



## Home systems break. Your budget shouldn't.

**You choose your own licensed contractor for all covered repairs.**

Certain items and events are not covered by this contract. Please refer to limitations, restrictions and exclusions in the Terms and Conditions (see page 8).

The product being offered is a service contract and is separate and distinct from any product or service warranty which may be provided by the home builder or manufacturer.

**NEW!**  
**PERSONAL  
IDENTITY &  
HOME TITLE  
PROTECTIONS  
UP TO  
\$1,000,000**

PAGES 5 & 6

# Acceptance/Invoice

Contract Number: \_\_\_\_\_



To obtain a contract number call: **1.800.648.5006**

America's Preferred Home Warranty | 5775 Ann Arbor Rd. | Jackson, MI 49201

Fax: 1.888.479.2652 | aphwoffice@aphw.com | aphw.com

**IMPORTANT: FOR SERVICE CALL: 1.800.648.5006.**

**NO PAYMENT OR REIMBURSEMENT FOR SERVICES PERFORMED WITHOUT PRIOR APPROVAL.**

~ Please be sure to fill in all applicable areas of information. ~

## Seller(s) Name(s)

Property Address Number & Street

City State County Zip

Phone Number(s)

Seller(s) E-mail(s)

## Buyer(s) Name(s) *Provide one email address we can send warranty documents to.*

Phone Number(s)

Buyer(s) E-mail(s)

## Real Estate Office *Provide one email address we can send warranty documents to.*

Address

City State Zip

Phone Number Fax Number

Real Estate Agent Agent's E-mail

Closing Date Listing date

BOTH PARTIES AGREE THAT THE OBLIGATIONS FOR REPAIR OR SERVICE UNDER THIS AGREEMENT ARE SOLELY THOSE OF THE SERVICE PROVIDER AND ARE NOT THE OBLIGATION OF ANY REAL ESTATE FIRM. SEE TERMS AND CONDITIONS FOR COVERAGE DETAILS.

SELLER AND BUYER ACKNOWLEDGE BY SIGNATURE OR PAYMENT THAT HE OR SHE HAS READ, UNDERSTANDS AND ACCEPTS THIS REAL ESTATE HOME WARRANTY AGREEMENT, INCLUDING ALL SERVICE AGREEMENT TERMS AND CONDITIONS.

Seller(s) Signature(s) X \_\_\_\_\_ Date \_\_\_\_\_  
X \_\_\_\_\_ Date \_\_\_\_\_

Buyer(s) Signature(s) X \_\_\_\_\_ Date \_\_\_\_\_  
X \_\_\_\_\_ Date \_\_\_\_\_

## WAIVER

Applicant has reviewed the Real Estate Home Warranty Agreement and hereby declines coverage. Applicant agrees to hold the real estate broker and agent harmless in the event of a significant mechanical failure which otherwise would have been covered under the Real Estate Home Warranty Agreement.

Seller(s) Signature(s) X \_\_\_\_\_ Date \_\_\_\_\_

Buyer(s) Signature(s) X \_\_\_\_\_ Date \_\_\_\_\_

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## HOUSING TYPE (Please Check One)

- ☐ Single Family ☐ Condo/Townhouse  
☐ Duplex (2 warranties) ☐ Triplex (3 warranties)  
☐ Fourplex (4 warranties) ☐ New Home Construction  
☐ Manufactured Home Year Manufactured: \_\_\_\_\_  
☐ Foreclosed/Repossessed Home\*\*

\*\*See Terms and Conditions "Limitations of Coverage" Provisions

## PLAN OPTIONS (Please Check One)

### Buyer's Premier Coverage Plan - One Year

26 Standard Coverage Items + 11 Buyer Preferred Upgrade Items + \$50 Deductible + Identity Theft Protection (pg. 5)

- ☐ Single Family Home..... \$825  
☐ Condo/Townhouse..... \$760

### Single Family Plans

- ☐ One Year: \$100 Deductible..... \$499  
☐ One Year: \$50 Deductible..... \$650  
♥ \$50 option includes Identity Theft Protection (pg. 6)  
☐ Two Years: \$100 Deductible..... \$950

### Condo/Townhouse Plans

- ☐ One Year: \$75 Deductible..... \$475  
☐ Two Years: \$75 Deductible..... \$899

### New Construction Plan for Buyers

- ☐ Three Years: \$75 Deductible..... \$600  
Coverage begins 366 days after closing and continues for three years.

### Multi-Family Unit Plans (\$75 Deductible)

- ☐ One Year: Duplex (2 warranty agreements) ..... \$950  
☐ One Year: Triplex (3 warranty agreements) .... \$1,250  
☐ One Year: Fourplex (4 warranty agreements).. \$1,599

## BUYER COVERAGE OPTIONS (Check All That Apply)

- ☐ Buyer Preferred Upgrade ...\$199 x \_\_\_\_ yrs. = \$ \_\_\_\_

**Important:** If a Buyer Preferred Upgrade has been selected and the property is a multiple-family dwelling, the upgrade package must be purchased for each unit.

- ☐ Additional Refrigerators.....\$75 x \_\_\_\_ yrs. = \$ \_\_\_\_  
☐ Gas Fireplace.....\$75 x \_\_\_\_ yrs. = \$ \_\_\_\_  
☐ Inground Pool/Spa .....\$185 x \_\_\_\_ yrs. = \$ \_\_\_\_  
☐ Premium/  
Salt Water Pool/Spa .....\$345 x \_\_\_\_ yrs. = \$ \_\_\_\_  
☐ Sprinkler System.....\$75 x \_\_\_\_ yrs. = \$ \_\_\_\_  
☐ Termite Control.....\$75 x \_\_\_\_ yrs. = \$ \_\_\_\_  
☐ Water Softener.....\$85 x \_\_\_\_ yrs. = \$ \_\_\_\_

**If a Buyer Coverage Option has been selected** for a 2-year home warranty or a 3-year New Construction warranty, please enter 2 or 3 years accordingly for each option chosen.

## SELLER'S COVERAGE

- ☐ Seller Preferred Upgrade ..... \$125

## HOME ENTERTAINMENT & TECHNOLOGY PLAN

- ☐ \$75 Deductible.....\$199 x \_\_\_\_ yrs. = \$ \_\_\_\_

Plan Cost(s) ..... \$ \_\_\_\_\_

Option Cost(s)..... \$ \_\_\_\_\_

**Total**..... \$ \_\_\_\_\_

## PLEASE REMIT PAYMENT TO:

**AMERICA'S PREFERRED HOME WARRANTY**  
**PO BOX 772150 | DETROIT, MI 48277-2150**

# PLANS & PRICING

## BASE PRICE

**\$499**

Single Family Home  
w/\$100 Deductible

### Single Family Home

One Year: \$100 Deductible .....\$499

One Year: \$50 Deductible .....\$650

♥ \$50 option includes Identity Theft Protection (pg. 6)

### Single Family Home (Continued)

Two Years: \$100 Deductible .....\$950

### Condo/Townhouse

One Year: \$75 Deductible .....\$475

Two Years: \$75 Deductible .....\$899

### New Construction

Three Years: \$75 Deductible .....\$600

Coverage begins 366 days after closing  
and continues for three years.

### Multi-Family Unit Plans

(\$75 Deductible)

#### One Year: Duplex

(2 warranty agreements) ..... \$950

#### One Year: Triplex

(3 warranty agreements) ..... \$1,250

#### One Year: Fourplex

(4 warranty agreements) ..... \$1,599

## BUYER Coverage Plans\*\*\*

### COVERAGE ITEMS (Standard)

Attic and Exhaust Fans	•
Built-In Dishwasher	•
Built-In Microwave	•
Built-In Oven	•
Central Air Conditioning	•
Central Vacuum	•
Duct Work	•
Concealed Plumbing or Electrical	•
Electrical System	•
Exterior Water and Sewer Line	•
Free Standing Range/Cooktop	•
Garage Door Opener	•
Garbage Disposal	•
Heating System	•
Heating & Cooling Combination System	•
Instant Hot Water Dispenser	•
Hotel Benefits	•
Humidifier	•
Kitchen Refrigerator	•
Permanently Installed Primary Sump Pump	•
Plumbing	•
Roof Leak Repair	•
Septic System	•
Washer and Dryer	•
Water Heater	•
Water Well Pump	•

### BUYER PREFERRED UPGRADE (Optional)\* | \$199

Built-in Dishwasher (Adds): <i>Racks, Baskets and Rollers</i>	•
Built-in Microwave (Adds): <i>Interior Lining, Glass Door, Clocks and Shelves</i>	•
Central Air (Adds): <i>Refrigerant Recovery, Cost of Crane, Registers and Grills</i>	•
Central Heat (Adds): <i>Registers, Grills and Heat Lamps</i>	•
Garage Door Opener (Adds): <i>Hinges, Springs, Keypads and Remote Transmitters</i>	•
Refrigerator (Adds): <i>Refrigerant Recharge, Control Board, Ice Maker and Ice/Beverage Dispenser</i>	•
Special Electrical Package (Adds): <i>Ceiling Fan, Fire/Burglar Alarm, Lighting Fixtures, Doorbell</i>	•
Toilets (Adds): <i>Replaced With Like Quality</i>	•
Oven/Range (Adds): <i>Interior Lining, Clocks, Rotisseries, Racks, Handles, Knobs and Dials</i>	•
Water Heater (Adds): <i>Chemical, Mineral Deposits, and Sediment Buildup</i>	•
\$250 toward Code Violations	•

### Buyer's Premier Coverage Plan (Page 5)

**26** Standard Coverage Items

**11** Buyer Preferred Upgrade Items

**\$50** Deductible (One Year)

### Identity Theft Protection

Single Family Home:

**\$825**

Condo/Townhouse:

**\$760**

### Home Entertainment & Technology Plan

A one year plan covering your home electronics with a \$75 deductible

**\$199**

(See page 7 for details)

## SELLER Coverage Plans

### COVERAGE ITEMS (Standard) \*\*

ListSecure®	•
Attic and Exhaust Fans	•
Central Vacuum	•
Duct Work	•
Electrical System	•
Instant Hot Water Dispenser	•
Plumbing	•
Stoppages	•
Water Heater	•

### SELLER PREFERRED UPGRADE (Optional)\*\* | \$125

Built-In Dishwasher	•
Built-In Microwave	•
Built-In Oven	•
Central Air Conditioning	•
Free-Standing Range/Cooktop	•
Garbage Disposal	•
Heating System	•
Kitchen Refrigerator	•

### Buyer Optional Coverages

Additional Refrigerators.....	\$75
Gas Fireplace .....	\$75
Inground Pool/Spa.....	\$185
Premium/Salt Water Pool/Spa...	\$345
Sprinkler System.....	\$75
Termite Control.....	\$75
Water Softener.....	\$85

\* **IMPORTANT:** If the Buyer Preferred Upgrade has been selected and the property is a multiple-family dwelling, the upgrade package must be purchased for each unit.

\*\* **Florida Only:** Customers must purchase the Seller Preferred Upgrade to receive listing coverage, which will include the Standard Coverage Items.

\*\*\* Certain plans and items have limits on coverage. See page 8 to get full Terms & Conditions for details.



# What Is Covered?



## ATTIC AND EXHAUST FANS

Plans that cover this item: Buyer | Seller

**Covered:** Switches, controls, motors, bearings and blades.

**Not Covered:** Shutters, belts and filters, circulation or paddle-type fans.



## CENTRAL AIR CONDITIONING

Plans that cover this item: Buyer | Seller Preferred Upgrade

**Covered:** (Electric refrigerant central air conditioning units only.) Coils and compressor, capacitor, motors, thermostat valves, thermostats, leaks in refrigerant lines, liquid suction line dryers, fuses, breakers, disconnect boxes, contactor, wiring, condensing units, evaporative coolers.

**Not Covered:** Window units, free-standing room units, water cooled units, portable units, any type of gas, lithium/glycol, outside and/or underground components and piping for geothermal, condenser fins, drain pans, cleaning, duct work associated with any gas units, filters, water towers, evaporative cooling pads, energy management systems, or recovery of refrigerant and chillers. Zone controls, zone motors, dampers, leak tests, registers and grills. The cost of a crane to install roof-mounted units. Electronic or ultraviolet (UV) air filters and cleaners.



## ELECTRICAL

Plans that cover this item: Buyer | Seller

**Covered:** Electrical breakers, wiring, panels and sub-panels, plugs, fuses, switches, conduit, junction box, central vacuum systems. Concealed wiring limit shown on the Confirmation Page includes access, diagnosis, repair or replacement, and restoring or resurfacing to a rough finish.

**Not Covered:** Service entrance cables, meter boxes, any loss due to water seepage along service cable, any loss from overload or power failure, any electrical items or wiring located outside the perimeter of the principal dwelling and attached garage.



## EXTERIOR WATER AND SEWER LINE COVERAGE

Plans that cover this item: Buyer

**Covered:** Water and sewer pipes between the Covered Home's foundation and the water or sewer main pipe. Coverage applies to locating the pipe stoppage or collapse including excavation and backfilling, the repair and/or replacement of the affected pipe and clearing of stoppages (cleaning same lines after 14 days has elapsed shall be considered a new claim and is subject to a new Deductible) up to the coverage limit.

**Not Covered:** Landscaping replacement, frozen pipes, cleanup of anything (including leaked material), blockages or breaks or leaks from tree roots and foreign objects.



## GARAGE DOOR OPENER

Plans that cover this item: Buyer

**Covered:** Motors, push buttons, control boards, drive mechanisms, chains.

**Not Covered:** Garage door, door track assemblies, counterbalance mechanisms, rollers, remote sensing units and infrared sensors, hinges, springs, keypads/touchpads, and remote transmitters.



## HEATING SYSTEM

Plans that cover this item: Buyer | Seller Preferred Upgrade

**Covered:** Central heating system including electric, gas, oil, gravity (centrally ducted only), steam or hot water heat systems, ductwork, interior gas lines, thermostats, relays and wiring. Heat exchanger and/or combustion chamber, electric heat pump, burners, circuit board, igniter, flame sensor, transformer, gas valves, baseboard convectors, pumps, motors, switches, heating elements. Hot water heat system boiler must have auto boiler feed; steam heat must have low water cut-off valve.

**Hydronic systems only:** Boiler zone valves, geothermal and/or

water source heat pump components and parts located within the foundation of the Covered Home or attached garage which cool and/or heat the Covered Home.

**Not Covered:** Outside and/or underground components and piping for geothermal and/or water source heat pumps, well pump and well pump components for geothermal and/or water source heat pumps. Free-standing or portable heating units, through-wall units, heat lamps, coal or wood burning equipment, fuel oil or propane gas storage tanks, fuel oil lines, registers, electronic air filters and cleaners, vents, space heaters, grills, filters, solar heating systems, radiators, fireplaces, clocks, chimneys and chimney liners, recovery of refrigerant, and cleaning and energy management systems. Leak tests. Zone controls, zone motors and dampers. Electronic or ultraviolet (UV) air filters and cleaners.



## HUMIDIFIER

Plans that cover this item: Buyer

**Covered:** Permanently mounted furnace humidifier including pans, housing, motors, fans, humidistats, transformers, valves, and lines.

**Not Covered:** Humidifier pads, media elements, brushes, atomizers, and back flush units.



## KITCHEN APPLIANCES

Plans that cover this item: Buyer | Seller Preferred Upgrade

*Coverage is limited to appliances located in the primary kitchen area of the Covered Home and included in the contract to purchase at the time of the sale of the Covered Home, or be built-in.*

**Covered:** Free-standing range, built-in oven, cooktop, built-in dishwasher (pump, motor, timers, gaskets, spray arm, seals, air gap, latches, switches, heating element, control board), built-in microwave, refrigerator (compressor only), garbage disposal.

**Not Covered:** Water dispenser, cracked or broken thermal shells, any loss or damage of a cosmetic nature such as denting, chipping, the cost of attaining access, replacement or repair of countertops or cabinets, racks, baskets, clocks, timers, rollers, glass or ceramic cooktops, self-cleaning mechanisms, cooking accessories, doors, door hinges, knobs, handles, dials, keypads/touchpads, interior lining, door glass, latches, meat probes, rotisseries, shelves, ice makers, ice crushers, control board, soap dispensers, beverage dispensers, broken interior, loss due to rust-out and food spoilage, recovery of refrigerant, and freezers which are not an integral part of refrigerator. Failure, damage and/or jams to garbage disposal caused by bones and foreign objects other than food.



## PLUMBING SYSTEMS

Plans that cover this item: Buyer | Seller

**Covered:** Drains and standard faucets, leaks and breaks to water, vent, gas or sewer lines, waste lines, assembly parts within the toilet tank, toilet wax ring and flange, valves to shower, tub diverter, interior hose bibs, stoppage in drain, vent and sewer lines; angle stops and risers. Clearing of stoppages (cleaning same lines after 14 days has elapsed shall be considered a new claim and is subject to a new Deductible). The foregoing is covered only within the perimeter of the main foundation of the Covered Home including attached garage. Permanently installed sump pumps (ground water only). Concealed plumbing limit shown on the Confirmation Page includes access, diagnosis, repair or replacement, and restoring or resurfacing to a rough finish.

**Not Covered:** Sinks, bathtubs, fixtures, exterior hose bibs, filters, sewage ejector pumps, shower-base pans, shower enclosures, tub enclosures, toilet bowl and tank, caulking, grouting, tile fields, lawn sprinklers, leach beds, root damage, any loss arising out of a condition of chemical or mineral deposits, water residue, rust-out, or insufficient capacity drain, insufficient or excessive pressure, loss arising from porcelain cracking, chipping, dents or other externally caused physical damages, storage or holding



tanks, auxiliary sump pumps. Sewage lines located outside the main foundation of the Covered Home and blockages from tree roots and foreign objects.



#### ROOF

Plans that cover this item: Buyer

**Covered:** Water leaks only; rolled roofing, asphalt shingles, roof tiles, and flashing. Must occur during coverage period for coverage to apply.

**Not Covered:** Roof mount installations, roof vents, roof vent boots, gutters, drain lines, pre-existing leaks, leaks in any deck or balcony, leaks due to ice damming. Leaks which are caused by, or which result from, any of the following: Damage due to persons walking or standing on the roof, missing and/or broken tiles or shingles, repairs or construction not performed in a workmanlike manner, failure to perform normal roof maintenance, replacement of entire roof, rotten wood, flat and/or hot tar roof, or acts of God such as tornado, hurricane, earthquake, fire, and lightning. Water damage must occur in the roof located over the primary living area, excluding attached garage.



#### SEPTIC

Plans that cover this item: Buyer

*Coverage for septic systems begins thirty (30) days after the Contract Start Date.*

**Covered:** Septic tank and line from house, baffles, sewage ejector pump and switches.

**Not Covered:** Drain field, tile fields and leach beds, clean out, insufficient capacity, and blockages from tree roots and foreign objects.



#### WASHER/DRYER

Plans that cover this item: Buyer

**Covered:** All components and parts except as listed under "Not Covered".

**Not Covered:** Soap dispensers, filter screens, plastic mini-tub, dials and knobs, lint screen, venting, and damage to clothing.



#### WATER HEATER

Plans that cover this item: Buyer | Seller

**Covered:** Electric, gas, tankless, and instant hot water dispensers. Control thermostat and thermocouple, gas valves, pressure and temperature relief valve, heating elements, drain valve, dip tubes, blower motor, heat exchanger, burners, igniter, temperature sensor.

**Not Covered:** Oil hot water tanks, and Breakdown arising as a result of chemical, mineral deposits or sediment buildup, insufficient capacity, water residue or rust-out.



#### WATER WELL PUMP

Plans that cover this item: Buyer

*Must be primary water source. Coverage begins thirty (30) days after the Contract Start Date.*

**Covered:** Well pumps, valves, and regulators.

**Not Covered:** Pressure tanks, piping or electrical lines leading to or connecting pressure tank and primary dwelling, well casings, holding or storage tanks and re-drilling of well, screens, points, well pump if used for lawn sprinkler system or other like system.

**Some coverage is subject to additional limitations as provided in the Terms and Conditions Section of the Real Estate Warranty Service Agreement.**

## Buyer's Premier COVERAGE PLAN

**\$825**

Single Family Home

**\$760**

Condo/Townhouse

The Buyer's Premier Coverage Plan gives you ALL the standard coverage items and ALL the Buyer's Preferred Upgrade Items. This plan now includes **Comprehensive Identity Theft and Home Title Fraud Protection up to \$1,000,000 from American Identity Group**. You get all of this coverage for one full year with a \$50 deductible!



**AMERICAN  
IDENTITY GROUP**

APHW's Home Warranty with additional Personal Identity Theft Protection

**26** Standard Coverage Items + **11** Buyer Preferred Upgrade Items + **\$50** Deductible + **1 Year** Coverage  
+ **COMPREHENSIVE IDENTITY THEFT & HOME TITLE FRAUD PROTECTION**



## The APHW **GOLD Plan** for Single Family Homes

# \$650

The GOLD Plan for Single Family Homes gives you one full year of APHW's warranty coverage with a \$50 deductible and **Comprehensive Identity Theft and Home Title Fraud Protection** up to \$1,000,000 from American Identity Group.

**1 Year Home Warranty + \$50 Deductible  
+ COMPREHENSIVE IDENTITY THEFT &  
HOME TITLE FRAUD PROTECTION**

## Buyer Preferred Upgrade

*(Adds the following additional coverages to the Covered Item listed if this package is indicated as included in the Terms & Conditions.)*

### CENTRAL AIR

Refrigerant recovery, registers and grills, cost for crane to install roof-mounted covered replacement air conditioner unit up to \$200 maximum.

### CENTRAL HEAT

Registers, grills and heat lamps.

### CODE VIOLATIONS

When the correction of a previously unknown code violation is required to affect a covered repair or replacement of a heating, plumbing or electrical Component Part, We will pay up to \$250 aggregate to correct the code violation(s) over the life of the Service Contract. We will not simply pay to remedy a code violation, whether previously known or not.

### KITCHEN APPLIANCES/REFRIGERATORS

Refrigerator control board, refrigerant recovery and recharge, ice maker and ice/beverage dispenser and their respective equipment; built-in dishwasher racks, baskets, rollers; built-in microwave interior lining, glass door, clocks and shelves; oven/range interior lining, clocks, rotisseries, racks, handles, knobs and dials.

### SPECIAL ELECTRICAL PACKAGE

Fire/Burglar alarm, lighting fixtures, doorbell, garage door opener (hinges, springs, keypads and remote transmitters), and ceiling fans located within the main dwelling.

### WATER HEATER

Failure due to chemical, mineral deposits, and sediment build-up.

### PLUMBING

Toilets replaced with like quality up to \$200 per occurrence.

**Note:** If the Buyer Preferred Upgrade Package is included and the Covered Home is in a multi-family dwelling with four (4) units or less, the upgrade package must be purchased for each unit in the multi-family dwelling; if it is not purchased for each unit in the multi-family dwelling, any shared systems and/or appliances will not be covered. If the multi-family dwelling has more than four (4) units, shared systems and/or appliances are not covered in any case.

## Buyer Optional Coverages

### ADDITIONAL REFRIGERATORS

(INCLUDES FREE STANDING FREEZERS AND WINE COOLERS)

**Covered:** Compressor only.

**Not Covered:** Cracked or broken thermal shells, any loss or damage of a cosmetic nature such as denting, chipping, the cost of attaining access, keypads/touchpads, interior lining, door glass, latches, shelves, broken interior, loss due to rust-out and food spoilage, refrigerator control board, ice maker/beverage dispenser and their respective equipment, recovery of refrigerant.

### GAS FIREPLACE

(PERMANENTLY INSTALLED)

**Covered:** Gas valve, pilot, thermocouple, blower motor, and wall switch associated with ignition or fan.

**Not Covered:** Remote systems, decorative logs, mechanical hinges, glass, damper, flue or firebox.

### INGROUND POOLS/SPAS

**Covered:** All components and parts of the heating, pumping, and filtration system. A spa, including an exterior whirlpool and hot tub, is also covered along with a swimming pool if the units utilize common equipment. If they do not, coverage is limited to the option selected for either the spa or the pool. If Premium/Salt Water/Spa is indicated on the Confirmation Page as covered, salt water components and cells are added.

**Not Covered:** Skimmers, pool sweeps, pool sweep motors, lights, liners, jets, concrete-encased, underground electrical, gas or plumbing lines, cleaning equipment, solar equipment, structural defects, all above ground pools.

### SPRINKLER SYSTEM

**Covered:** Leaks and breaks of PVC lines, timers, bubbler heads, gate valves, solenoids, shut-off valve and other activation controls.

**Not Covered:** Hydraulic systems; sprinkler heads with Breakdowns caused by abnormal wear and tear such as, but not limited to: Pet damage, lawn mower damage, freezing, vehicular damage, damage by roots or soil, improper installations, and adjustments or cleaning and human damage, sprinkler lines below pavement or decorative structures below hard surface.

### TERMITE CONTROL

**Covered:** Spot treatment for existing subterranean termite infestation located in the interior of the Covered Home or exterior of the main foundation/perimeter of the Covered Home and attached garage.

**Not Covered:** Decks, fences, and infestation or treatment of any area farther than 24 inches away from the main foundation/perimeter of the Covered Home, preventative treatments; any repairs or damages due to subterranean termites.

### WATER SOFTENER

**Covered:** Domestic water softener, brine tank, and connecting water lines.

**Not Covered:** Insufficient or excessive water pressure, color or purity of water, filters, resin beds, salt replacement, rust or corrosion, normal maintenance, purification systems, and all rented/leased water softeners.

# Start A Claim

24/7/365 Person-to-Person Claims Service



We must receive your contractor's diagnosis of the item failure and provide you with telephone approval before having any work done. Reimbursement for services will not be made without prior approval.



## 1. Start Your Claim

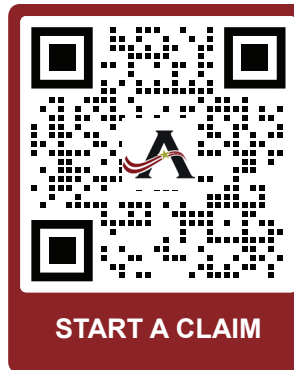
**First, make sure the item is covered by your plan.**

If the item is listed as covered, you may start your claim with a phone call or online.



**Phone:**  
**800.648.5006**

An APHW customer service representative will take your information, assign you a claim number, and review instructions to complete your claim.



**Online:**  
**APHW.COM**

Scan this **Start A Claim** QR code. Then follow the instructions to start your claim online and obtain a claim number.

## 2. Schedule

Once you receive a claim number, you may then call and schedule a local licensed contractor of your choice. Once your contractor arrives, they must first diagnose your problem.

**Important: Before the contractor does any work, have the contractor call APHW with the diagnosis.**

An APHW customer service representative will speak with you and your contractor to determine the approved dollar amount covered by your warranty. Your contractor may then make the necessary repairs.

## 3. Payment

Your APHW customer service representative will make sure that arrangements for payments are made. You will be required to pay the contractor a deductible for each trade call, or the actual cost; whichever is less.

An APHW customer service representative will follow up with you after the repairs are made to make sure you are completely satisfied with the work that was done.

## Home Entertainment & Technology Plan by Fortegra

Desktop Computers | DVD/Blu-Ray Players | External Hard Drives | Gaming Systems | Home Theater  
Laptop Computers | Peripherals | Wearables | Printers | Routers | Tablets | Television Monitors



Fortegra® is the marketing name for the service contract operations of the subsidiaries of Fortegra Financial Corporation. Products and services are provided by 4Warranty Corporation, The Service Doc, Inc. (in WI), or Lyndon Southern Insurance Company (in OK and FL: Lic. No.: FL-03698), each of which are subsidiaries of Fortegra Financial Corporation. This is a summary of the benefits available. For complete information, including details of benefits, coverage, specific exclusions, conditions, and limitations, please refer to the complete terms and conditions of the service agreement. A service agreement is optional, cancellable and in no way required to obtain credit. A service agreement is not a warranty.

Scan QR Code for more information.

For 24/7/365 Home Entertainment  
& Technology claims service, call:

**877.958.2398**

**\$199**  
w/\$75 Deductible (One Year)



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# Terms & Conditions do apply



## Terms & Conditions

This brochure contains only a summary of the plan benefits. For complete information on coverage, limits, exclusions, and requirements of the Service Contract, please refer to the complete Terms & Conditions available at this QR code or by visiting:

**[APHW.COM/warranty-policy](http://APHW.COM/warranty-policy)**

Call or email us 24/7/365 with questions!



5775 Ann Arbor Rd.

Jackson, MI 49201

**P:** 800.648.5006

**F:** 888.479.2652

[aphwoffice@aphw.com](mailto:aphwoffice@aphw.com)

[www.aphw.com](http://www.aphw.com)