

PROVIDING ADDED VALUE WITH THE SERVICE WARRANTY

Golden Technologies offers a value added product with its **Service Warranty**. This warranty is not to be confused with an **Extended Warranty**. Golden Technologies does not offer an extended warranty. The service warranty will start at the time of purchase by your customer. The value provided by the service warranty is in the details of the warranty. Please review the two scenarios below to gain a better understanding:

A problem develops with a Golden product. Since you cannot provide service, your customer is instructed to call the Golden Technologies Technical Service Department. Here is how the situation is handled with the Standard Warranty and with the Service Warranty:	
Standard Warranty	Service Warranty
Customer calls 800 # and provides serial number of product. Tech Service checks serial number to determine if Service Warranty was purchased.	Customer calls 800 # and provides serial number of product. Tech Service checks serial number to determine if Service Warranty was purchased.
Customer has Standard Warranty.	Customer has Service Warranty
Tech Service provides the customer with the names and phone numbers of a few dealers in their area. It is the customer's responsibility to locate a dealer willing to repair the item. Should the item need to be taken to the dealer for repair, it is the customer's responsibility to get the item to the dealer at the customer's own expense. Dealers are not obligated to do repairs on chairs they did not originally sell. This may make it difficult to locate a dealer within a reasonable distance.	Tech Service diagnoses the problem over the phone. Tech Service then tells the customer to expect a phone call from a servicing center to schedule a date to repair the item. The service center will make every effort to repair the item at the customer's home. Should it need to be removed, it is removed at Golden's expense. In extreme cases, Golden will have the item picked up and shipped to Golden Technologies for repair or replacement. This will be done at Golden's expense.
On most of Golden's warranties, Golden is obligated to cover the cost of the replacement part. Labor to replace the part, freight to ship the part and labor to diagnose the problem are all the responsibility of the customer. On some lift chairs, Golden does cover some labor expenses, but since dealers are not required to fix chairs they did not sell, many dealers will not accept these labor rates as full payment leaving the customer to look for another dealer.	Golden is obligated to cover the cost of the replacement part, the labor to diagnose the problem, the freight to ship the part and guarantees to get the item repaired or replaced at Golden's expense as long as the problem is not deemed customer abuse. Approval for repair must be obtained from Golden's technical service department before service is provided.

As you can see, your customer receives a more encompassing warranty through the Service Warranty program. It assures them they will get the necessary attention should a problem arise. Service is provided "in the home" for the majority of instances and all costs are covered by Golden Technologies should it be a warranty issue.

The dealer is relinquished from having to provide service. Customers are instructed to call Golden Technologies, not the dealer who sold the item. This opens up valuable time for the dealer, which can be put to better use such as selling more products.

Golden Technologies charges a minimal fee to cover the cost of providing this service. Dealers can purchase up to three years of coverage at the time the original order is placed. Adding additional years after the original purchase is disallowed. Compared to other service warranties on the market, this is extremely affordable for the value it provides. Dealers can mark up the cost of this warranty to gain additional profits on any of our fine products.