



# Dealing With Warranty Issues



## Warranty questions?

When you purchase a big-ticket item like a car or home appliance, manufacturers often include a warranty — a promise to stand behind the product. Warranty details must be available for you to read before you buy.

### Written Warranties

Most major purchases come with a written warranty. A good warranty can make a difference if you have problems with your purchase.

Here's what to look for as you consider the warranty:

- **Reputation:** What's the reputation of the company offering the warranty? Search online using the company name with the words "complaint" or "review" to find out what other people have to say about the company and their experience.
- **Length of coverage:** How long can the warranty be enforced? Does the warranty expire after a certain date, mileage, or another factor for example?
- **Coverage:** A warranty won't necessarily cover all situations or repairs. Find out what limitations apply.
- **Claims process and repairs:** Do you have to contact the manufacturer for help, or can you go back to the original seller? Do you have to pay for labor or to ship the product back for repairs?

### Keep Records

After you buy a product that has a warranty, do these things:

- Save a copy of the warranty.
- Save your product receipt with the warranty.

Ken Wheeler Jr., Director  
<https://wheelerk.legalshieldassociate.com/>  
ken@wheelerk.com  
(515) 238-9266

### Resolving Problems with Products

If you have a problem with a product, contact the seller. If the seller doesn't resolve the problem, write to the manufacturer. The warranty should list the manufacturer's address.

### Become a LegalShield Member

LegalShield Members have access to a provider law firm who can review contracts and documents up to 15 pages each, and provide legal advice. If your provider law firm believes a letter written on your behalf could assist your situation, one may be provided with your membership.

**Contact an independent associate today to become a member of LegalShield.**

Ken Wheeler Jr., Director