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**Solutions Center Extended Warranty Allowance**

The Solutions Center has the task of protecting company assets while exceeding guests’ expectations. This is not always possible, but the Solutions Center Extended Warranty Allowance is a tool to support this effort.

* At the Solutions Center team members discretion, they may extend a manufacturer’s warranty as follows. Warranty periods start from the the date of delivery for the original purchaser.
* Replacement of an item under a warranty claim does not restart the warranty period.
* Items in contract use have different warranty periods than residential use.

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| **Time Past Warranty Period** | **Customer Loyalty Solutions Center Extended Warranty** |
| 0 to 6 Months | Full Manufacturer’s warranty |
| 6 Months to 1 Year | 20% Commercial 50-99 Pieces Pricing for replacement |
| 1 Year to 2 Years | 15% Commercial 25-49 Pieces Pricing for replacement |
| 2 years to 3 Years | 10% Commercial 0-24 Pieces Pricing for replacement |