Excelsior Pür Freshness Warranty™

The Not So Fine Print !

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

The terms and conditions of the Excelsior Pür Freshness Warranty are very simple and easy to activate and take advantage of.
REQUIREMENTS OF THE OWNER TO BE ELIGIBLE FOR SERVICE: This one of a kind Excelsior Pür Freshness Warranty is provided to the owner of a new HE Washer who complies with all of the following requirements...

1. Purchases the Excelsior Pür Laundry Solution (either 4L, 950ml or 250ml) from an authorized Phoenix retailer at the same time as they purchase their 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 their Excelsior Pür Freshness Warranty;
3. Exclusively uses the Excelsior Pür Laundry solution when doing laundry for the lifetime of the new washer and does not use any other unauthorized products;
4. Repurchases the Excelsior Pür Laundry Solution (either 4L, 950ml or 250ml) at a minimum of once every eight (8) months from the date of the original washing machine purchase (a reminder will be provided automatically to owners who download the free App)
5. Updates their warranty registration profile with every purchase of Excelsior Pür Laundry Solution during the lifetime of the washer (Proof of purchase will be required); and lastly
6. Should the owner start to experience an odour in their HE washer, 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 odour.

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

1. We will send you a specialty cleaning product complimentary with instructions to remove the odour and problem causing the odour... 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 odour ....and if ultimately this does NOT solve the problem
3. We will arrange to replace your washer with the same or similar model washer 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 washer covered by this Excelsior Pür Freshness Warranty has been replaced or incurred repair expenses equal to the original purchase price of the washer, as a result of claim(s) against this Excelsior Pür Freshness Warranty, 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 washer and Excelsior Pür Laundry Detergent.

GENERAL EXCLUSIONS:

6. **The following are specifically excluded from coverage under the EXCELSIOR Pür Freshness Warranty:**
   a) Washers that have not been purchased at the same time as the Excelsior Pür Laundry Solution 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 washer and Excelsior Pür Laundry Solution;
   c) Washers that have not be used with Excelsior Pür Laundry Solution exclusively during the lifetime of the washer;
   d) Warranties that have not been "reactivated" by the re-purchase of Excelsior Pür Laundry Solution 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 Pür Laundry Solution within 30 days of the repurchase;
   f) Service claims that are called in after 30 days from the date of initially noticing an odour;
   g) Unauthorized products being used to eliminate or prevent the odour ~~washer~~ problem;
   h) Work performed by an unauthorized service person to eliminate any odour;
   i) Odours created from the original water supply being used in the washer;
   j) Unknown odours emanating from the washer 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) Odours resulting from the washer being used for purposes and items other than what is was designed for.
   l) Odours 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 washer.
   m) Any mechanical or operational failure of any kind of the washer would not be covered by the Excelsior Pür Freshness Warranty.
   n) Pair and set clause: in case of replacement of a washer that is part of a pair or laundry 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 dryer.

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