

FAQs

Q: What is covered?

A: 100% parts and labor for electrical and mechanical malfunction.

Q: What items are eligible for Complete Care?

A: Electronics with at least a 90 day manufacturer limited warranty in the United States.

Q: When does the plan begin?

A: All plans begin from date of purchase and are inclusive of the manufacturer's limited warranty as they provide benefits from day one such as ADH (Accidental Damage from Handling, if purchased) and power surge coverage.

Q: What is Accidental Damage from Handling?

A: Accidental impacts, drops, bumps and liquid spills (for covered products, if purchased).

Q: What products qualify for Accidental Damage from Handling (ADH)?

A: Laptops, tablets and cameras.

Q: Are power surges covered?

A: Yes, power surges are covered from day one. Electronics do need to be connected to a surge protector to be covered. Direct lightning strikes are not considered power surges, and are excluded from coverage.

Q: What is the limit of liability?

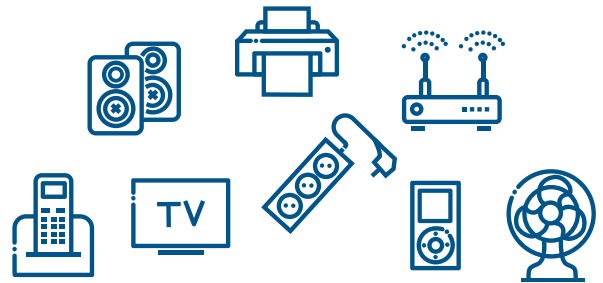
A: The original product retail price, before tax, less any paid claims.

Q: How do I file a claim?

A: You can call Centricity at 877-435-6336 24 hours a day, 7 days a week, 365 days a year.

Complete Care ELECTRONICS

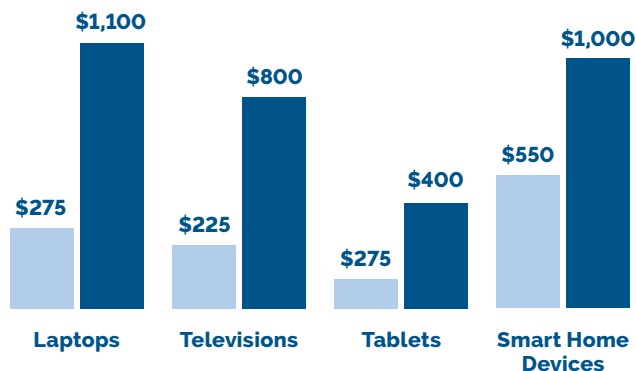
Protection Plans powered by CentricitySM



Protection Plans administered by Bankers Warranty Group, Inc.,
BWG Protection Plans, Inc. 11101 Roosevelt Blvd N. St Petersburg, FL 33716.

*See terms and conditions for more details.

Comparisons



Coverage

Complete Care offers up to 5 years of coverage.

Year 1	Year 2	Year 3	Year 4	Year 5
MFG Warranty				
2 Year Service Contract				
3 Year Service Contract				
5 Year Service Contract				

Day 1 coverages include power surges and ADH.
Day 1 coverage begins on date of purchase.

Benefits*

- ✓ **All-brand coverage**
Every brand with at least a 90 day manufacturer limited warranty in the U. S. is eligible for protection.
- ✓ **Comprehensive coverage**
Protection on mechanical and electrical parts and labor beyond the manufacturer's limited warranty.
- ✓ **In-home service**
We come to you! Convenient service on televisions over 27 inches.
- ✓ **Full product replacement benefit**
In some cases, your product may qualify for replacement.
- ✓ **Power surge coverage**
- ✓ **No lemon benefit**
2 completed repairs outside of manufacturer warranty; third failure for same problem the item qualifies for replacement.
- ✓ **Toll free 24/7 customer service**
We're always here when you need us.
- ✓ **Authorized service network**
Our nationwide network of service providers means dependable, hassle-free repairs.
- ✓ **Transferable**
The coverage moves with you or can be transferred to a new owner.

Electronics

Portable electronics, such as tablets, cameras, laptops, etc.; and other consumer electronics, such as smart home devices, televisions, sound bars, receivers, speakers, etc.