

# OnPoint Warranty Solutions

OnPoint connects brands to consumer through great customer service experiences!

OnPoint was launched by customer experience experts with proven success helping global brands deliver underwriting, service contract and manufacturer's warranty programs, service fulfillment, service administration technology and logistics, to drive the highest levels of consumer experience in the service industry. Building on the foundation of a connected, multinational service network, omni channel customer interactions and consumer-focused technology, OnPoint creates brand loyalty through service contract and service solutions designed to reduce risk, increase efficiency, delight consumers and improve our customer's bottom line.



## Frequently Asked Questions

Go to <https://www.onpointwarranty.com/dealer-faqs> for frequently asked questions.

## Lifetime Value

Once a consumer buys a contract, they are included in subsequent campaigns executed by OnPoint Warranty which attempt to drive value for the consumer through extended protection, as well as recurring revenue for the dealer.

- Renewal
- Point of sale miss
- On demand
- Home warranty



**OnPoint Warranty Solutions LLC**  
99900 Corporate Campus Drive  
Suite 2050  
Louisville, KY 40223  
877-679-4498

[www.OnPointWarranty.com](http://www.OnPointWarranty.com)

## About OnPoint Warranty Solutions LLC

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For more information, visit our website:  
[www.OnPointWarranty.com](http://www.OnPointWarranty.com)



## Sales Guide



# OnPoint Protection Program

## Consumer Product Repair and Protection Solutions for Every Product Owner

OnPoint Warranty Solutions offers retail dealers product protection programs ranging from point of sale (POS) service contract and extended warranty plans, to home warranty and on demand services sold through aftermarket and direct to consumer programs for warranted and non-OEM warranted products.

### Protection Programs

Our Program Plan portfolio includes solutions or warranted and non-warranted products.

1. For dealers which sell products at retail, be it brick and mortar or over the web, OnPoint delivers extended warranty plans for appliances, electronics, mobile and computing devices, furniture and fitness equipment that offer day one or extended warranty protection from 1-5 years.
2. For dealers which offer non-OEM warranted b-good, OnPoint offers a unique program which enables the dealer to onboard a warranty on every product sold, while also offering extended warranty protection.

We provide collateral for use in the sales process, as well as training and support. It can be found on the dealer portal.

Aftermarket programs offer support for every product in the home!

### Program Consumer Benefits

- Solid Underwriting: OnPoint underwrites its extended warranty and service contract programs through A rated, global insurers, providing additional peace of mind to your business and to your consumers.
- Total Protection for Repairs: 100% of parts and labor costs for covered repairs, and even coverage for food loss and replacement of 'lemon' or unrepairable products, is covered.
- No Out-of-Pocket expenses: There are no deductibles for service events for covered repairs and replacements under service contracts and extended warranties.

- Omni-channel Technology: We make it easy for consumers to get help when they need it, any time, from any device, to request service and support.
- Great Customer Service: Our team from OnPoint Warranty Solutions provides excellent customer service experiences over the phone, chat or through the web portal, bringing your customers back again and again to buy more.
- A high touch service network: The service network is driven to deliver the best service experiences in the industry!

### Product Covered

- Appliances and Electronics
- Furniture

### Terms

- Terms range from 3 and 5 year, depending on the plan purchased.
- Date of purchase, extended warranty and accidental damage programs available.

### Eligibility:

- Plans are available in the US
- Only eligible products, above are available for coverage
- Product must be covered by a 90-day OEM warranty
- Consumers must register their contracts and provide proof of purchase upon request

### How to Sell

1. Explain your value proposition to the buyer:
  - Service contracts cover the costs of repair after the manufacturer's warranty expires.
  - Service contracts provide added benefits, such as food loss, surge protection or even accidental damage protection that manufacturer warranties don't.
  - OnPoint Warranty has already found skilled, vetted technicians to do the repairs for consumers. No more hoping a neighbor can recommend or find someone to do the job online.
  - Pricing is a fraction of what consumers pay for products, but the benefits last for 3 or 5 years in our program.
  - OnPoint offers other protection and service options, that help keep all products operational. OnPoint wants to be the one stop product service shop for service.
2. Provide consumer with receipt showing plan purchase, a sample Terms and Conditions document and attach to the marketing collateral available from the dealer portal.

### Requesting Service

Consumers can call OnPoint at the number listed in the terms and conditions, or go online at [www.onpointwarranty.com](http://www.onpointwarranty.com) to create a support ticket or a chat session.

