



Yale Service Agreement Terms and Conditions

Introduction

The Yale Service Agreement (YSA) is an after-service agreement designed to provide protection against future repair expenses for eligible appliances, one year at a time.

After a Yale service technician has inspected and/or repaired an appliance, the customer may purchase a one-year Yale Service Agreement that covers functional parts and labor repairs for that specific appliance.

The Yale Service Agreement is only available for appliances that:

- Are out of manufacturer warranty coverage
- Are not currently covered under a Yale Extended Warranty (YEW)
- Are not currently covered under an active Yale Service Agreement (YSA)
- Are less than 10 years old

Cosmetic issues are not covered under the Yale Service Agreement.

Pricing

Coverage Area	Standard Appliances	Pro Appliances
Mainland	\$199.99	\$259.99
Nantucket	\$399.99	\$499.99
Martha's Vineyard	Not Applicable	Not Applicable

Purchase Requirements

To qualify for a Yale Service Agreement:

- A Yale technician must inspect the appliance
- Any existing functional issues must be repaired prior to purchase
- The Yale Service Agreement must be purchased at the time completed service is finalized

Customers are responsible for:

- The standard dispatch charge for the first appliance
- A minimum \$69.99 assessment fee or quoted repair labor using our industry-standard

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- The cost of the Yale Service Agreement



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Multiple Appliances

If additional appliances are inspected during the same visit, each additional appliance will require:

- A minimum \$69.99 assessment fee or quoted repair labor using our industry-standard

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- Purchase of a separate Yale Service Agreement for each appliance

Coverage applies individually per appliance.

Renewal Policy

The Yale Service Agreement is an after-service agreement only.

Renewal is not automatic and requires:

- A new inspection and assessment by a Yale technician
- The appliance to remain eligible for coverage

Appliances currently covered under another warranty or service agreement do not qualify for renewal coverage.

Unrepairable Appliances or Parts Unavailable

If an appliance covered under a Yale Service Agreement is determined to be unrepairable, or replacement parts are no longer available, the customer will receive an in-store credit toward the purchase of a new appliance from Yale Appliance.

Credit terms:

- Credit value is equal to the amount originally paid for the active Yale Service Agreement
- No credit will be issued for complimentary or no-charge service agreements

Coverage Exclusions

The following items do not qualify for a Yale Service Agreement:

- Appliances over 10 years old
- Commercial-use appliances
- Community or multi-family dwelling applications
- Outdoor appliances
- Grills
- Stand-alone ice makers
- Cosmetic-related issues
- Coffee Systems

Technician Responsibilities

Prior to offering a Yale Service Agreement, technicians are responsible for:

- Fully inspecting the appliance
- Confirming the appliance does not require unresolved service
- Verifying the appliance meets Yale Service Agreement eligibility requirements
- Confirming the appliance is under 10 years old
- Confirming the appliance is not installed in a commercial, community, or multi-family environment
- Confirming the appliance is not an excluded product category

For additional questions regarding the Yale Service Agreement, please contact Yale Appliance Service Department.



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