



GUARANTEED PROTECTION PLAN

We are proud to offer a full FIVE years of Guaranteed Protection for your electronics and appliances.

[File a Claim →](#)

- 5 Year Protection
- 100% Parts & Labour
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- Canada Wide Service
- VIP's Save 20%



We are proud to offer a full FIVE years of Guaranteed Protection for your electronics and appliances.

- We want to ensure your products continue to perform as they did on day one.
- We will provide complete support for up to 5 years from the date of purchase.
- The coverage is transferable (at no charge) to the new owner; adding resale value to your equipment.
- Ask your local representative how a Guaranteed Protection Plan can be tailored for you!

[FAQ](#)**Does my GPP transfer to replacement units?**

No. Once a unit is replaced, the plan obligations are complete. You may at that time purchase a new GPP for the replacement item.

I did not buy GPP with my purchase. Can I still do so?

You can add or upgrade GPP up to 30 days from the date of the product purchase. Contact your original store for more details.

How does the Repair Credit Work?

In cases where we are unable to repair a unit due to situations beyond our control, we convert the repair estimate to an in-store credit. You can use this like a gift card against a new product. You would pay the difference, taxes and fees. This would also end our warranty obligation on the old unit and give you the opportunity to add GPP onto the new purchase.

How long does a repair take?

One to four weeks in most cases depending on parts & service availability.

Is it possible for me to solve the problem on my own?

We suggest referring to your owner's manual for troubleshooting. Sometimes service issues can be simple general maintenance to maximize your products performance.

What is the best way to contact AVU Service Department?Since we provide service across Canada, the best way to communicate with our team is by email: service@avu.ca**What happens if my warranty runs out & I have already made a claim?**

Provided you have submitted your claim during coverage, you will still be covered & we will send a servicer as soon as it is safe to do so.

How do I submit a Service Claim?Follow this link to initiate your claim. https://avutools.avu.ca/esp_claim_rebates/claims/add_claim_public[FAQ](#)**Full Terms & Conditions**

1. Guaranteed Protection Plan is administrated by Glaswegian Enterprises Inc. (GEI)
2. Provided AVU, or their approved agents, performed the installation of product covered by this plan, the removal and reinstallation of a unit during coverage requiring repair will be performed at no charge.
3. GPP must be purchased within 30 days of product purchase date.
4. Coverage for commercial applications is not available.
5. This coverage is transferable to subsequent equipment owners at no charge; it is the original owner's responsibility to contact GEI to arrange for the transfer of coverage.
6. Loss of this certificate does not result in loss of coverage. Terms and conditions are subject to change so please refer to avu.ca for the most up to date version.
7. This plan is for carry-in services, except where in-home service is provided under the manufacturer's warranty. In home service provided under this plan will mirror the manufacturer's coverage within 100 km (Round Trip) of the authorized service centre's place of business. Customers are responsible to pay any travel costs or product shipping beyond 100 km (Round Trip).
8. This plan does not replicate any over-the-counter-exchange provided during the manufacturer's warranty period.
9. This plan covers normal wear and tear; mirroring the manufacturer's warranty, but does not cover the failure of the product arising, in whole or in part, from improper installation, storage, transportation, misuse, abuse, accident, neglect, mishandling, unauthorized repair, modification, or wear from ordinary use or environmental deterioration.
10. The plan owner releases Glaswegian from all liability due to damage to the unit, replacement of the unit or injury to any person that is not due to the fault or negligence of Glaswegian.
11. The plan owner further understands that Glaswegian is not responsible for any consequential damage or losses related to their inability to make necessary repairs.
12. Items that are consumable, such as batteries, are not covered under this plan. Projection Bulbs are covered for one additional year after the manufacturer's coverage of the bulb expires (maximum bulb coverage 2 years total). This plan only covers items on the original invoice.
13. Remote controls are not covered under this plan.
14. If no defect is found or the repairs are denied by Glaswegian due to an unwarrantable item, the plan owner is responsible for all costs incurred. This includes customer education by a service technician on the proper usage of the product as outlined in the owner's manual.
15. If the item covered under this plan is replaced by Glaswegian, all obligations of this plan will have been fulfilled for that particular item. Replacement product is eligible for protection under a newly purchased GPP.
16. Replacements will be based on feature set of covered unit, not current technology, not original cost, or series model. If the same technology, colour or size is unavailable or cost prohibitive, GEI determined market value will be provided as a credit to the customer.
17. Maximum liability of the plan shall not exceed the purchase price of the original equipment. Each individual breakdown, failure or damage shall be adjusted on a replacement cost basis.
18. Glaswegian Enterprises Inc. cannot be held responsible should the original manufacturer cease operation and/or parts become unavailable, sole liability lies only in refunding the fee paid for this plan.
19. Glaswegian Enterprises Inc. does not cover 'Burn-in' or 'Image Retention' on televisions under extended warranty.
20. GPP does not cover used products, such as trade-in products and refurbished products, or products purchased 180 days after manufacturer discontinues model. In the event you buy a GPP plan under these circumstances, our liability is only to refund the original purchase price of the plan.
21. Set-up, delivery and/or adjustments are not covered.
22. All coverage periods are inclusive of manufacturer warranty periods. Claims during the manufacturer's coverage period will be handled by the manufacturer.
23. All software including reprogramming of remotes is not covered by this plan.
24. Any alterations to programming, settings or alterations to the system are not covered under this plan and the owner does so at their own risk.
25. Unauthorized repairs or modifications may void this agreement. This plan does not cover normal maintenance of the product and is subject to the products being properly maintained in accordance with the maintenance instructions contained in the related Owner's Manual.
26. Damages due to power surges are not covered under this plan.
27. This warranty is null and void for products with altered or missing serial numbers.
28. This coverage mirrors the specific manufacturer's warranty terms and conditions unless specified above.



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