



Frequently Asked Questions

Q: When does my free 30-days start?

A: Your free 30-days starts on the date of closing.

Q: What happens if the date of closing changes?

A: Simply contact American Residential Warranty at 888-508-8886, to update the closing information. We will request written proof of the closing date to update the record.

Q: How do I make sure my coverage will continue after my free 30-days?

There is absolutely nothing you have to do to maintain your coverage, after 30 days of free coverage you will be billed with the method of payment your provided.

Q: When will my first billing occur?

A: Your first billing will occur 30 days from the date of closing. If you need to amend your billing date to a more convenient day of the month, should you desire a billing change please contact our billing department at 1-877-683-2885.

Q: Will items that are found to be broken or damaged during my inspection be eligible for coverage?

A: Unfortunately, items that are already broken will not be eligible for coverage. If the items are fixed prior to closing, please submit proof of repair from a licensed and insured repair facility and we will be happy to provide coverage on these items.

Q: Am I locked into a contract if I use the service during the free 30 days?

A: Not at all, we never lock our customers into any long term contracts, keep your home warranty only for as long as you like.

Q: Are there additional coverage options I can add to my plan?

A: Yes. While you are getting our most comprehensive plan along with washer and dryer coverage free for the 30 days immediately after closing, there are even more add-ons and options available for you to truly customize your plan. Just call the customer service department at 1-888-508-8886 and they will explain how we can add or change whatever you need.

Q: Suppose I Need a Repair. I Hate To Wait All Day For Service!

A: You won't have to. We understand you are busy so we really do our best to set appointments that fit your schedule.

Q: How Do I Place A Claim?

A: Just call the toll-free claims number, 1-800-341-3624, 24 hours a day, 7 days a week to report the breakdown of a covered item. Trained claims representatives will work with you to identify the possible cause of the breakdown, and if necessary dispatch the appropriate licensed technician in your area.

Q: Does It Cost Me Anything To Get The Repair Done?

A: The trade service fee is only \$55.00 for each trade needed (i.e. a plumber and an electrician.) We will cover multiple appliances on the same visit by the same technician under only one service fee (i.e. Washer/Dryer repairs etc.).



Q: If the repair is not fixed the first time, do I have to pay \$55 each time someone comes out to my house for the same repair?

A: No! The \$55 service fee applies to each repair or replacement, not each visit. Therefore, if it is necessary for a repair specialist to visit your home multiple times for one particular job, you will only pay one \$55 service fee. There is a 60 day parts and labor guarantee on all repairs. So if the item fails again within that time frame you will not have to pay the service fee again.

Q: How quickly can I expect to get my covered items repaired or replaced?

A: The majority of claims are resolved the same day as the service technician's visit to the home.

Q: What happens if a failed system or appliance cannot be repaired?

A: If the covered item must be replaced, we will be responsible for replacing or helping to replace the equipment, if available to us through our wholesale vendors, with a new version of the same unit. If not, we will look to replace your unit with one that has similar features, capacity, efficiency, and general specifications. AND, if you desire to upgrade your appliance, (stainless, more features, etc.) we will work with you. You can take advantage of our purchasing arrangements by applying your approved claim amount towards the upgraded system or appliance and you only pay the difference.

Q: Will I get reimbursed for items I have repaired or replaced outside the program?

A: Your home warranty plan only covers expenses that are reported and authorized prior to the repair to be eligible for reimbursement. In other words you must consult with us before you hire a contractor or replace anything broken on your own!