

## **Background Information:**

Sears Canada Group filed for CCAA protection on June 22, 2017 and the company commenced liquidation of all inventory on October 19, 2017.

Effective October 19, 2017, the Company will not honour any warranties or Sears Protection Agreements. The company will provide a refund of the warranties and service protection agreements if they were purchased **within the last 30 days (as of the refund request date)** at the Sears Canada stores.

Customers with Protection Agreements purchased **more than 30 days ago (as of the refund request date)** may have the opportunity to file a claim in the future, once a claims process has been established and approved by the Court.

Once a claims process has been established, the Court-appointed Monitor of the Sears Canada CCAA proceeding (FTI Consulting Canada Inc.) will provide information regarding the claims process and claims forms on their website at <http://cfcanada.fticonsulting.com/searscanada/>

## **Additional FAQs:**

1. When will the Claims Process be established?
  - At present, it is difficult to estimate the date when it will be established but it should be over the course of the next few months as the Company concludes the liquidation of its assets and inventory. We would recommend checking the FTI website (<http://cfcanada.fticonsulting.com/searscanada/>) periodically/monthly.
2. Will there be emails sent to customers when the Claims Process is established?
  - No. The Monitor recommends that you visit the Monitor's website periodically/monthly for this information.
3. Why isn't there currently anything on the website regarding claims?
  - Given that the Court has not yet approved a Claims Process, there is nothing on the Monitor's website about a Claims Process. **If and when** a Claims Process is approved by the Court, that information will be reflected on the Monitor's website, along with any relevant information regarding how to file a claim.
4. Is the customer currently covered at all under any warranty?
  - Most of the large appliances and lawn and garden products are covered under the manufacturer's warranty for the first 12 months following the initial purchase of the product. Please contact the manufacturer directly for additional information. There is no coverage for any customers beyond the manufacturer's warranty.
5. How can I obtain more information about the manufacturer's warranty?
  - For Kenmore, Kenmore Elite, Viking and Craftsman branded product, please locate the model/serial number plate on the product. Record the model and serial number. Use the model /serial number service chart to identify who the manufacturer is. Contact the applicable manufacturer to arrange service. Please be prepared to provide to the manufacturer the model and serial number as well as the date of purchase.
  - Parts for Kenmore, Kenmore Elite, Viking and Craftsman product are available directly from most manufacturers or authorized parts supply locations.