



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 64118



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 month-to-month. There is a 30-day waiting period before You are eligible to receive repairs under this Plan, beginning on the date of enrollment. If You receive this Plan through a real estate transaction and a 12-month payment is made, the 30-day wait is waived and protection begins on the date of closing, pending receipt of payment. You or the Company may cancel this Plan at any time. The Company must notify You 30 days in advance prior to raising prices or changing the terms and conditions of this Plan. If You cancel the plan, You may request a prorated refund, less any claims during the protection period and an administrative fee of \$25.

C. PROTECTION SUMMARY:

1. This Plan is limited to one unit per protected system or appliance (unless additional options are purchased and specifically noted on Your agreement).
2. This Plan protects only those items specifically listed on Your agreement and excludes all others.
3. If the protected property has more than one heating/cooling system the Plan will protect the unit that heats/cools the kitchen by default.
4. Items must be properly installed and in normal working order on the effective date of Your agreement.
5. 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.
6. Any part necessary for the normal operation and is contained within the sheet metal skin of the unit is protected by this Plan.
7. All protection is limited to those items within the home's foundation, except for pipe leaks (as described in Section E1) and any optional items (pool, septic and well systems) selected that are no deeper than 10 feet below grade.
8. You are allowed one Preventive Maintenance check on your HVAC system once every other year (not available under Essential Plan).
9. Repairs will not be authorized, nor reimbursements issued if Your account is past due, expired, or canceled.
10. This Plan becomes effective only after all other manufacturer, builder, distributor, or extended warranties are exhausted.
11. 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.
12. If the Company has paid towards the repair or replacement of a protected system or appliance, that item cannot be removed from Your plan.

D. THIS AGREEMENT DOES NOT PROTECT:

1. 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;

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.



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