



worry-free ownership

BldHome Performance Guarantee (BPG)

BENEFITS OF COVERAGE

Hassle Free Service: Service is available by contacting the BldHome's Customer Service Department. Service will usually be performed between 9:00 AM and 4:00 PM local time Monday through Friday, excluding holidays.

No Deductible: No charge for parts and labor on all covered repairs.

Free Mileage (within 50 miles): No mileage charges will be incurred for BPGs that include in-home service, if your residence is located within 50 miles of a factory authorized service center and/or within 10 miles of a BldHome store. A charge will apply for areas outside of the mileage area.

Special Benefits: Your BldHome Performance Guarantee provides protection against power surges from the date of purchase. Your five year BPG will provide up to \$150 food spoilage coverage resulting from the mechanical failure of a refrigerator or freezer (if not already covered by the manufacturer's warranty).

No Lemon Guarantee: If the covered product has had two previous service repairs and a third repair is required, as determined by us, within any 12 month period, the product will be replaced with a comparable product. The cost of the comparable replacement will not exceed the original purchase price and may be less due to technological advances.

Protection If You Move: If you move to an area within the continental United States, you're still protected. Just call BldHome Customer Service and we will work with you to get the needed service.

Protection If You Sell: Your BPG may be transferred to a new owner of the product by providing the name and address of the new owner within fifteen (15) days of the change of ownership and by paying a \$25 transfer fee.

Half-Back Credit Option: When you purchase a five year BldHome Performance Guarantee and do not use that BPG in any way, you qualify to receive a BldHome coupon, at the end of the BPG term, equal to 50% of the cost of the BPG.*

** The "Half-Back Credit Option" must be claimed within 90 days after the Performance Guarantee has expired. It is the customer's responsibility to notify the BldHome's Customer Service Department that the warranty has expired to receive the "Half-Back Credit Option" coupon. No cash, checks or credit to the customer's account will be issued. After the customer notifies the BldHome's Customer Service Department, the coupon will be mailed to the customer. This coupon may be used towards a new purchase of any merchandise from BldHome Furnishings. The customer's account must be in good standing before a coupon is issued. The "Half-Back Credit Option" applies to the original purchaser and is non-transferable.*

CONDITIONS AND EXCLUSIONS

Coverage commences on the date the Customer takes possession of the product and is inclusive of the manufacturer's warranty period. Parts and services covered by the manufacturer's warranty will be the manufacturer's responsibility. If the product requires repair during the manufacturer's warranty period, any charges covered under the BPG that are not covered by the manufacturer will be reimbursed.

The product must be maintained in accordance with the requirements and/or recommendations set forth by the manufacturer to keep the BPG in force. Evidence of proper maintenance and/or service may be required to validate a claim. Failures due to lack of proper maintenance or cleaning or accidents will not be covered.

Performance Guarantees do not cover products that have been modified or used for commercial purposes, public rental or communal use in multi-family housing.

- BPG service includes (1) no trouble observed (NTO) service call where there is no manufacturer defect found. If the NTO is used it will be considered as having used the BPG.
- BPGs are limited to repair or replacement of defective parts or products and does not cover any other incidental or consequential damage to other property or replacement of matching pieces.
- BlvdHome reserves the right to repair or replace a defective product at our discretion. Technological advances may result in a replacement product with a lower selling price than the original product purchase price. If a product is replaced, original product must be returned. If a product is replaced under this plan the BPG is considered fulfilled and coverage is not extended to the new product. A new BPG may be purchased to cover the new product.
- Products installed in cabinets and other types of built-in applications or wall-mounted are eligible for service as long as the products are accessible to the service technician. You are responsible for removal and re-installation of built-in audio & video equipment.
- BPGs are not valid unless paid for in their entirety. If the purchase was made on a BlvdHome charge account, your account must be in good standing for the plan to be valid.
- A BPG may be purchased up to the end of the full manufacturer's coverage period. If a BPG is purchased after delivery, there will be a 90 day wait before coverage takes affect.
- Failures caused by any of the following are not covered: Neglect, abuse or misuse of the product — Failure to replenish or replace coolants, lubricants or any other fluid required by the manufacturer — Damage caused by non-authorized repair personnel — Accidental or intentional physical damage, spilled liquids or insect infestation — Corrosion, blockages, denting or scratching — Any external cause such as fire, water ingress, sand, theft or weather. Worn out parts due to use.
- The following are not covered by your Performance Guarantee: Any replacement of consumable or disposable items, such as knobs, batteries, filters, and bulbs — duct work, improper installation, improper ventilation, non-compliant plumbing, non-municipal water supply, inconsequential noises, hard water damage — Replacement of refrigerant coolant unless the loss is caused by a covered failure — Repair of cosmetic damage where the function of the product is unaffected — Not more than one service call where a NTO is found — Loss of use of the product or consequential loss of any kind, except for food spoilage, as previously stated — International coverage is not available.