



WHAT IS A HOME WARRANTY?

AND WHY DO YOU NEED ONE?



Be sure with the Shield.®



THE BASICS

A home warranty is simple. It's a one-year service contract that covers the repair or replacement of home system components and appliances that typically break down over time.

American Home Shield® has you covered with a network of over 14,000 contractors across the country that will repair or replace up to 21 covered home systems and appliances when they break down. Our success depends on the quality of the service we deliver to you, and we regularly review our repair professionals' performance based on feedback from customers like you.

Our warranty plans cover items like:



Air Conditioners



Ranges/Ovens/Cooktops



Refrigerators



Clothes Washers/Dryers

Be sure with the Shield.

You count on your dishwasher, refrigerator, heat and air conditioning every single day. But you should also count on them to break down. And when that happens, will you be prepared?

Protect your home systems and appliances from unexpected covered breakdowns with an American Home Shield® Home Warranty. Learn more about the industry founder and leader at ahs.com.

What's covered?

Coverage depends on which plan you choose. Our most popular plan, the Combo Plan, covers the repair or replacement of major components for up to 21 home systems and appliances. American Home Shield may also help cover unexpected costs related to rust, corrosion and lack of maintenance. All home warranties are subject to limitations and exclusions. Find out more about the different coverage options at ahs.com/pricing-and-plans.

Making things easy on you

It's not just about cost relief. True, a home warranty can help make covered repairs or replacements more manageable. But if the item is covered in your plan, American Home Shield is here to help. Submit your claim online or call. We're here 24/7 to take your service call and make the entire process simple—start to finish.

Breakdowns happen

And when they happen to major covered home system components and appliances, you can relax. Being covered by American Home Shield means that when breakdowns happen to a covered item, you don't have to fret about unexpected covered costs and repair hassles.

Will I ever use it?

Our customers average just under two service calls a year. On one hand, there are no guarantees that you will use your plan. On the other hand, there is no limit to the number of service calls you can make during the term of your agreement. This way, when covered items break down, we're there for you.

Why us?

As the industry leader, American Home Shield has a solid reputation for reliability and follow through.

We also have a nationwide network of approved, independently insured service contractors to handle your covered repair or replacement efficiently.



“Reps are very knowledgeable and seemed very concerned that you have a problem and ready to help you. They really seem to care.”

—Senora Simpson, AHS® Customer



“Our air conditioner started to fail. It could have been a major expense but with AHS, it turned out to be very easy and reasonable to fix.”

— **Steve Barton**, AHS Customer

How a home warranty works:



Covered Item Breaks



Request Service, 24/7



Repair or Replacement

BENEFITS OF AN AMERICAN HOME SHIELD HOME WARRANTY

An American Home Shield Home Warranty is an affordable way to help you manage the cost of repairs and replacements of covered household breakdowns.

For both homeowners and buyers, an American Home Shield Home Warranty can:

- Help provide relief from unexpected, covered breakdown hassles
- Give access to the American Home Shield network of qualified contractors
- Accept an unlimited number of service calls during the term of your agreement
- Make requesting service easy either online or over the phone—24 hours a day, 365 days a year
- Help protect covered home systems and appliances for a year after closing

For sellers, an American Home Shield Home Warranty can:

- Add value to listings
- Improve marketability of homes
- Distinguish listings from others on the market
- Help protect the covered system components and appliances while their home is on the market (subject to a \$2,000 cap)
- Help alleviate worry about costly, covered repairs

An AHS Home Warranty covers many home systems and appliances but not necessarily the entire system or appliance. To see what is covered, go to ahs.com/pricing-and-plans.

FREQUENTLY ASKED QUESTIONS

What is a home warranty?

A home warranty is a service contract that covers the repair or replacement of parts and components of your home systems and appliances when they break down due to normal wear and tear.

Why do I need a home warranty?

If one of your home appliances or systems breaks down, it can mean more than your air conditioning or dryer not working – it can also mean having to cover an unexpected expense.

Instead of paying the full retail cost to repair or replace a covered item, an American Home Shield® Home Warranty helps you manage the costs of unexpected covered breakdowns.

How does a home warranty plan work?

You choose a coverage plan that fits your home and budget and set your Trade Service Call Fee.

When you request service for a covered item, you'll pay your set Trade Service Call Fee in order to initiate the service request.

Why is buying a home warranty a good decision for my budget?

A home warranty helps protect your budget when a covered item breaks down. If you have an American Home Shield home warranty, you pay for your monthly home warranty plan and pay a set Trade Service Call Fee when you request service instead of paying the full retail cost of repairing or replacing a covered item out of pocket. You would also be responsible for any costs not covered by the home warranty.



When a covered item breaks down, follow these steps:

- [Request service online](#) or call 888 682 1043.
- You pay your set Trade Service Call Fee.
- We give a local contractor your service request and they'll contact you to schedule an appointment.
- Your contractor will diagnose your problem and contact us.
- Based on the contractor's diagnosis, we'll determine whether your problem is covered by your home warranty plan, if it is covered, the contractor will repair or replace your covered item.
- You'll get an email or phone call after the service has been performed, so we can make sure your problem was resolved to your satisfaction.



Learn more about how home warranties work at [ahs.com](https://www.ahs.com).

Do I have to have a home inspection before I can get an American Home Shield Home Warranty?

No. American Home Shield doesn't require home inspections or maintenance records before you purchase a warranty plan, and we won't refuse coverage based on the age of your home systems and appliances.

How is a home warranty different from homeowners insurance?

Homeowners insurance typically protects your home from things that might happen, like fires, theft or natural disasters. A home warranty helps protect your budget when covered components of home systems and appliances breakdown due to normal wear and tear.

What's the difference between a home warranty and a manufacturer's warranty?

A manufacturer's warranty typically covers the failed part of a single appliance or system, but it doesn't always cover the cost of the labor or repair.

With a home warranty, one plan covers multiple home systems and/or appliances. This can be a more cost effective way to protect components of systems and appliances in your home.



Are there any additional benefits to buying an American Home Shield Home Warranty?

Becoming an American Home Shield customer comes with extra benefits:

REFER A FRIEND

If you refer a friend to American Home Shield, we'll say thanks with a \$25 Amazon gift card.

ADDITIONAL PROPERTY DISCOUNTS

Save money when you buy warranty coverage for multiple properties.

DISCOUNTS ON APPLIANCES

We offer valuable discounts on name brand appliances.

DISCOUNTED AIR FILTERS

Save 30-50% on air filters. This is a perk we offer everyone--you don't have to buy a home warranty to get discounted filters. And, we'll deliver them right to your door.





“I have an American Home Shield plan...I travel a lot and if something breaks, my wife has someone who she can call that we trust.”

— Raj Ganta, AHS Customer

Want more information about our plans?

Visit ahs.com

Already involved in a real estate transaction?

Visit ahshome.com

Be sure with the Shield.*

Your AHS Home Warranty covers the repair or replacement of many system and appliance breakdowns, but not necessarily the entire system or appliance. To receive a copy of the contract that details specific coverages, exclusions and limitations, please call AHS at 800 776 4663. Covers single-family homes under 5,000 sq. feet. The Trade Service Call Fee applies to the initial visit by a contractor for each covered trade. This initial fee covers any additional contractor visits required for the same breakdown within 30 days of the original service date. Additional charges may apply for some repairs and replacements. AHS may provide cash back in lieu of repair or replacement in the amount of AHS' actual cost to repair or replace such item, which in most cases may be less than actual retail pricing. System components and appliances 1) will be replaced with units having comparable features, not necessarily the same dimension, color, and/or brand; 2) must be in good working condition on the effective date of the contract; 3) designated by the manufacturer as commercial are not covered. Improper maintenance of any covered system component or appliance may result in denial of coverage for lack of maintenance. Refer to contract for state-specific cancellation provisions. Offer valid for new AHS customers only. Not valid in conjunction with a real estate transaction or current AHS contract renewal. Limited-time offer.

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