



## LOVE IT GUARANTEE The Not So Fine Print !



Service : 1-800-661-7313 service@phoenixamd.com

The terms and conditions of the Excelsior LOVE IT GUARANTEE are very simple and easy to activate and take advantage of.

### LOVE your detergent:

Because your satisfaction is of the utmost importance to us, we offer you a unique 30 day guarantee. If you are not completely satisfied with the performance of the Excelsior detergent within 30 days of the purchase, we will refund your 100% of the suggested retail price.... No questions asked. We will ask you to provide proof of purchase prior to reimbursement.

### LOVE your machine:

This one of a kind warranty that is provided to the owner of a new HE Machine (washing machine or dishwasher) who complies with all of the following requirements...

1. Purchases the Excelsior HE Laundry Solution (either 5L or 3L) or the Complete Dishwasher Solution from an authorized Phoenix retailer at the same time as you purchase your new HE Washer;
2. Either downloads the free App or goes to the website or calls the 1-800 number to complete the registration process for your Excelsior Love it Guarantee;
3. Exclusively uses the Excelsior Detergent for the lifetime of the new machine and do not use any other unauthorized products;
4. Repurchases the Excelsior HE Laundry Solution (either 5L or 3L) or the Complete Dishwasher Solution at a minimum of once every eight (8) months from the date of the original machine purchase (a reminder will be provided automatically to owners who download the free App)
5. Updates your warranty registration profile with every purchase of Excelsior detergent during the lifetime of the machine (Proof of purchase will be required); and lastly
6. Should the owner start to experience a "stinky smell" with their machine, they are required to contact the SOS Warranty Claims Department either using the App or through the website or by telephone using the 1-800 toll free number and register a claim within 14 days of the first time they notice the bad smell.

In the event of an approved "smell" claim, the **SERVICE PROCESS** will be as follows:

1. We will send you a specialty cleaning product complimentary with instructions to remove the stinky smell and problem causing the stinky smell ... and if this does NOT resolve the problem ...
2. We will send a technician to your home at our expense to clean your HE washing machine and remove the cause of the stinky smell .... And if ultimately this does NOT solve the problem
3. We will arrange to replace your machine with the same or similar model worth no more than the original purchase price found on the original invoice from the retailer where the original purchase was made.
4. **LIMIT OF LIABILITY:** Once the original machine covered by this Love it Guarantee has been replaced or incurred repair expenses equal to the original purchase price of the machine, as a result of claim(s) against this Love it Guarantee, this present warranty will be deemed as having fulfilled its obligations.
5. **TRANSFERABLE:** This warranty is transferable from owner to owner without charge by phoning 1-800-661-7313. To qualify for service the new owner must provide the original invoice for the machine and Excelsior Detergent.

### GENERAL EXCLUSIONS:

6. **The following are specifically excluded from coverage under the Love it Guarantee:**
  - a) Machines that have not been purchased at the same time as the Excelsior Detergent from an authorized Phoenix A.M.D. International Inc. Retail partner;
  - b) Warranties that have not been registered by the owner within 90 days from the date of delivery of the new machine and Excelsior Detergent;
  - c) Machines that have not be used with Excelsior Detergent exclusively during the lifetime of the Machine;
  - d) Warranties that have not been "reactivated" by the re-purchase of Excelsior Detergent within a reasonable time frame or at a minimum of once per eight (8) months;
  - e) Warranties that have not been updated with the confirmation of the repurchase of Excelsior HE Detergent within 30 days of the repurchase;
  - f) Service claims that are called in after 30 days from the date of initially noticing a bad smell;
  - g) Unauthorized products being used to eliminate or prevent the bad odours in the machine;
  - h) Work performed by an unauthorized service person to eliminate any bad smell;
  - i) Bad smells created from the original water supply being used in the machine;
  - j) Unknown bad smells emanating from the machine that an authorized Phoenix service technician determines is not caused by the misuse or excessive use of laundry care products would not be covered under this warranty
  - k) Bad smells resulting from the machine being used for purposes and items other than what is was designed for.
  - l) Bad smells resulting from external causes such as but not limited to, defective and inadequate wiring, fire, flood, insect infestations, lightning, or connection to other products not recommended for interconnection by the manufacturer of the machine.
  - m) Any mechanical or operational failure of any kind of the machine would not be covered by the Love it guarantee.
  - n) Pair and set clause: in case of replacement of a machine that is part of a pair or set, the measure of loss shall be a reasonable and fair portion of the value of the set, but in no event shall the loss include the replacement in any portion of the pair or set.