



# Appliance Replacement Offer

## INSTRUCTIONS



## What is the Appliance Replacement Offer?

When you have a covered appliance breakdown but don't want 2-10 to address it, you can use our Appliance Replacement Offer.

When you submit a service request for an appliance breakdown, you can continue with the traditional service request OR take advantage of our Appliance Replacement Offer.

If you accept the offer, purchase your brand-new appliance and submit your receipt to us for reimbursement. It's that easy!

## Why Should I Accept the Offer?

If you suffer an appliance breakdown and you've been eying a replacement from a certain brand or with certain features, this offer is for you.

If you'd rather spend time shopping and buying exactly what you want over scheduling a service call, this offer is for you.

If you'd rather spend the cost of your Service Fee on a brand-new appliance, this offer's for you!



### 1. Accept the offer

Visit Homeowner Portal ([2-10.com/homeowner](https://2-10.com/homeowner)) and submit a service request for your appliance. Then, accept the Appliance Replacement Offer.



### 2. Purchase

Start shopping for your new appliance (used or refurbished appliances do not qualify), and save your receipts after purchase and installation. Take a picture of your invoice/receipt on your phone.



### 3. Submit

- Sign-in to Homeowner Portal
- Open your Appliance Replacement Offer Service Request and select *Request Reimbursement*.
- Upload your invoice or receipt files and submit to complete your request.



### 4. Receive Reimbursement

After 2-10 receives your reimbursement request, our team will process and mail a refund check to the primary homeowner at the covered address. After submission, it may take up to 30-45 days to receive your check. The reimbursement amount for qualifying expenses is specified in your Agreement.



## Exclusive Appliance Discounts!

Combine this offer with our Appliance Discount Program for even more savings! You're eligible for exclusive discounts on GE and Whirlpool brand appliances.

[2-10.com/homeowners-warranty/appliance-discount/](https://2-10.com/homeowners-warranty/appliance-discount/)