

FRIGIDAIRE affinity[®]

Performance Promise: Washer Money Back

On select Frigidaire[®] appliances purchased between July 1, 2010 and December 31, 2010



PROGRAM INSTRUCTION SHEET



Qualifying Frigidaire Affinity[®] Models

FAFS4474LR	FAFS4473LR	FAFS4272LR	FAFW4071LR	FAFW4011LB
FAFS4474LN	FAFS4473LN	FAFS4272LN	FAFW4071LA	FAFW4011LW
FAFS4474LA	FAFS4473LA	FAFS4272LA	FAFW4071LB	FAFW3801LB
FAFS4474LW	FAFS4473LW	FAFS4272LW	FAFW4071LW	FAFW3801LW

The Frigidaire Affinity[®] Money Back Performance Promise applies only to the Frigidaire[®] brand models specified herein sold by Electrolux Major Appliances North America's authorized Frigidaire[®] brand Dealers. This offer does not apply to the purchase of a floor model even if the model is included in the promotion. Limit one claim per household. Performance Promise offer is not transferable. Performance Promise is subject to further restrictions as set forth in the Dealer Claim Form and Certificate.

Official Claim Procedure For Dealer

Please use the following procedure whenever you sell the specified products that are eligible for the Frigidaire Affinity[®] Money Back Performance Promise.

- 1 At the time of sale, Dealer completes Frigidaire Affinity[®] Money Back Performance Promise Certificate. Dealer makes one file copy and gives the customer the original.
- 2 Dealer keeps a file copy of the customer's Frigidaire Affinity[®] Money Back Performance Promise Certificate with a copy of the customer invoice and original sales receipt on file for at least 180 days in case customer is unsatisfied with products.
- 3 If customer is unsatisfied and wants his/her money back, customer must invoke Performance Promise by presenting original Certificate together with original purchase receipt to the Dealer from whom the appliances were purchased within 30 days of purchase and request that the Dealer make arrangements for the removal of the appliances.
- 4 At time customer invokes Frigidaire Affinity[®] Money Back Performance Promise, Dealer must: (i) refund the customer the purchase price of the eligible appliance(s) plus any sales tax, (ii) have the customer complete the customer portion of the Dealer Claim Form (including obtaining purchaser's signature thereon); and (iii) arrange for the physical return of the eligible appliance(s) within 30 days of refund. Refund excludes shipping, installation, delivery, finance or haul away charges associated with the original purchase as well as with the return of the eligible Frigidaire Affinity[®] model.
- 5 Once Dealer has obtained returned appliance, Dealer completes the Dealer Claim Form and contacts Frigidaire[®] District Manager and sends copy of Dealer's original receipt showing refund to customer, completed Dealer Claim Form, the customer's Frigidaire Affinity[®] Money Back Performance Promise Certificate and Dealer's original sales receipt, all within 45 days of customer refund to their Frigidaire[®] District Manager.
- 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 the Electrolux Major Appliances Damage Claim Policy for scrap units.
- 7 Dealer must provide required refund to customer immediately upon receipt of the customer's completed Frigidaire Affinity[®] Money Back Performance Promise Certificate and completed Dealer Claim Form.

If you have questions regarding these claim procedures, please contact your Frigidaire[®] District Manager.



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PERFORMANCE PROMISE DEALER CLAIM FORM

Qualifying Frigidaire Affinity® Models

Please select model of returned appliance(s). Check if New Construction.

- | | | | | |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> FAFS4474LR | <input type="checkbox"/> FAFS4473LR | <input type="checkbox"/> FAFS4272LR | <input type="checkbox"/> FAFW4071LR | <input type="checkbox"/> FAFW4011LB |
| <input type="checkbox"/> FAFS4474LN | <input type="checkbox"/> FAFS4473LN | <input type="checkbox"/> FAFS4272LN | <input type="checkbox"/> FAFW4071LA | <input type="checkbox"/> FAFW4011LW |
| <input type="checkbox"/> FAFS4474LA | <input type="checkbox"/> FAFS4473LA | <input type="checkbox"/> FAFS4272LA | <input type="checkbox"/> FAFW4071LB | <input type="checkbox"/> FAFW3801LB |
| <input type="checkbox"/> FAFS4474LW | <input type="checkbox"/> FAFS4473LW | <input type="checkbox"/> FAFS4272LW | <input type="checkbox"/> FAFW4071LW | <input type="checkbox"/> FAFW3801LW |

Instructions To Dealer

Customer must sign the following statement in the form provided below at time of invoking guarantee. This completed claim form and a copy of the Dealer's original receipt showing refund to customer, the customer's Frigidaire Affinity® Money Back Performance Promise Certificate and the customer's original sales receipt must be sent to your Frigidaire® District Manager 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 Frigidaire® Dealer identified below; (ii) I will return the appliance to the Dealer or have Dealer pick up the appliance within 30 days; and (iii) the Dealer identified below has refunded me the purchase price of such products plus sales tax paid by me.

FIRST NAME LAST NAME

ADDRESS

CITY STATE ZIP -

SIGNATURE _____ DATE - -

REASON FOR RETURN _____

\$ _____ AMOUNT REFUNDED	SERIAL NUMBER <input type="text"/>	SERIAL NUMBER <input type="text"/>
	SERIAL NUMBER <input type="text"/>	SERIAL NUMBER <input type="text"/>

BELOW TO BE COMPLETED BY DEALER AFTER PHYSICAL RETURN OF ELIGIBLE APPLIANCES AND MAILED WITH CUSTOMER FRIGIDAIRE AFFINITY® MONEY BACK PERFORMANCE PROMISE CERTIFICATE, CUSTOMER ORIGINAL RECEIPT AND DEALER RECEIPT FOR REFUND TO FRIGIDAIRE® DISTRICT MANAGER WITHIN 45 DAYS OF REFUND TO CUSTOMER:

DEALER NAME _____	FRIGIDAIRE® CUSTOMER NUMBER _____
DEALER REPRESENTATIVE SIGNATURE _____	DEALER STORE LOCATION _____

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PERFORMANCE PROMISE CUSTOMER CERTIFICATE

Qualifying Frigidaire Affinity® Models

Please select model(s) purchased. Check if New Construction.

- | | | | | |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> FAFS4474LR | <input type="checkbox"/> FAFS4473LR | <input type="checkbox"/> FAFS4272LR | <input type="checkbox"/> FAFW4071LR | <input type="checkbox"/> FAFW4011LB |
| <input type="checkbox"/> FAFS4474LN | <input type="checkbox"/> FAFS4473LN | <input type="checkbox"/> FAFS4272LN | <input type="checkbox"/> FAFW4071LA | <input type="checkbox"/> FAFW4011LW |
| <input type="checkbox"/> FAFS4474LA | <input type="checkbox"/> FAFS4473LA | <input type="checkbox"/> FAFS4272LA | <input type="checkbox"/> FAFW4071LB | <input type="checkbox"/> FAFW3801LB |
| <input type="checkbox"/> FAFS4474LW | <input type="checkbox"/> FAFS4473LW | <input type="checkbox"/> FAFS4272LW | <input type="checkbox"/> FAFW4071LW | <input type="checkbox"/> FAFW3801LW |

The following certificate must be completed at time of purchase. Please print legibly or processing may be delayed.

FIRST NAME LAST NAME

ADDRESS

CITY STATE ZIP - PHONE () -

SERIAL NUMBER SERIAL NUMBER SERIAL NUMBER

DEALER ADDRESS

DEALER CITY DEALER STATE DEALER ZIP -

Note: Your original dated sales receipt must be attached to this form (please keep a copy for your records.)

The Frigidaire Affinity® clothes washer I have purchased is eligible for the Frigidaire Affinity® Money Back Performance Promise. If within 30 days of purchase I am not completely satisfied that this front load clothes washer cleans better than my current clothes washer, my selling Dealer will take it back and refund my full purchase price (less finance charges, delivery charges, removal of old clothes washer and cost of installation). Maximum refund is for the purchase price of the front load clothes washer unit (only) plus any sales tax.

Money Back Procedures In 4 Easy Steps

See Certificate Instructions below for further details

1

Complete this form at time of purchase.

2

Retain original of this form and sales receipt.

3

30 Days
If you are not satisfied with your purchase, present this form and your original sales receipt to your Dealer within 30 days of purchase and arrange to have the appliance returned to Dealer.

4

Complete Dealer Claim Form.

Certificate Instructions

PLEASE KEEP A COPY OF YOUR ORIGINAL SALES RECEIPT AND THIS CERTIFICATE FOR YOUR RECORDS. Selected new Frigidaire Affinity® models shown above that are purchased between July 1, 2010 and December 31, 2010 from participating authorized Dealers are eligible for this money back guarantee. No substitution of other models is permitted. This offer applies only to the purchase price plus sales tax paid for the eligible model 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 Frigidaire® model for which you invoke the Frigidaire Affinity® Money Back Performance Promise may apply. If you are not satisfied with your purchase, present the original of this completed Frigidaire Affinity® Money Back Performance Promise Certificate and your original purchase receipt to the Dealer from whom appliance purchased within 30 days of your purchase and schedule the Dealer's removal of the appliance(s). **This guarantee is VOID in the event your appliance is not returned to your Dealer within 30 days of refund and Frigidaire® 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 Frigidaire Affinity® Money Back Performance Promise 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 within the program period (July 1, 2010 - December 31, 2010). No refunds will be given on floor models. Offer applies to retail customer purchasing through participating authorized retail Dealers only. Contact your local Dealer to determine participation in the Frigidaire Affinity® Money Back Performance Promise. 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. Return of product will result in loss of any rebates, cash-back or other promotional awards with purchase. This guarantee is non-transferable. Completed materials will not be returned. Owner warranty registration card, if mailed with this Frigidaire Affinity® Money Back Performance Promise Certificate, will be submitted to the service company on your behalf. Frigidaire® 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.

DATE OF PURCHASE

CUSTOMER SIGNATURE