PROTECTED ITEMS INCLUDE:

HVAC
- AC/Furnace

Plumbing
- Water Heater
- Pipe Leaks

Electrical
- Electrical Wiring
- Main Panel
- Outlets & Switches

Appliances
- Dishwasher
- Range
- Refrigerator
- Washer
- Dryer
- Microwave

Congratulations!

Buying a home is such an exciting time! It was smart to have your home inspected by a professional who has thoroughly evaluated your property and pointed out problem areas for you. Between the inspection and this Complete Protection (CP™) 120-day warranty you can proceed without worrying about an unexpected repair bill or a major appliance replacement. Complete Protection offers security, support and savings.

NEED TO INITIATE A CLAIM?

If you have a problem with any of your protected appliances call us:

800-978-2022

or online:

www.completehomewarranty.com

LOOKING TO EXTEND YOUR WARRANTY?

Security is such a great feeling. Why not be protected beyond your 120-Day warranty? CP™ has four plans to choose from to fit your needs. View details and pricing on our website or give us a call today!

REIMBURSEMENT SCHEDULE

Evaporator Coil $500	Dishwasher..... $300
Condensing Unit $700	Range $300
Furnace/Air Handler..... $500	Microwave..... $150
Packaged Unit $950	Refrigerator..... $500
Thermostat $150	Washer $300
Water Heater $300	Dryer..... $300

1-800-978-2022

For More Information
info@completehomewarranty.com

1532 NE 96th St. STE. A
Liberty, MO 64068

Visit Us
completehomewarranty.com

A. OVERVIEW:
“Company” means Complete Appliance Protection, Inc. (Complete Protection, Inc. in Iowa), 1532 NE 96th Street, Suite A, Liberty, MO 64068, the administrator of the Complete Protection Home Warranty. “You or Your” means the recipient of this Plan.

B. TERM OF PLAN:
This plan runs for a period of 120 days following the initial date of Your inspection, or 30 days after closing, whichever is later.

C. PROTECTION SUMMARY:
This Plan covers only those items specifically listed below and excludes all others. Appliances: Dishwasher, dryer, microwave, range (cooktop, oven), refrigerator, and washer. Heating/Cooling: Central forced air conditioning, furnace/air handler, and thermostat. Plumbing: Water heaters and pipe leaks. Electrical: Electrical wiring, main panel, outlets, and switches.

D. PROTECTION TERMS:
1. The Company will provide repair service on Your protected items to restore them to standard operating condition as a result of normal usage and electrical or mechanical component failure.
2. Any part necessary for the normal operation and is contained within the sheet metal skin of the unit is protected by this Plan.
3. Items must be properly installed and in normal working order on the effective date of this Plan.
4. All protection is limited to those items within the home’s foundation, except for pipe leaks (as described in Section F1).
5. This Plan becomes effective only after all other manufacturer, builder, distributor, or extended warranties are exhausted.
6. In the event the Company determines, in its sole discretion, that it is unable to repair a protected system or appliance, the Company is entitled to satisfy its obligations hereunder by providing the amounts per the schedule in Section G towards the replacement and installation of the new protected system or appliance.
7. Repairs will not be authorized if Your account is expired.

E. THIS PLAN DOES NOT PROTECT:
1. Anything the home inspector did not or could not inspect.
2. Items with any noted defect, damage, or worn materials.
3. Any item the inspector has noted is at the end of its life or where he has recommended further review by an industry professional.
4. Any items that are not up to code.
5. Repairs or replacement required as a result of fire, freeze, flood, or other acts of God; accidents; vandalism; neglect; misuse; abuse; missing parts; cosmetic defects; design flaws; manufacturer defect; power failure, shortage, surge, or overload; inadequate capacity; mismatched systems; or damages due to pests or pets.
6. Consequential or secondary damage, including consequential damages due to a service contractor’s conventional repair efforts of the primary item.
7. Commercial properties and/or residential properties being used for commercial purposes.
8. Systems or appliances classified by the manufacturer as commercial and/or commercial equipment modified for domestic use.
9. Closing access to protected items or the restoration of landscaping, wall coverings, flooring, countertops, or any other structural or cosmetic component.
10. Removal of defective systems and appliances.
11. Cost of construction, carpentry, or other modifications made necessary by a protected repair or replacement.
12. Normal or routine maintenance. You are responsible for performing normal and routine maintenance and cleaning pursuant to the manufacturer’s specifications, including changing HVAC and refrigerator filters.
13. Homes being renovated or remodeled.
14. Fraud or abuse of this Plan.

F. SYSTEM-SPECIFIC LIMITATIONS
1. PIPE LEAKS:
Protected: Internal and external pipe leaks that occur due to normal usage including water, gas, and drain lines that service the main home.
PLUMBING SYSTEM EXCLUSIONS:
Drain line stoppages; faucets; shower arms and shower heads; pressure regulators; valves for shower, tub, and diverter valves; ball valves; gate valves; toilets and related mechanisms; toilet wax ring seals; hose bibs; sprinkler systems; pool piping; downspout; landscape drain lines; damage caused by collapsed, damaged, or broken drain, vent, or sewer lines outside the home’s main foundation; damage caused by roots; damage due to freeze; hydro jetting; cameras; flow restrictions in fresh water lines; bathtubs; whirlpool tubs and related components; sinks; showers; shower enclosures and base pans; toilet lids and seats; caulking; grouting; water filtration/purification system; septic, holding, or storage tanks cost to locate, access, or install cleanouts; polybutylene piping; leak detection tests; water softeners; sump pumps; inadequate or excessive water pressure; sewage ejector pump.

2. ELECTRICAL SYSTEM
Protected: Internal wiring; junction boxes; conduit; main panel; circuit breakers; outlets; switches; fuses.
ELECTRICAL SYSTEM EXCLUSIONS:
Mounted light fixtures and ballasts; ceiling fans; exhaust fans; wireless remotes; telephone wiring; heat lamps; intercoms; alarms and related wiring; electronic or computerized energy management or lighting and appliance management systems; security systems; doorbell and related wiring; chimes; smoke detectors.

G. PROTECTION LIMITS
In the event the Company determines, in its sole discretion, that it is unable to repair a protected system or appliance, the Company is entitled to satisfy its obligations hereunder by providing the following amounts towards the replacement and installation of the new protected system or appliance: $150 for Microwave, Thermostat; $300 for Dishwasher, Dryer, Range (Oven, Cooktop), Washer, Water Heater; $500 for AC Evaporator Coil, Furnace/Air Handler, Refrigerator; $700 for AC Outside Condensing Unit; $950 for Packaged Unit. Plumbing and Electrical claims are subject to an aggregate maximum of $1,000 each.

H. TO REQUEST SERVICE:
1. Service can be initiated by phone at 800-978-2022 or online at www.completehomewarranty.com, 24 hours a day, 7 days a week.
2. You will be asked to send a copy of Your home inspection report to info@completehomewarranty.com prior to authorization being given.
3. Once Your home inspection report has been reviewed, You will be provided with a unique authorization number for each appliance or system, each time work is needed. Under normal circumstances, the company will initiate the performance of services within 48 hours after the service is requested.
4. It is Your responsibility to provide access and clear non-related items away from the area that requires service.
5. Weather conditions and workload will govern servicer response time. Overtime/holiday rates will not be paid, only straight time, unless the Company deems it a valid emergency. The Company has the sole discretion in determining what constitutes a valid emergency.
6. You may utilize a service company of Your own choosing, or the Company may provide You with a referral, if available.
7. When utilizing a technician of Your choosing, You must call 800-978-2022 to obtain Override Authorization for total repair costs prior to having any repairs completed. Your service company will need to provide an itemized repair estimate, including the breakdown of parts and labor, as well as a specific cause for the failure.
8. The Company will not pay for services procured by You without prior authorization by the Company.
9. To request reimbursement for approved repairs or replacements, please email your receipt/invoice to claims@completehomewarranty.com or fax to 816-792-2009. All documentation for approved repairs or replacements must be submitted within 30 days of expiration.

Complete Appliance Protection, Inc.
1532 NE 96th Street, Suite A
Liberty, MO 64068
800-978-2022
Fax 816-792-2009
info@completehomewarranty.com