



FREQUENTLY ASKED QUESTIONS AND ANSWERS

Q HOW DO I SIGN UP MY CUSTOMERS?

A Fill out the Winter Warmth Assurance Plan Application and have the customer sign it. Mail the white copy to CORNERSTONE along with a check for the specified amount for a Plan within ten (10) days of the sale of the Plan to the customer. It is essential that you send the white copy of the application to CORNERSTONE within ten (10) days following the sale of the Plan to the customer to ensure timely validation of the Plan to the customer and to prevent any lapse of coverage. The pink copy is for the customer and the dealer retains the yellow copy. Tell your customer to keep their copy in a safe place along with their product owner information.

Q WHEN IS THE BEST TIME TO SELL THE PLANS?

A The Plan is sold on new products, which are to be used in a residential environment (unless specific commercial coverage is purchased). The best time to sell the Plan is at the time of the sale of the product to the customer; however, it can be sold for up to a maximum of nine (9) months following the sale to the original purchaser.

IMPORTANT: The Plan must be received by CORNERSTONE no later than one year following the date of product purchase by the customer or it will not be accepted.

Q WHAT PRICE SHOULD I SELL THE PROTECTION PLANS FOR?

A It is entirely up to you. The wholesale pricing sheet (enclosed) provides you with your cost of the Plan. Many successful Dealers include the cost of the Plan with the product cost. Others price the Plans at a level that ensures a rewarding incentive for the salesperson in addition to a reasonable profit for the dealer.

Q WHAT IS COVERED?

A Coverage applies to normal failure of the mechanical and/or electrical functions of the product, in accordance with the original manufacturer's warranty terms and conditions. Coverage does not include normal wear and tear or consumables. See the Plan Terms and Conditions for specific coverage and exclusions.

Q WHEN SHOULD CUSTOMER PROTECTION PLAN APPLICATIONS BE MAILED?

A Mail the Protection Plan Applications to CORNERSTONE with the appropriate payment within ten (10) days of being sold to the customer.

Q *WHO SHOULD THE REMITTANCE BE PAYABLE TO?*

A The remittance should be made payable to CORNERSTONE, INC. at the address below. Mail the completed application/registration to CORNERSTONE within ten (10) days of the Plan purchase date along with the proper remittance. Plan applications received by CORNERSTONE more than 30 days after consumer purchase date MAY NOT be accepted for registration.

CORNERSTONE
Eastway Plaza
1899 Tate Boulevard, SE – Suite 2110
Hickory, NC 28601

Q *WHAT HAPPENS IF A CUSTOMER REQUIRES SERVICE ON A COVERED PRODUCT?*

A The customer calls you or your service center. You should diagnose the problem before scheduling a service call. If you determine that a service call is necessary, you make the service call and perform the service/repair (If you are uncertain whether the repair is covered, either before you go on the service call or while you are at the repair site, call CORNERSTONE at 800-824-5090 to confirm coverage).

Q *WHEN DOES COVERAGE BEGIN?*

A Plan coverage for labor begins thirty-one (31) days following equipment installation for properly registered Plans. Plan coverage for parts begins upon the expiration of the original manufacturer's parts warranty period.

CORNERSTONE's coverage will be delayed if the Plan Application and full remittance is not received within the proper submission time frame.

Q *HOW ARE LABOR COSTS REIMBURSED?*

A Your approved labor rate (per your Dealer Agreement) will be paid on covered repairs. Many repairs should be completed within the first sixty (60) minutes. Labor after the first hour will be paid at the approved hourly rate.

Q *HOW ARE PARTS COSTS REIMBURSED?*

A On covered repairs, the Plan will reimburse the Dealer for the wholesale cost of the covered part plus a forty percent (40.0%) markup (wholesale part cost x 1.4). A copy of the purchase invoice on the part is required, if requested by CORNERSTONE.

Q *WHAT FORM DO I USE FOR CLAIM SUBMISSION?*

A Claims may be submitted on the enclosed Claim Form or any standard work order form or invoice. See the "How to Submit A Claim" for specific claim submittal criteria. The important thing is to furnish all of the required information on the original service invoice.

Q *WHERE DO I SEND CLAIMS FOR REIMBURSEMENT?*

A TO: **CORNERSTONE**
Burnham Claims Department
1899 Tate Boulevard, SE – Suite 2110
Hickory, NC 28602

Q *WHAT IS THE TIME FRAME FOR SUBMITTING CLAIMS?*

A Claims must be submitted within 45 days of the service completion date or they will be returned unpaid.

Q *WHEN WILL I RECEIVE PAYMENT OF MY CLAIM?*

A Properly submitted claims for covered repairs are normally paid within thirty (30) days after receipt by CORNERSTONE.

Q *ARE THE SERVICE PLANS TRANSFERABLE?*

A Yes, to transfer ownership of the Plan, or in the event of product exchange, the customer sends CORNERSTONE a written request with a \$10.00 transfer fee. Request should include original purchaser's name, address and phone number, Plan application (contract) number, product serial number, product purchase date and name, address and phone number of new owner. The original Plan period remains.