

Washer Money-Back PERFORMANCE PROMISE!

Select Frigidaire Appliances purchased between June 10, 2009 and December 31, 2009

Program Instruction Sheet

WASHERS

FAFW3577KW
FAFW3574KW
FAFW3517KW
FAFW3511KW

WASHERS

FAFW3577KB
FAFW3574KB
FAFW3517KB
FAFW3511KB

WASHERS

FAFW3577KR

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 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.



FRIGIDAIRE

affinity

Washer Money-Back PERFORMANCE PROMISE!

Select Frigidaire Appliances purchased between June 10, 2009 and December 31, 2009

Dealer Claim Form

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.

Print Customer Name _____	Customer Signature _____	Date _____
Address _____	City _____	State _____ Zip _____

Check Model Numbers of Returned Appliance(s):

WASHERS

FAFW3577KW
 FAFW3574KW
 FAFW3517KW
 FAFW3511KW

WASHERS

FAFW3577KB
 FAFW3574KB
 FAFW3517KB
 FAFW3511KB

WASHERS

FAFW3577KR

Check if New Construction

\$ _____ Amount Refunded	Serial # _____
	Serial # _____
	Serial # _____
	Serial # _____
	Serial # _____

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 # _____
Dealer Representative Signature _____	Dealer Store Location _____



FRIGIDAIRE

affinity

Washer Money-Back PERFORMANCE PROMISE!

Select Frigidaire Appliances purchased between June 10, 2009 and December 31, 2009

Certificate

Check Models Purchased

WASHERS

FAFW3577KW
 FAFW3574KW
 FAFW3517KW
 FAFW3511KW

WASHERS

FAFW3577KB
 FAFW3574KB
 FAFW3517KB
 FAFW3511KB

WASHERS

FAFW3577KR

Check if New Construction

The following certificate must be completed at time of purchase:

MODEL NUMBER **F A F W** SERIAL NUMBER

LAST NAME FIRST NAME

ADDRESS PHONE () -

CITY DAYTIME PHONE () -

STATE ZIP -

DEALER ADDRESS

CITY STATE ZIP -

EMAIL

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*:

1. Complete this form at time of purchase.
2. Retain original of this form and sales receipt.
3. 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.

* See Instructions at right for further details

CERTIFICATE INSTRUCTIONS

PLEASE KEEP A COPY OF YOUR ORIGINAL SALES RECEIPT AND THIS CERTIFICATE FOR YOUR RECORDS. Selected new Frigidaire models shown above that are purchased between June 10, 2009 and December 31, 2009 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 (June 10, 2009 - December 31, 2009). 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