

# VEP / WALDRON'S

Appliances | Flooring | Cabinets & Kitchens | Repair Service

## The Appliance Industry's Leading Extended Protection Plan



**New Leaf**  
SERVICE CONTRACTS, LLC

[www.vepappliance.com](http://www.vepappliance.com)

# Benefits Of Your New ServicePro Protection Plan

## ■ **Fully Insured**

ServicePro Service Plans are fully insured by an insurance company rated A-Excellent by A.M. Best

## ■ **Repair Or Replace Promise**

If ServicePro can't repair the covered product, we will replace it with a product of like features and functionality

## ■ **\*\* No Hidden Fees Or Repair Costs**

There is no need to worry about hidden charges. ServicePro covers repairs to the product in case of an electrical or mechanical failure

## ■ **Authorized Service Providers**

ServicePro has a network of pre-screened, fully insured, manufacturer authorized service centers - VEP/Waldron's is this area's leading authorized service center

## ■ **Multiple Repair Safeguard**

Rest assured that ServicePro will your product should the product require more than three (3) qualified service events (same issue) during a twelve (12) month period (after the expiration of the manufacturer's warranty)

## ■ **Food Loss Protection**

ServicePro protects you in the event you experience food loss as the result of an electrical or manufacturer failure - up to \$250 per qualified event (reimbursement based on cubic feet of appliance)

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## ■ **Power Surge Protection**

ServicePro protects your unit in the event of a power surge up to a maximum of replacement of the unit - Product must be plugged in to a UL approved protector (not required for major appliances)

## ■ **No-Limit Service Plan**

Most service plans limit your claims and/or replacement in aggregate to the purchase price paid on your product. On our New Leaf Plan, your product will be replaced or you will receive the purchase price value (whichever is lower) regardless of the amount of repairs under your service plan

## ■ **Transferable**

In the event the covered product is sold or transferred at any time during the term of the ServicePro plan, the coverage may be transferred to the new owner

## ■ **Toll-Free 1.855.879-6305**

You can call ServicePro's toll free number with questions regarding your protection plan or if your product should require repair

## ■ **50% Back Coupon (On 5-Year Contracts Only)**

You can redeem 50% of the purchase price of the extended warranty should your product not require service during the five (5) year period

# Benefits Of Your New ServicePro Protection Plan

## ■ **2YR, 3YR, And 5YR Plans**

All 2YR, 3YR, and 5YR ServicePro Protection Plans are inclusive of the manufacturer's warranty. These plans begin at the end of the labor portion of the manufacturer's warranty. Should you require service during the manufacturer's warranty period please call the manufacturer directly. Your plan does cover food loss, lightning, and surge protection from day one - even under the manufacturer's warranty

## ■ **\*\* The New Leaf Service Contract Is A Limited Coverage Plan**

After the manufacturer's warranty expires you are covered fully for operational problems only. Examples of items not covered include; broken shelves, shelf brackets, dishwasher rack rollers, non-functional parts (like handles, trim pieces, filters, legs, knobs, installation issues, appearance items, glass breakage, spills, stains, etc). Additionally, this plan does NOT cover known or unknown pre-existing conditions, misuse, abuse, or failure to clean or maintain the covered systems and appliances

■ If a servicer is dispatched and no coverable issue is found with your product, you WILL be responsible for payment of the service call

■ In a case where ServicePro replaces your unit, or reimburses you to purchase a new unit, you ARE responsible for delivery charges, sales tax, and any installation costs for the new unit

# Receiving Your ServicePro Protection Plan

- You have up to thirty (30) days to purchase a New Leaf ServicePro warranty from the day you purchase your new appliance(s)
- Once you purchase, you will receive an email with the full details of your warranty
- As a preferred customer of VEP/Waldron's you will be immediately registered with ServicePro - there are no additional steps you need to take
- Keep all of the information you receive, as well as your VEP/Waldron's invoice in a place where you keep your important records

## Should You Need Service:

**Contact VEP/Waldron's Service Dept:**  
607.563.1434

**Contact ServicePro's Customer Service Team:**  
1.855.879.6395

**Contact ServicePro Online At:**  
[www.newleafservicepro.com](http://www.newleafservicepro.com)



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VEP/Waldron's  
89 Main St  
Sidney, NY 13838

P: 607.563.1434  
[www.vepappliance.com](http://www.vepappliance.com)

## Store Hours:

<b>Monday</b>	9am - 7pm
<b>Tuesday</b>	9am - 7pm
<b>Wednesday</b>	9am - 7pm
<b>Thursday</b>	9am - 7pm
<b>Friday</b>	9am - 7pm
<b>Saturday</b>	9am - 3pm
<b>Sunday</b>	Closed



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