

Electrolux second floor guarantee



Select New Electrolux Washers shown below purchased prior to July 7, 2012 from participating authorized Electrolux retailers are eligible for this money back guarantee.

Official Claim Procedure For Dealer

The 2nd Floor Vibration Guarantee applies only to the Electrolux brand washer models specified herein sold by Electrolux Major Appliances North America's authorized Electrolux brand dealers. Limit one claim per household for not more than two appliances purchased in the same transaction. Guarantee is not transferable. **Guarantee is subject to further restrictions as set forth in the 2nd Floor Vibration Guarantee Claim Form.**

Please use the following procedure whenever you sell the specified products that are eligible for the 2nd Floor Vibration Guarantee.

1. At the time of sale, dealer provides 2nd Floor Vibration Guarantee Claim Form and complete program information.
2. **The 2nd Floor Vibration Guarantee is null and void unless installation is completed by Dealer's authorized installer and must be level, front to back and side to side.**
3. If customer is unsatisfied and determines that the product is unsuitable, customer should call Electrolux at 1-877-4-ELECTROLUX to arrange for servicer to verify product vibration and level installation (including pedestals). Customer should retain service report detailing results, for return submission.
4. Customer must notify the dealer to invoke guarantee by presenting the original purchase receipt to the dealer from whom the appliances were purchased within 30 days of purchase installation; (ii) documentation service report certifying that the washer (and pedestal if installed) are level front to back and side to side and were installed according to local approved building codes. **The 2nd Floor Vibration Guarantee is null and void unless installation is completed properly.**
5. At time customer invokes 2nd Floor Vibration Guarantee, Dealer must
 - (i) refund the customer the purchase price of the eligible appliance(s) plus any sales tax,
 - (ii) have the customer complete the Dealer Claim Form (including obtaining purchaser's signature thereon); and
 - (iii) arrange for the physical return of the eligible appliance(s) within 30 days of refund. Refund excludes shipping, installation, delivery, finance or haul away charges associated with the original purchase as well as with the return of the eligible Electrolux model.
6. Once Dealer has obtained returned appliance, Dealer completes the Dealer Claim Form and contacts Electrolux District Manager and sends copy of Dealer's original receipt showing refund to customer, completed Dealer Claim Form and service report, the customer's 2nd Floor Vibration Guarantee Claim Form and Dealer's original sales receipt, all within 45 days of customer refund to: Electrolux Second Floor Guarantee, Dept. 09-83541, P.O. Box 540034, El Paso, TX 88554-0034.
7. Upon receipt of above listed documentation from Dealer, Electrolux will issue a scrap authorization code to Dealer and credit Dealer equal to Dealer's customer's purchase price plus sales tax as reflected on Dealer's original sales receipt. Dealer must remove serial tag on the returned unit according to the Electrolux Major Appliances Damage Claim Policy for scrap units.
8. Dealer must provide required refund to customer immediately upon receipt of all customer's completed 2nd Floor Vibration Guarantee Claim Form.

If you have questions regarding these claim procedures, please contact your Electrolux District Manager.

QUALIFYING ELECTROLUX MODELS

Wave-Touch™ Control Models

EWFLS70JMB
EWFLS70JRR
EWFLS70JIW
EWFLS70JSS
EWFLS70JTS
EWFLS65IMB
EWFLS65IRR
EWFLS65IIW
EWFLS65ISS
EWFLS65ITS
EWFLW65HIW
EWFLW65HSS
EWFLW65IMB
EWFLW65IRR

IQ-Touch™ Control Models

EIFLS60JMB
EIFLS60JRR
EIFLS60JIW
EIFLS55IMB
EIFLS55IRR
EIFLS55IIW
EIFLW55HMB
EIFLW55HIW
EIFLW55IRR
EIFLW55IKG
EIFLW50LIW

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Dealer Claim Form

Instructions To Dealer

Customer must sign the following statement in the form provided below at time of invoking guarantee. This completed form and a copy of the Dealer's original receipt showing refund to customer, the customer's 2nd Floor Vibration Guarantee Claim Form and the customer's original sales receipt must be sent to your Electrolux District Manager to receive credit for the purchase price plus sales tax of the returned product(s) within 45 days of refund to the customer.

Certification of Refund and Return of Appliance(s)

I certify that (i) I purchased the below identified products from the Electrolux dealer identified below; (ii) I have run my washer a minimum of ten (10) cycles; (iii) I have provided documentation from a servicer certifying that my washer (and pedestal if installed) are level front to back and side to side and that the washer was installed according to local approved building codes; (iv) I will return the appliance to the dealer or have dealer pick-up the appliance within 30 days; and (v) the dealer identified below has refunded me the purchase price of such products plus sales tax paid by me. All other fees are customer's responsibility.

PRINT CUSTOMER NAME

CUSTOMER SIGNATURE

DATE

ADDRESS

CITY

STATE

ZIP

\$ _____

AMOUNT REFUNDED

SERIAL NUMBER

SERIAL NUMBER

BELOW TO BE COMPLETED BY DEALER AFTER PHYSICAL RETURN OF ELIGIBLE APPLIANCES AND MAILED WITH CUSTOMER 2ND FLOOR VIBRATION GUARANTEE CLAIM FORM, CUSTOMER ORIGINAL RECEIPT AND DEALER RECEIPT FOR REFUND TO:
ELECTROLUX SECOND FLOOR GUARANTEE, DEPT. 09-83541, P.O. BOX 540034, EL PASO, TX 88554-0034 WITHIN 45 DAYS OF REFUND TO CUSTOMER.

DEALER NAME

ELECTROLUX CUSTOMER #

DEALER REPRESENTATIVE SIGNATURE

DEALER STORE LOCATION

CHECK MODEL NUMBERS OF RETURNED APPLIANCE(S):

Check if New Construction

Wave-Touch™ Control Models

- EWFLS70JMB
- EWFLS70JRR
- EWFLS70JIW
- EWFLS70JSS
- EWFLS70JTS
- EWFLS65IMB
- EWFLS65IRR
- EWFLS65IIW
- EWFLS65ISS
- EWFLS65ITS
- EWFLW65HIW
- EWFLW65HSS
- EWFLW65IMB
- EWFLW65IRR

IQ-Touch™ Control Models

- EIFLS60JMB
- EIFLS60JRR
- EIFLS60JIW
- EIFLS55IMB
- EIFLS55IRR
- EIFLS55IIW
- EIFLW55HMB
- EIFLW55HIW
- EIFLW55IRR
- EIFLW55IKG
- EIFLW50LIW



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Select New Electrolux Washers shown below purchased prior to July 7, 2012 from participating authorized Electrolux retailers are eligible for this money back guarantee.

Claim Form

Selected new Electrolux washers shown below that are purchased prior to July 7, 2012 from participating authorized Electrolux retailers are eligible for this money back guarantee if the washer proves to be unsuitable for 2nd floor installation. Unsuitability is constituted by a customer certification that there is washer movement in excess of 1 inch after the washer (and pedestal if applicable) is shown to be level front to back and side to side; installed according to local approved building codes and has been run a minimum of ten (10) cycles.

NAME (FIRST, LAST)

ADDRESS

CITY

STATE

ZIP

DAYTIME PHONE (INCLUDING AREA CODE)

EMAIL

DEALER

DATE PURCHASED (MM/DD/YY)

Money Back Procedures in 4 Easy Steps:

See Instructions below for further detail

1. Retain sales receipt and second floor guarantee form.
2. Contact servicer for vibration check and installation verification.
3. If your washer is not suitable for the 2nd floor, notify the dealer to invoke guarantee by presenting the original purchase receipt to the dealer from whom the appliances were purchased within 30 days of purchase installation; (ii) service report certifying that the washer (and pedestal if applicable) are level front to back and side to side and was installed according to local approved building codes. The 2nd Floor Vibration Guarantee is null and void unless installation is completed properly.
4. Complete Dealer Claim Form.

Second Floor Guarantee Claim Form Instructions

PLEASE KEEP A COPY OF YOUR SALES RECEIPT, THIS FORM AND ALL INSTALLATION DOCUMENTS FOR YOUR RECORDS. Selected new Electrolux washers listed to the right that are purchased prior to July 7, 2012 from participating authorized dealers are eligible for this money back guarantee if the washer proves to be unsuitable for 2nd floor installation. Unsuitability is constituted by a customer certification that there is washer movement in excess of 1 inch after the washer (and pedestal if applicable) is shown to be level front to back and side to side; installed according to local approved building codes and has been run a minimum of ten (10) cycles. No substitution of other models is permitted. This offer applies only to the purchase price plus sales tax paid for the eligible washer and corresponding Electrolux dryer, if purchased at the same time, and does not include additional fees or charges that may have applied to your original purchase such as finance, shipping, delivery, installation or appliance removal charges. Additional charges for de-installation and removal of the Electrolux washer and corresponding Electrolux dryer purchased at the same time for which you invoke the 2nd Floor Vibration Guarantee may apply. This offer may not be used in conjunction with other Electrolux offers. If you determine that your washer purchase is unsuitable, as set forth herein, (i) present the original purchase receipt to the dealer from whom the appliances were purchased within 30 days of purchase installation; (ii) contact Electrolux to schedule a service call to verify proper installation. This guarantee is VOID in the event your appliance is not returned to your dealer within 30 days of refund and Electrolux and/or dealer reserves the right to recoup refund for failure to return. If you purchased your appliance(s) as part of a new home construction or remodeling project, you may invoke your 2nd Floor Vibration Guarantee within 30 days of the delivery date of your appliances or new home construction closing date provided that in NO EVENT shall that date be more than 180 days after the appliance purchase date, provided the appliance purchase receipt was originally generated and dated prior to July 7, 2012. Inquiries about this guarantee can be made in writing to the address above or by calling 1-866-727-0582, or by going to www.electroluxrebates.com. Offer applies to retail customer purchasing through participating authorized retail dealers only. Contact your local dealer to determine participation in the 2nd Floor Vibration Guarantee. This offer is applicable to individual sales only for personal household use. Bulk or multi unit sales to apartments, condominiums, subdivisions, and wholesalers do not qualify. Only one claim per household is eligible for this offer. This guarantee is non-transferable. Completed materials will not be returned. Owner warranty registration card, if mailed with this 2nd Floor Vibration Guarantee Claim Form, will be submitted to the service company on your behalf. Owner Warranty is neither expanded nor superseded by this second floor vibration guarantee, which guarantee is available for a limited time only as set forth herein. Electrolux is not responsible for lost, late or misdirected mail. Void where prohibited, taxed or otherwise restricted by law. Offer good only in 48 contiguous United States and the District of Columbia.

CHECK MODEL NUMBERS OF RETURNED APPLIANCE(S):

Check if New Construction

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- EWFLS70JRR
- EWFLS70JIW
- EWFLS70JSS
- EWFLS70JTS
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- EWFLS65IRR
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