

HomeGuard® Downline Warranty Claim/Return Authorization Form

Customer Name: _____

REC Account Number: _____

Address: _____

City, State and Zip Code: _____

Telephone Number: _____

Description/Model of Surge Device: _____ Date Failed: _____

Step 1:

Please describe the event(s) leading to the damage of your surge protector and connected equipment.

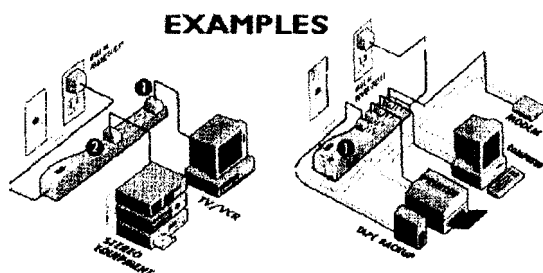
Step 2:

List all damaged equipment below. Please do not include EFI surge protection product. Attach repair receipt, with an explanation of damage from service center. Information on each damaged product must be complete or this form will be returned to you. If repair cost is greater than replacement cost, contact REC at 1-800-552-3904.

Type of Equipment	Make or Model	Serial Number (Required)	Repair Cost
EXAMPLE: Printer	Okidata OI/400	2314565789	\$250.00

Step 3:

Draw a diagram showing your surge protector and all connected equipment. The drawing must include all AC power lines and other cables connected to your system. If used, show how data protection modules protect telephone, cable TV, TV antenna, satellite, and other data/communications lines.



Step 4:

I certify that the above statements, estimates, and diagrams are correct and accurate to the best of my knowledge. I further understand that all settlements are at the discretion of the manufacturer (EFI Electronics) and will be in the amount and form deemed adequate by EFI. EFI reserves the right to repair or replace and inspect the premises and/or damaged equipment.

Customer Signature: _____

Date: _____

REC Member Check List:

- Completed Downline Warranty Claim/Return Authorization Form
- Diagram of Connected Equipment
- Copy of Repair Bill or Estimate
- Damaged Surge Protector(s)

Return to:

Rappahannock Electric Cooperative
 247 Industrial Court
 Fredericksburg, VA 22408
 Attn: HomeGuard® Program

Rappahannock Electric Cooperative's
HomeGuard® Warranty Claim Procedures

- Please complete all steps of claim packet.
- Please enclose repair bills or estimates pertaining to claim.
- Once claim packet is complete, return original EFI surge suppressor with claim packet, receipts or estimates, and Home Owner's Insurance information* to:

Rappahannock Electric Cooperative
247 Industrial Court
Fredericksburg, Virginia 22408
Attn: HomeGuard® Program

- Note: Please ship with a tracking system such as UPS or FedEx. Rappahannock Electric Cooperative will replace any surge suppressors sent in for testing.
- Customer will have a maximum of 30 days, from the day of the event, in which to file a completed HomeGuard warranty claim (including submission of all damaged surge protectors, repair estimates, purchase receipts, and a fully completed HomeGuard Downline Warranty Claim Authorization Form) to REC for reimbursement.

If there are any questions concerning the Warranty Claims Procedure, please call 1-800-552-3904.

**This request applies to the HomeGuard customer who discontinues the HomeGuard surge protection services and has an appliance or electronic equipment protected by a power strip only and suffers surge or lightning damage. The customer's Homeowner's Insurance will be designated as the primary carrier. The HomeGuard manufacturer will cover the deductible only on the customer's Homeowner's Insurance policy.*