

Manufacturer / Vendor Warranty Information

| <u>Manufacturer / Vendor</u>    | <u>Warranty Period</u>  |
|---------------------------------|---|
| Ashley                          | 2 years   |
| Allison Erwin                   | Furniture 1 Year  |
| Sanyo, Norcent                  | Electronics 1 Year  |
| Colby Furniture/Simply Bunkbeds | 1 year  |
| Crosley Appliances              | Mfg. Limited Warranty   |
|                                 | Crosley Extended Warranty 2nd Year Covers Relatively Everything the Mfg. Warranty covered in the 1st year -- see instructions below for warranty work after 1st year warranty is up |
| Refrigerator                    | 5 Years Compressor 10 years (including mfg. warranty)   |
| Top Load Washer                 | 1 year Transmission 10 years (including mfg. warranty)  |
| Front Load Washer               | 1 year Motor 10 years (including mfg. warranty)   |
| Compact Washer                  | 1 Year Electronic Gear 10 years (including mfg. warranty)   |
| Washer/Dryer Stack              | 1 Year Motor 10 years (including mfg. warranty)   |
| Dishwasher                      | 1 year Motor 10 years (including mfg. warranty)   |
| Electric/Gas Dryer              | 1 Year Motor, Ignitors & Heating Element 10 years (including mfg. warranty)   |
| Electric Range                  | 1 Year Bake/Broil Surface Elements/Glass Top 10 years (including mfg. warranty)   |
| Gas Range                       | 1 Year Ignitors & Spark Module 10 years (including mfg. warranty)   |
| Dell                            | Laptop 3 years  |
|                                 | Desktop 1 Year  |
|                                 | Older Desktops 3 Years  |
| DSI                             |   |
| Toshiba                         | Labor and Parts 1 Year from the date of purchase  |
| Proview                         | Labor and Parts 1 Year from the date of purchase  |
|                                 | Proview Customer Service: 877-532-8176 (on site warranty service for screens over 33")  |
|                                 | Provide Model #, Serial # and date of purchase. When service tech is at store, you must provide the delivery ticket showing the item is still within the warranty period.           |

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| Florida State Games          | Gaming Systems: 90 Days<br>Cameras: 90 Days  |
| Harden Manufacturing         | 1 year   |
| Innovex                      | Any part that gets damaged, even on a return. If they can not get the part they will credit the full price of the desk.  |
| Kenmore                      | 1 year Parts & Labor   |
| LG Zenith                    | LCD/Plasma TVs: 1 Year Parts & Labor<br>Home Theaters: 90 days labor; 1 year parts   |
| Moore Discount<br>Poulan     | 1 year parts & labor (through a local service center)  |
| O Rourke                     |  |
| Mitsubishi                   | 1 year parts & labor   |
| JVC                          | 1 year parts & labor   |
| Philips                      | 1 year parts & labor   |
| Pioneer Furniture            | Frame/Springs: Lifetime (as long as original fabric is on the furniture<br><br>Mechanism: 1 year<br><br>Fabric: 1 Year (under normal use). Does not cover fading, piling, or shrinkage and is not valid where there is evidence of heavy soiling or abuse  |
| Hackey Home Furnishings      | Frames: 5 years. Year 1: Hackney will pay reasonable labor rates for the defective parts and shipping costs from the retailer to and from Hackney or a repair center. Year 2-5 Hackney will pay for parts<br>Springs: 3 Year Limited<br>Recliner Mechanism: 3 Year Limited<br>Cushioning: 1 Year Limited<br>Fabric: 1 Year Limited |

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| Simmons Furniture             | 5 Year: reclining mechanisms; wooden frame p<br>1 Year: seat cushion foam and filling<br>1 Year: Fabric/Leather (seams, fabric separation; nap loss)<br>1 Year: All other parts  |
| Steve Silver Company          | 1Year non-pro-rated  |
| Symphony / Dimplex Fireplaces | 1 Year Parts & Labor   |
| Techwood / Welton             | Furniture: Replacement Parts 1 Year<br>Sony Products:<br><ol style="list-style-type: none"> <li>1. Labor: defective product: Sony will repair/replace the product or pay the cost of repair to an Sony authorized service agent.</li> <li>2. Parts: In addition, Sony will supply at no charge new or rebuilt replacements in exchange for defective parts for the stated period (see table).</li> </ol> |
|                               | Hi Fi Audio CD Players & Tape Decks: 1 year parts & labor  |
|                               | Component Receivers: 2 Year Parts & Labor; 1 year accessories  |
|                               | Color TV: 90 day labor; 1 year parts   |
| Therapedic                    | H210: 1 year free replacment (no stains) 4 year prorated<br>H250: 1 year free replacement (no stains) 9 year prorated  |
| Whirlpool                     | 1 Year Parts & Labor (does not include missing knobs, burnt out bulbs, etc.)   |

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**CROSLEY INSTRUCTIONS FOR WARRANTY WORK IN 2ND YEAR AND BEYOND:**

All appliances have a full one year warranty on parts and labor. This warranty is covered by the manufacturer (Whirlpool, Electrolux, etc.) and starts at the date of the unit going into service (ON RENT) for the first time. Crosley offers an extended warranty for the second year covering the same things that the manufacturers warranty covers. The second year starts one year after the date on the invoice (which will be very close to the "received" date in RSSS).

The second year is handled by **Crosley Extended Warranty** company in St Louis. The service company can contact them for information on when, where, and how to file for payment. Payment amounts are the same as in the first year in most cases. CEW can be reached at 800-356-5268. They are also a source for the parts that are covered for the ten year period - burners, heating elements, compressors, etc, The only exception to these time frames and coverages would be abuse, and/or trim parts (but neither is covered for the first year anyway).