

MELROY Warranty Program

Goal: Reduce our customer's liability or costs in ownership of their products.

Unlike many competitors **MELROY** seeks out warranty status to save our customers money.

Often a competitor will price and charge a customer full labor and parts to repair a condition that could have been partially or fully warranted. They do this because it takes a lot of time and vendor connections to do so and they don't have time or resources to spend. Many manufacturers have both labor and material warranties. While most do not cover the entire cost of a repair they help our customers reduce their repair bills. Some may provide parts, or labor allowance based on the terms of warranty or factory recalls.

If your equipment was not installed by **MELROY**, we do research and check with vendors and manufacturers for warranties, upgrades or recalls. We maintain a list of recalls and membership status with the consumer public safety commission, www.cpsc.gov for notification. If we cannot perform a factory warranty repair because of a restriction in our status with them, like not being certified for that particular repair we will let you know and offer to connect you to those who can help you.

MELROY's goal is to make money at the lowest possible cost to our clients. We do this by providing superior service, trained and certified workers, maintain relationships with hundreds of vendors and equipment manufacturers. We maintain good credit, and have the best tools and equipment we need.

While a repair could normally cost \$250.00-500.00 or more; after applying available warranties, guarantees and service agreement terms to your transaction, you could very well pay a simple fee of \$95.00 or nothing. Many customers have received as much as \$20,000.00 in warranties. Yes we do commercial equipment also.

Manufacturers trust us to make warranty determinations for them. So it is important they know we know our craft, their equipment and maintain current policies with them. We determine if the problem is caused by normal wear and tear, abuse, misuse, defective labor, or is protected by the manufacturer's warranty. This requires integrity and trust. We tell the truth even when it hurts. Often another contractor will say that part failed and how bad that brand is, when the real cause was his labor and all you get is a free part, if under warranty. With **MELROY** you get a free part that we cannot claim as warranty which we pay for, and provide you our free labor. Because of this trust to be truthful, manufacturers favor us with work, prices and referrals and you favor us with your call for help. Our vendors and manufacturers are also our customers and we want everyone to feel satisfied the problem was taken care of properly.

We all want your product to work perfectly and as long as possible with as little maintenance as possible. It is our goal to have you as a repeat customer whose satisfaction will provide positive advertising to others. In this way **MELROY** and the manufacturers can continue to grow and provide superior products and service to our clients.

MELROY provides additional insurance to help protect our customers and their warranties. Many manufacturers require proper maintenance as a condition of their warranty. Melroy protects that with our *Comfort Service Agreements* which can add labor price protection as well. So in the event a part is out of warranty, or is not fully covered with a labor allowance, our policy will pay the entire cost of the repair. And as this is prepaid and authorized by you, the question of who to call and who will respond and who to trust for payment is pre-settled, so even your designated person, a child, friend or neighbor can call for you and we will respond. Selling your home? For a small fee of \$20.00 you can transfer this protection to a buyer. We will send a new agreement for their signature and they will be able to secure your price for the remainder of the agreement.