



LET'S PROTECT THIS.

General FAQ's

Q. How long do I have to purchase the Home Depot Protection Plan?

A. You have 90 days from the date of purchase of the eligible product to purchase The Home Depot Protection Plan. If you purchase the Plan at the time of sale and decide to cancel, you will have 90 days to return to the store for a full refund.

Q. Do I have to register my plan?

A. No. You do not have to register the Plan. Registration is recommended for faster, easier service. This can be done easily by going online and visiting www.homedepot.com/protectionplans. Here you can also upload and store a copy of the sales receipt.

Q. Should I keep my sales receipt showing the purchase of the Plan?

A. Yes, you will need to keep your receipt in order to file a claim. We have made keeping the receipts easy for you by adding the "store my receipt" functionality to www.homedepot.com/protectionplans.

Q. How do I file a claim?

A. Please visit www.homedepot.com/protectionplans to easily file and track a claim. You may also call 1-800-HOMEDEPOT (1-800-466-3337), 24 hours a day, 7 days a week to file a claim.

Q. Will the repairs be handled by The Home Depot?

A. No. The Plan administrator will locate a service technician in the area from a list of verified and background-checked service technicians.

Q. What happens if my product needs to be replaced? Should I take it back to the store?

A. If your covered product needs to be replaced, you will not be required to return it to a retail store. Please visit www.homedepot.com/protectionplans or call 1-800-HOMEDEPOT for instructions.

Q. If my product cannot be repaired, how will it be replaced?

A. Your covered product may be replaced with a Home Depot eGift card or with a check for the price you paid for the product, including tax, as indicated on the original sales receipt. Your product may also be replaced with a replacement product. Please refer to the terms and conditions for additional details.

Q. Are clearance items available for The Home Depot Protection Plan?

A. Clearance items are available for The Home Depot Protection Plans if the Manufacturer warranty is still valid on the product. The price of the Plan is based on the selling price of the product.



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Major Appliance FAQ's

Q. Is the Major Appliance Plan a Repair Plan or a Replacement Plan?

A. Major Appliance Plans are covered under the Repair Plan. The Plan covers parts and labor costs to repair the covered product in the event that it experiences a breakdown. However if we can't repair it, we'll replace it. Your covered product may be replaced with a Home Depot eGift card or with a check for the price you paid for the product, including tax, as indicated on the original sales receipt. Your covered product may also be replaced with a replacement product. Please refer to the terms and conditions for additional details.

Q. When does the Major Appliance Plan start?

A. The term of your Major Appliance Plan begins on the date of purchase of your product and continues for a period of three (3) or five (5) years, depending on which Plan you purchased. Many great benefits of the Plan begin on Day One (1) that are not covered under the typical manufacturer, including: power surge protection, laundry service reimbursement for washers and dryers and food spoilage reimbursement on refrigerators and freezers. If the Major Appliance experiences a breakdown that is covered under the Manufacturer's warranty and is still under your warranty, then you will be directed to the manufacturer for service. (The Plan is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty, but provides certain additional benefits during the term of the manufacturer's warranty). After the manufacturer's warranty expires, the Plan will cover what the Manufacturer covered such as functional parts and labor coverage including those caused by normal wear and tear for the duration of the Plan's term.

Q. What is the process for Preventative Maintenance reimbursement?

A. The Preventative Maintenance Part Reimbursement is for 5 year Major Appliance Plans only. Beginning on date of purchase you will receive a 25% reimbursement on select preventative maintenance parts including: water filters, air filters, refrigerator coil brushers, drying lint brushes, aluminum vents, washer hoses and washer fresheners purchased at Home Depot retail locations, online at homedepot.com or on the Home Depot mobile application during the term of the Plan. There is a \$500 limit for reimbursement. Please call 1-800-HOMEDEPOT to file a claim for the reimbursement. You will need a copy of your sales receipt.

Q. If I purchase a Major Appliance Plan but do not take delivery for several months later, when does my Plan start?

A. If this happens, please call 1-800-HOMEDEPOT to have the length of the Plan's term extended.

Q. If I buy a Major Appliance Plan at the register, do I need to register my Protection Plan?

A. If your Major Appliance product and The Home Depot Protection Plan were both purchased at the same time, on the same receipt, and the order is processed at the store, your Plan will be automatically registered and you do not need to do anything additional. If you purchased your plan at a later date you will either need to hold on to your receipt or register the Plan. You can visit www.homedepot.com/protectionplans to easily register your Plan, upload and store your receipt, as well as file and track a claim.



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Repair/ Replace FAQ's

Q. How do I know if I purchased a Repair Plan or a Replacement Plan?

A. For all products, except for Major Appliances and Water Heaters, if the product is priced at \$300 or more, then you purchased a Repair Plan. Any products priced \$299 and below, are covered under the Replacement Plan.

Major Appliances have 3 or 5 Year Repair Plans and the Water Heater Plan is a Labor Plan that provides 5 additional years of coverage beyond the manufacturer's labor warranty. Please refer to the terms and conditions for additional details.

Q. How are the Replacement Plans and the Repair Plans different?

A. A **Replacement Plan** covers the replacement of products priced under \$300 (except for Major Appliances and Water Heaters) in the event the product experiences a covered breakdown. We may replace your product with a replacement product or issue a Home Depot eGift card or a check for the price you paid for the product, including tax, as indicated on the sales receipt.

A **Repair Plan** covers products priced \$300 and above (except for Major Appliances and Water Heaters) including parts and labor costs to repair the product in the event the product experiences a breakdown. Water Heaters cover labor only for an additional 5-years beyond the manufacturer's 2-year labor warranty. If we determine that we cannot repair the product, we may replace it with a replacement product or issue a Home Depot eGift card or a check for the price you paid for the product, including tax, as indicated on the sales receipt. Non-original manufacturer's parts may be used for repair of the product if the manufacturer's parts are unavailable or more costly. Please refer to the terms and conditions for additional details.

For both Replacement Plans and Repair Plans, we may replace your product with a new, remanufactured, or a product of like kind and quality that performs to the factory specifications of the original product. Please refer to the terms and conditions for additional details.

Q. How will my product be replaced under a Replacement Plan?

A. Once the Replacement Plan claim is approved, you will receive either a replacement product or a Home Depot eGift card or check for the price you paid for the product, including tax, as indicated on the sales receipt. Please refer to the terms and conditions for additional details.

Q. How will a product be replaced under a Repair Plan?

A. In the event the covered product cannot be serviced, we may replace it with a replacement product or issue a Home Depot eGift card or a check. For products priced under \$2,000 (but no less than \$300), we may replace it with a replacement product or issue a Home Depot eGift card or a check for the price you paid for the product, including tax. If the original purchase amount of the product is \$2,000 and above, a check reimbursement will be issued for the original purchase price of the product plus tax.

Q. When does the 3 year Repair Plan and the 2 year Replacement Plan start?

A. Both plans start when the manufacturer's labor warranty ends. That said, there are a number of other great benefits that begin on Day 1, such as power surge protection and 30% reimbursement (up to \$500) on select preventative maintenance parts.

Q. What is 30% reimbursement on select tractor and mower preventative maintenance parts and how does it work?

A. With the Home Depot Protection Plan, you can get 30% reimbursement on select mower maintenance parts for your tractor and lawn mower. You can receive a 30% reimbursement (up to \$500) on select preventative maintenance parts purchased at Home Depot locations, online at homedepot.com or on Home Depot's mobile application for the term of the Plan. The preventative maintenance parts include batteries, belts, blades, filters, oil, spark plugs, and tires. Please keep a copy of your receipt and call 1-800-HOMEDEPOT to file a claim for the reimbursement.



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Water Heater FAQ's

Q. When does the Water Heater Plan begin?

A. The Water Heater Plan begins after the Manufacturer Labor Warranty ends and will continue for five (5) additional years.

Q. What does the Water Heater Plan cover?

A. The Water Heater Plan covers removal of the old tank and installation of a replacement tank should a replacement tank be needed.

Q. How Does The Water Heater Protection Plan Work?

A. Think of it as an extension of the Manufacturer's Labor Warranty. When the Manufacturer's Labor Warranty ends, the Protection Plan begins and will continue for five (5) additional years. If We Can't Repair It, We'll replace it and Install It!

Q. How do I receive service on my covered Water Heater?

A. If the covered Water Heater experiences a covered failure, you can simply go online: www.homedepot.com/protectionplans or contact service at 1-800-HOMEDEPOT (1-800-466-3337) 24 hours a day, 7 days a week, 365 days out of the year to process a claim. However, if the Water Heater is still under the Manufacturer's Labor Warranty, we'll assist you in contacting the manufacturer for service.

Q. What happens if my Water Heater can't be repaired?

A. If we determine that we cannot service your water heater, we may replace it with a replacement product or issue a Home Depot eGift card or a check for the price you paid for the product, including tax, as indicated on your sales receipt.

Q. Where can I find the Terms and Conditions for the Water Heater Home Depot Protection Plan?

A. Terms and Conditions are located in The Home Depot Protection Plan brochure. They can also be found online at www.homedepot.com/protectionplans.

Q. Can the Home Depot Protection Plan be offered on Water Heaters sold for commercial use?

A. No. Commercial Water Heaters are not covered by the Plan at this time.

Q. Can the Home Depot Protection Plan be offered on Water Heaters sold for rental units?

A. Contractors can buy The Home Depot Protection Plan for products in apartment buildings, provided that they are only used by a single family in that apartment. Home Depot does not offer plans on products that are outside an apartment unit or shared by multiple families. It is necessary for the contractor to supply the model number and serial numbers for the products so each product can be linked to a specific individual unit.

Q. Do I have to register my Water Heater Protection Plan for it to be valid?

A. We also encourage you to go online at www.homedepot.com/protectionplans or call 1-800-HOME-DEPOT (1-800-466-3337) to register your Plan if the tank and the Plan were purchased in store. A copy of your original receipt for the product purchase is required.