

# **Important Information and Requirements to submit a Warranty Claim**

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## **1. How to submit a Warranty Claim**

Warranty Claim Forms must be completed and submitted at the Warranty Claim Administrator's website at [www.searscanadawarrantyclaim.ca](http://www.searscanadawarrantyclaim.ca) (English) or [www.reclamationgarantie SearsCanada.ca](http://www.reclamationgarantie SearsCanada.ca) (Français).

## **2. Qualifications to submit a Warranty Claim**

1. Do you hold a Sears Canada extended warranty, also known as a protection agreement?
2. Did you purchase your warranty before June 22, 2017?
3. Have you had to pay to repair or service your appliance or other Sears Canada product that would have otherwise been covered by your warranty (i.e. the repairs are within the warranty period)?

If the answer to all three (3) of these above questions is “**yes**”, you may have an eligible claim for compensation for the repair costs that you incurred and paid and which would have otherwise been covered by the warranty (a “Warranty Claim”).

## **3. What is covered**

Only costs **actually incurred and paid** by you to repair or service the product that would have otherwise been covered by the warranty will be considered in determining whether you have an eligible Warranty Claim.

## **4. What is not covered**

Any other claims in respect of your warranty, including for example, claims for a refund of the cost of your unused warranty, or in respect of any coupons related to your warranty will **not** be considered an eligible Warranty Claim.

## **5. Deadline to Submit a Claim**

The deadline to submit a claim for a compensation for any out-of-pocket costs that you have paid for the repair or service of your appliance or other Sears Canada product that would have otherwise been covered by the Warranty Claim is **June 12, 2021**.

## **6. What is required to submit a Warranty Claim**

Supporting documentation is required to be submitted with your claim in order to determine eligibility including the specifics of your warranty purchase, the details of your repair costs and the supporting invoices from the company that repaired or replaced your product.

To submit an eligible Sears Warranty Claim, you will be asked to:

### **1. Provide your current contact information.**

You will be asked to provide your **current mailing address, phone number, and email address**.

### **2. Provide information about your Sears Canada Warranty and details about the repair cost(s) you have incurred.**

#### **a. You will be asked to identify the product(s) covered by your Sears Warranty.**

A drop down list of products will be provided in the online claim submission form. If you have a copy of your receipt or received a maintenance guide with the purchase of the Sears product covered by your warranty, please have it available when submitting your claim form to assist you in identifying your product

#### **b. You will be asked to provide proof of your purchase of a Sears Warranty including:**

##### **i. The warranty purchase date and a copy of your Sears Warranty; and**

ii. **The address and/or phone number that was valid as of the date of the purchase of the warranty** (if your address or phone number has changed since you purchased your Sears Warranty).

c. You will be asked to **provide information related to your repair costs** as indicated below in order for the Warranty Claims Administrator to assess your claim:

i. **Name of service provider / contractor** that provided the repair services;

ii. **Date that the repair services** were provided;

iii. **The amount you were billed** for the repair services; and

iv. **A copy of the invoice or invoices paid** by you for the costs you incurred.

d. You will be asked to **submit supporting documentation with your claim** in order to determine eligibility including:

i. **A copy of your Sears Warranty** or other proof of purchase of the Sears Warranty; and

ii. the **supporting invoices** from the company that repaired or serviced your product.