



PROTECT YOUR PURCHASE

Accidents can happen – and when they do, rest easy that your floors are protected.

Empire's Service Plan covers damage* above and beyond warranties, such as:



Scratches, Dents, Dings & Gouges



Stains



Warping
from a spill



Snags & Unraveling
from an accident

FAQs

Q: What is covered?

A: Defects in materials or workmanship occurring from a single incident or accident during normal use of the covered product.

Q: What items are eligible for the Empire Service Plan?

A: Carpet, laminate, hardwood, vinyl plank, luxury vinyl tile, ceramic tile, and window treatments.

Q: When does the plan begin?

A: The Empire Service Plan begins on the date of installation.

Q: How long am I covered?

A: 5 years from the date of installation.

Q: What is the maximum coverage amount?

A: The maximum coverage amount is the original purchase price shown on your contract.

Q: How do I file a claim?

A: You can call Empire Today at 866-874-0054 at any time, 24/7.

Q: Is the plan transferable?

A: Yes, the plan is transferable should you sell your home.

Q: How does the cleaning benefit work?

A: For carpet, you receive up to \$100 toward the cost of one carpet cleaning in year two and one carpet cleaning in year four. We will coordinate an appointment with an approved service provider. Any cost over \$100 will be your responsibility.

For hard surfaces, we will provide a manufacturer cleaning solution to you upon request annually beginning in year 2.

Q: What accidents are covered?

A: Depending on flooring type purchased, you may be eligible for protection against scratches, dents, cracking, rips or tears, stains, and more*.

Q: How many carpet re-stretches are included?

A: You are eligible for one per contract term.

Q: How long after installation can I add service plan coverage?

A: Coverage can be added up to five days after the installation is completed. Call 866-874-0054 for details.

EMPIRE TODAY[®]
800-588-2300

*Complete details at EmpireToday.com/EmpireServicePlan. Coverage chart for illustrative purposes only. Exclusions apply. Service Plan offered and administered by Bankers Warranty Group, Inc., Centricity, Centricity Services, Inc., BWG Protection Plans, Inc., or BWG Protection Plans, 11101 Roosevelt Blvd N, St Petersburg, FL 33716.

**Carpet cleaning credit up \$100 in year two and \$100 in year four upon claim request. MFG recommended hard surface cleaning kit provided annually upon claim request beginning in year 2.

Sales (except CA) and installation are provided by independent contractors. Licensure at EmpireToday.com.

Empire's Service Plan covers damage* above and beyond warranties, such as:



Cleaning Benefit** (based on your purchase)
Hard surface cleaning kits with microfiber mop and specially formulated cleaning solution to match your floor provided annually upon request beginning in year 2 or \$200 credit towards professional carpet cleaning.



Product Replacement

In some cases, if damage is beyond repair, replacement may be covered.

- ✔ **No Service Fee** per claim
- ✔ **5 Years of Coverage** from service date
- ✔ **Comprehensive Coverage*** including products and labor
- ✔ **24/7 Customer Service** by Empire® Today customer service team

COMPREHENSIVE COVERAGE for Carpet, Flooring, and Window Treatments

Type of Damage from Incident or Accident Covered	Carpet	Laminate	Hardwood	Vinyl Plank	Luxury Vinyl Tile	Ceramic Tile	Window Treatments
Re-stretch (1 per term)	✔						
Ripples, buckling, bubbling		✔					
Doorway, transition issues	✔	✔	✔	✔	✔	✔	
Buckling, warping (from an accident)		✔	✔	✔	✔		
Joint Gaps			✔				
Scratches, dents, dings, gouges (from an accident)		✔	✔	✔	✔	✔	
Snag, unraveling causing a gap greater than 1 inch and exposes the base of the carpet	✔						
Grout cracking causing the tiles to be loose or become unattached to surrounding tiles					✔	✔	
Tile cracking (from an accident)					✔	✔	
Wood cracking (from an accident)			✔				
Rips, tears (from an accident)	✔	✔		✔	✔		✔
Stains (from an accident)	✔	✔	✔				✔
Broken clips, cords, cornices, remotes, slats, strings, tension rods, traversing tracks, and valances							✔
Burns and heat marks less than one inch, except from fire							✔
Checking, cracking, bubbling, peeling of the finish							✔
Malfunction or breakage of mechanisms for cordless lift, motorized chains, ropes, power tension feeds, and tilting							✔

NEED TO FILE A CLAIM?

Our customer service team is available 24/7.

Call **866-874-0054**