

## Assurant Protection Plans

**GUIDE.SUMMARY** What Customers can now protect their auto tools, parts & electrical components with Assurant. Assurant protection plans are now integrated into the eBay buying flow for the following eBay categories: ATV Parts, Car Electronics, Hand Tools.

What the Protection Plan includes:

- Extended service contracts for new and used parts and accessories, such as stereos, GPS systems and tools.
- Protection for one-to-two years for new auto parts, tools and electronic components against mechanical and electrical failures.
- Protection for six months to one-year for used and refurbished auto parts, tools and electronic components against mechanical and electrical failures.
- No deductibles or hidden fees.
- An on-demand online claims submission.
- Anytime cancellation - including a full refund within the first 30 days.

Also, customers can now search by item number, on eBay, to locate information about their protection plan.

**Internal Information**

Teammates should not refer to these plans as "warranties". They should be referred to as "protection plans" or "extended service plans".

When August 24, 2015 - Press release issued. (<http://www.marketwatch.com/story/ebay-motors-partners-with-assurant-solutions-to-extend-warranties-on-purchases-2015-08-24> target="\_blank") eBay Motors Partners with Assurant Solutions to Extend Warranties on Purchases.

Where United States (including Alaska and Hawaii).

What this article includes

This is a preliminary version of this article. We'll add screenshots, examples, and more detail as soon as possible.

**GUIDE.RELATED\_LINKS** Related pages General Seller information news

<http://pages.ebay.com/sellerinformation/news/warranties.html> target="\_blank"

<li>eBay coverage services hub<br> <a href="http://pages.ebay.com/services/hub.html" target="\_blank">http://pages.ebay.com/services/hub.html</a></li> <li>Vehicle purchase protection<br> <a href="http://pages.motors.ebay.com/buy/purchase-protection/" target="\_blank">http://pages.motors.ebay.com/buy/purchase-protection/</a></li></ul><br> <a href="http://www.ebay.com/motors" target="\_blank">http://www.ebay.com/motors</a></li> <li>eBay Money Back Guarantee<br> <a href="http://pages.ebay.com/ebay-money-back-guarantee/" target="\_blank">http://pages.ebay.com/ebay-money-back-guarantee/</a></li> </ul><br> <ul> <li>Extended service plan, terms and conditions (Assurant)<br> <a href="http://pics.ebaystatic.com/aw/pics/pdf/us/warranty/assurant\_terms.pdf" target="\_blank">http://pics.ebaystatic.com/aw/pics/pdf/us/warranty/assurant\_terms.pdf</a></li> <li>Create an account, sign in, file a claim at Assurant Solutions<br> <a href="https://marketplace.assurantprotectionplans.com/" target="\_blank">https://marketplace.assurantprotectionplans.com/</a></li></ul><br> <li>eBay - Assurant micro-site<br> <a href="http://ebay.com/buyerprotection/assurant.html" target="\_blank">http://ebay.com/buyerprotection/assurant.html</a></li></ul><br> <li>eBay - Allstate protection plans</li></ul><br> <a href="https://pages.ebay.com/refurbishedprogramwarranty/index.html">https://pages.ebay.com/refurbishedprogramwarranty/index.html</a><br> <a href="https://pages.ebay.com/refurbishedprogramwarranty/index.html">https://pages.ebay.com/refurbishedprogramwarranty/index.html</a></li></ul> Related solutions <br><br> <a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=SOL7871&actp=search&viewlocale=en\_US">https://cskb.vip.ebay.com/csKBapp/art?page=content&id=SOL7871&actp=search&viewlocale=en\_US</a><br> Purchasing an Allstate protection plan after item is bought</a></li></ul><br> <a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=SOL7921&actp=search&viewlocale=en\_US">https://cskb.vip.ebay.com/csKBapp/art?page=content&id=SOL7921&actp=search&viewlocale=en\_US</a><br> Does eMBG cover warranties?</a></li></ul> <br>

</h2></h2>GUIDE.TIPS\_FOR\_MEMBERS Before buying coverage Assurant Before customers purchase Assurant purchase protection, make sure they've kept this important information in mind: Note: These points are covered on the <a href="http://pages.ebay.com/buyerprotection/assurant.html" target="\_blank">eBay / Assurant micro-site</a>. <ul> <li>They must purchase a protection plan within 30 days of purchasing their item.</li> <li>They can claim once within their protection plan coverage period.</li> <li>They'll be able to claim with us 31 days after their purchase. If their item fails within the first 30 days after they purchase, they need to contact the items seller.</li> <li>If their item is worth less than \$500, Assurant will simply send them a reimbursement check once their claim is approved.</li> <li>If their item is worth more than \$500, Assurant may need to come inspect it before they're able to approve the customer's claim. If their product can't be repaired, we'll either replace it with a new or refurbished product, or reimburse them for its value.</li> </ul> Contacting the coverage provider by phone Assurant <ul> <li>1-877-273-1738</li> </ul> Allstate <ul> <li>Claims: 1-877-900-7283</li> <li>For support, questions, or to resolve issues: 1-877-927-7268</li> </ul> </h2>