



### **What Is A Home Warranty?**

It is specialized coverage for home systems and major appliance breakdowns. You select a plan and coverage options that fits your needs and your budget. If any covered item or systems in your home breaks down you simply call and a licensed and insured service provider will be promptly dispatched to your home to repair or help replace that system or item. You simply pay a small service fee. Emergency service is also available should it be necessary.

### **Why Do I Need A Home Warranty?**

*I already have a service contract/extended warranties on one (or a few) appliances/systems in my home, why do I need a home warranty?*

You obviously understand the benefits of a service contract. But why limit your coverage to just one or two appliances? A home warranty plan is an affordable way to cover most of the appliances and systems in your home all at once rather than covering individual appliances on their own. It's a much better value because you can cover almost your entire home for what it costs to cover just a few appliances individually.

### **How Does It Work?**

It couldn't be easier to get your home covered with ARW! Because you are having a home inspection prior to purchase, we provide you with a free 30 days to use your home warranty, effective immediately after closing. If any of your covered systems or appliances break down, you simply call our toll-free claims number and we take care of the rest! Sound simple? It is!

### **Convenience**

Just call ARW's toll free service number for any major appliance or home system breakdown 24/7 365 Days a year (Emergency service included!). Our state of the art Administration and Dispatch Center, with over 600 Customer Service Reps, will dispatch the right technician for the job, working around your schedule.

### **Quality**

Only pre-screened, licensed and bonded highly qualified service technicians will be sent to your home! No more searching the web or the yellow pages for a repairman and hoping for the best.

### **Flexibility**

For one low price, you can cover any/all of the major appliances and home systems you need. Simply pick the plan and options you want and select the payment option that works best for you.

### **Savings**

Just one breakdown can more than pay for the cost of a plan for an entire year. If you have multiple breakdowns you will save even more money. No more costly unexpected and unbudgeted repairs!\*

### **Security**

You never have to worry about your covered claims... American Residential Warranty has partnered with The Warranty Group to offer Customizable Home Protection Plans. All ARW Plans are underwritten and administered by an A+ Rated (By A.M. Best) Insurance Company (Virginia Surety Company, Inc).



### **Frequently Asked Questions**

**Q: When does my free 30-days start?**

A: Your free 30-days starts on the date of closing.

**Q: What happens if the date of closing changes?**

A: Simply contact American Residential Warranty at 888-508-8886, to update the closing information. We will request written proof of the closing date to update the record.

**Q: How do I make sure my coverage will continue after my free 30-days?**

There is absolutely nothing you have to do to maintain your coverage, after 30 days of free coverage you will be billed with the method of payment your provided.

**Q: When will my first billing occur?**

A: Your first billing will occur 30 days from the date of closing. If you need to amend your billing date to a more convenient day of the month, should you desire a billing change please contact our billing department at 1-877-683-2885.

**Q: Will items that are found to be broken or damaged during my inspection be eligible for coverage?**

A: Unfortunately, items that are already broken will not be eligible for coverage. If the items are fixed prior to closing, please submit proof of repair from a licensed and insured repair facility and we will be happy to provide coverage on these items.

**Q: Am I locked into a contract if I use the service during the free 30 days?**

A: Not at all, we never lock our customers into any long term contracts, keep your home warranty only for as long as you like.

**Q: Are there additional coverage options I can add to my plan?**

A: Yes. While you are getting our most comprehensive plan along with washer and dryer coverage free for the 30 days immediately after closing, there are even more add-ons and options available for you to truly customize your plan. Just call the customer service department at 1-888-508-8886 and they will explain how we can add or change whatever you need.

**Q: Suppose I Need a Repair. I Hate To Wait All Day For Service!**

A: You won't have to. We understand you are busy so we really do our best to set appointments that fit your schedule.

**Q: How Do I Place A Claim?**

A: Just call the toll-free claims number, 1-800-341-3624, 24 hours a day, 7 days a week to report the breakdown of a covered item. Trained claims representatives will work with you to identify the possible cause of the breakdown, and if necessary dispatch the appropriate licensed technician in your area.

**Q: Does It Cost Me Anything To Get The Repair Done?**

A: The trade service fee is only \$55.00 for each trade needed (i.e. a plumber and an electrician.) We will cover multiple appliances on the same visit by the same technician under only one service fee (i.e. Washer/Dryer repairs etc.).



**Q: If the repair is not fixed the first time, do I have to pay \$55 each time someone comes out to my house for the same repair?**

A: No! The \$55 service fee applies to each repair or replacement, not each visit. Therefore, if it is necessary for a repair specialist to visit your home multiple times for one particular job, you will only pay one \$55 service fee. There is a 60 day parts and labor guarantee on all repairs. So if the item fails again within that time frame you will not have to pay the service fee again.

**Q: How quickly can I expect to get my covered items repaired or replaced?**

A: The majority of claims are resolved the same day as the service technician's visit to the home.

**Q: What happens if a failed system or appliance cannot be repaired?**

A: If the covered item must be replaced, we will be responsible for replacing or helping to replace the equipment, if available to us through our wholesale vendors, with a new version of the same unit. If not, we will look to replace your unit with one that has similar features, capacity, efficiency, and general specifications. AND, if you desire to upgrade your appliance, (stainless, more features, etc.) we will work with you. You can take advantage of our purchasing arrangements by applying your approved claim amount towards the upgraded system or appliance and you only pay the difference.

**Q: Will I get reimbursed for items I have repaired or replaced outside the program?**

A: Your home warranty plan only covers expenses that are reported and authorized prior to the repair to be eligible for reimbursement. In other words you must consult with us before you hire a contractor or replace anything broken on your own!



### **Our Partnership With TWG**

American Residential Warranty is proud to be partnered with TWG, the owner of Virginia Surety, and the world's largest single source warranty provider! With almost 50 years of experience in the industry, and the support of 1,800 employees and over \$5 billion in assets, you can rest assured that your ARW home warranty plan is backed by one of the best and most respected companies in the business - which means we have the financial security to assure your plan will always be honored!

With their State of the Art Administration Center, TWG is a natural choice for ARW as we aim to provide the best home warranty experience available. Our customers enjoy 24x7x365 claims administration and dispatching, and world-class customer service provided by over 600 product specialists (with multilingual specialists available). So your call will always be handled by a live person, and your covered claims will always be dispatched quickly and efficiently. With back up claims administrative centers in different locations, your claim will be handled even in the case of any type of weather event or emergency.

The Warranty Group's comprehensive national service network of over 30,000 licensed contractors, as well as professional service partnerships with Sears, GE, Whirlpool and Carrier, mean that we have the ability and expertise to get the right contractor out to your home the first time to handle your claim quickly, and the knowledge to carry out quality repairs on the systems and appliances your family depends on. And to make sure only top rated service providers are dispatched to your home, a sophisticated service provider ranking program is utilized, which is based on past performance, customer feedback, and overall commitment to service excellence.

With our plans backed and administered by TWG, our customer satisfaction is unsurpassed in the industry!