term of plan

This Plan runs for a period of 90 days following the date of inspection, or 30 days after closing, whichever comes later. After the expiration of the initial term of this plan you may be given the opportunity to continue participation in the Company’s Monthly Program. The pricing and billing options of the Monthly Program can be found at [www.completehomewarranty.com](http://www.completehomewarranty.com) or [www.completehomewarranty.ca](http://www.completehomewarranty.ca). on the web, or by calling **800-978-2022**.

## Repairs will not be provided if your inspector fails to properly notify company

Your Home Inspector has a duty to properly notify the Company of Service Plans that the Inspector issues. Please call the Company the Wednesday after the week of your inspection to confirm that your 90-Day Service Plan is in effect.

## Re-enrollment

It is at the sole discretion of the Company whether you are allowed to re-enroll after the term of this Service Plan expires.

## Service response time

Weather conditions and work load will govern Servicer response time. The Company has the sole discretion in determining what constitutes a valid emergency. In most cases, only furnace repairs, where there is a risk of pipes freezing, are considered to be emergencies.

## Appliance must be in good operating condition on the effective date of the agreement

A whole-house inspection must have been completed for this agreement to be valid, and any deficiency on the listed appliances repaired. Both the electricity and water must have been on at the time of the inspection to be eligible for repairs.

## What is included in the plan

The Company will provide repair service on your appliances to restore the appliance to normal operating condition as a result of electrical or mechanical component failure. Any part necessary for the normal operation of your appliance that is contained within the sheet metal skin of your appliance is protected by this plan. There is no waiting period before you are eligible to receive repairs on the appliances under the plan. You make a request for repair by calling the Company toll-free at **800-978-2022**. You will be given a unique authorization number for each appliance each time work is needed. The Company shall not pay charges for labor or parts procured by you without prior authorization by the Company.

## What is not included in the plan

- A. Abnormal or Unsafe Conditions:** The Company reserves the right to refuse service if the first Servicer called to your residence determines that one of the following conditions exist: Appliance is not located in the residence, appliance is unserviceable, working conditions are unsafe, installation codes are not met, repair could cause an unsafe condition, it is not used for its designed purpose, damage caused by animals or humans, fraud/abuse of this plan or the damaged part is cosmetic and provides no functional value to the appliance.
- B. Situations Normally Covered By Your Homeowners Policy:** The Company will not pay for repairs or damage caused by floods, fire, freezing, lightning, power surges, theft, power or water supply outages, natural disasters, acts of God, civil disobedience, riot, war, or from secondary damage resulting from the appliance failing (for example, burnt food in the case of a range, or water damage in the case of a dishwasher).
- C. Uneconomical:** The Company may refuse to repair an appliance if in its sole discretion it believes it’s uneconomical to make the repair, if there is no identifiable serial number and/or attached model tag, or if the protected part is not repairable.

## Satisfaction guarantee

If the Company decides not to repair an appliance protected under this plan as described in C. above, the Company will reimburse you toward the replacement of that appliance with a new appliance based on the following schedule: **\$150** for the thermostat; **\$250** for dishwasher, water heater, range, washer, or dryer; **\$350** for the inside coil of A/C or heat pump; **\$400** for refrigerator; **\$500** for boiler, baseboard, furnace or outside portion of A/C or heat pump; **\$850** for packaged unit.

[www.completehomewarranty.com](http://www.completehomewarranty.com)  
[www.completehomewarranty.ca](http://www.completehomewarranty.ca).





# Complete Protection (CP)

## 90-Day Service Plan for Whole-House Inspections

To request service or if you have any questions, please call us toll-free at

**800-978-2022**

or write to Complete Appliance Protection, Inc., at 1532 NE 96th Street, Suite A, Liberty, MO 64068-1348,  
in Canada at 1801 - 1 Yonge Street, Toronto, Ontario M5E 1W7

**LIMITED EXPRESS WARRANTY.** COMPLETE APPLIANCE PROTECTION (C.A.P.) PROVIDES NO IMPLIED WARRANTIES AND NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN. THE LIABILITY OF C.A.P. IS LIMITED IN ALL CASES TO ITS EXPRESS OBLIGATION HEREUNDER AND DOES NOT EXTEND TO ANY CONSEQUENTIAL OR OTHER DAMAGES ARISING OUT OF ANY WORK PERFORMED HEREUNDER WHICH DAMAGES ARE NOT SPECIFICALLY COVERED BY THIS AGREEMENT. C.A.P. ENGAGES INDEPENDENT CONTRACTORS TO PERFORM SERVICE, GUARANTEES ONLY THAT THE APPLIANCE REPAIR SERVICE WILL BE PERFORMED BY QUALIFIED PERSONNEL, AND IS NOT RESPONSIBLE OR LIABLE FOR NEGLIGENT ACTS OR OMISSIONS CAUSED BY SUCH PERSONNEL EXCEPT AS SPECIFICALLY ASSUMED HEREUNDER.

[www.completehomewarranty.com](http://www.completehomewarranty.com) • [www.completehomewarranty.ca](http://www.completehomewarranty.ca).



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