



# SECOND FLOOR GUARANTEE

Select New Electrolux Washers shown below – purchased between January 1, 2021 and December 31, 2021 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.
  - Download claim form from [www.electroluxappliances.com](http://www.electroluxappliances.com)
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 notify the dealer to invoke guarantee within 30 days of purchase.
  - Customer should present the original purchase receipt to dealer from whom the appliances were purchased.
4. At time customer invokes 2nd Floor Guarantee, Dealer must:
  - Make arrangements to refund the customer the purchase price of the eligible appliance(s) plus any sales tax. Refund excludes shipping, installation, delivery, finance or haul-away changes associated with the original purchase as well as with the return of eligible Electrolux model.
  - Have the customer complete the Dealer Claim Form (including obtaining purchaser's signature thereon).
  - Arrange for the physical return of the eligible appliance(s) within 30 days of refund.
5. Once dealer has obtained returned appliance, Dealer completes the Dealer Claim Form, notifies the District Manager and sends the following to Electrolux within 45 days of customer refund.
  - Original sales receipt
  - Sales receipt showing refund
  - Completed Dealer Claim Form
  - Completed Claim Form from customer
  - Serial Tag from unit
  - Mail the above to:  
Electrolux Second Floor Guarantee, PO Box 621030, Charlotte, NC 28262
6. 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 Electrolux Major Appliances Damage Claim Policy for scrap units.
7. Dealer must make arrangements to provide refund to customer upon receipt of all customers completed 2nd Floor Vibration Guarantee Claim Forms.

## Check Model Numbers of Returned Appliance(s):

- Check if New Construction
- EFLS617STT
- EFLS617SIW
- EFLS517STT
- EFLS517SIW
- EFLW417SIW
- EFLW317TIW
  
- EFLS627UTT
- EFLS627UIW
- EFLS527UTT
- EFLS527UIW
- EFLW427UIW
  
- EFLS210TIS
- EFLS210TIW
- ELFW4222AW

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



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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 Electrolux 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 will return the appliance to the dealer or have dealer pick up the appliance within 30 days; and (iv) the dealer identified below has made all arrangements to refund 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  
PO BOX 621030, CHARLOTTE, NC 28262**

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
- EFLS617STT
- EFLS617SIW
- EFLS517STT
- EFLS517SIW
- EFLW417SIW
- EFLW317TIW
- EFLS627UTT
- EFLS627UIW
- EFLS527UTT
- EFLS527UIW
- EFLW427UIW
- EFLS210TIS
- EFLS210TIW
- EFLW4222AW

FRAUDULENT SUBMISSION could result in federal prosecution under mail fraud statutes (Title 18, USC Sections 1341 and 1342) and any other applicable criminal laws



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## Claim Form

Selected new Electrolux washers shown below that are purchased between January 1, 2021 and December 31, 2021 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

EMAIL

DEALER

DATE PURCHASED (MM/DD/YY)

## Money Back Procedures in 3 Easy Steps:

1. Retain sales receipt and second floor guarantee form.
2. 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. The 2nd Floor Vibration Guarantee is null and void unless installation is completed properly.
3. 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 between January 1, 2021 and December 31, 2021 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. Amount of de-installation charge varies by retailer. Check with your retailer. If you determine that your washer purchase is unsuitable, as set forth herein, present the original purchase receipt to the dealer from whom the appliances were purchased within 30 days of purchase 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 between January 1, 2021 and December 31, 2021). Inquiries about this guarantee can be made in writing to Electrolux Second Floor Guarantee, PO Box 621030, Charlotte, NC 28262. 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.

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