LANDERS APPLIANCE

Backed by Landers

Package Terms and Conditions · Effective October 2026

These terms explain what the Backed by Landers package includes, what you are responsible for, and what is not covered. Your appliance, install date and Landers ESA term are shown on your invoice. Purchasing this package means you agree to these terms. No signature is needed.

1. What your package includes

- Delivery and installation by our own professional install team. We haul away your old appliance and include the install kit and a Flood Buzz leak sensor.
- Installation within 2 business days of purchase.
- Priority scheduling for service calls.
- A virtual pre-inspection before install day.
- A check-in visit two weeks after install.
- Replacement if your appliance fails (see section 4).
- A Landers ESA, our extended service agreement (see sections 5 and 6).
- If your space needs plumbing, electrical, venting or carpentry work before we can install, we will coordinate a trusted contractor. You pay the contractor directly, at our discounted rate.
- Financing is available.

2. What is not included in the package price

- Gas hookups. These are done by Saffer Plumbing & Electric and paid to Saffer directly.
- Add-ons, which are priced separately on your quote: pedestals, stacking kits, ice maker kits, LP conversions and dryer side vent kits.
- Outside contractor work (see section 1).

3. What you are responsible for

- Scheduling your two-week check-in. Call us at 410-682-3232 to set it up.
- Using and caring for the appliance as described in the owner’s manual.
- Giving our technician access to the appliance during service hours.
- Keeping your invoice. It shows your appliance, install date and Landers ESA term.

4. When we replace your appliance

First 30 days. If our technician confirms a problem within 30 days of the install date, even one we could repair, you can choose to have the appliance replaced instead.

From 30 days to the end of your Landers ESA. If the appliance has a catastrophic failure, we replace it. A catastrophic failure is one we cannot repair because parts or technical information are not available, or one we determine is beyond economical repair.

A replacement is the same model, or a comparable model if that one is not available, at no cost to you. Replacements do not apply to anything excluded in section 7.

If you change your home. A replacement includes delivery and installation into the same space, set up the same way as your original install. If you change your home after the original install, for example by moving the appliance's space, changing hookups, or removing a staircase or doorway we used, you may be responsible for the added cost of installing the replacement.

5. Your Landers ESA

Your Landers ESA runs for 5 years from the install date. For Speed Queen appliances, it runs for the length of the factory warranty plus 2 years, which is 5, 7 or 9 years depending on the model. Your term is shown on your invoice.

It covers all functional repairs and parts, such as electronic and electro-mechanical parts like timers, motors, pumps, belts, switches and ice makers. We will provide the parts and service needed to restore the appliance to normal working condition at no cost to you, unless the repair is excluded in section 7.

While the manufacturer's warranty is in effect, repairs are done as factory warranty service. Landers performs factory warranty service on the products we sell.

Parts installed under this agreement restore the appliance to normal function. We may use new, rebuilt or generic parts at our discretion. Parts and labor provided under this agreement are covered for the rest of the term.

This agreement is not an insurance policy. It is between Landers Appliance, Inc. and the owner of the covered appliance, and Landers is not responsible to third parties.

6. Service calls

Our service hours are Monday through Friday, 8 am to 5 pm, excluding holidays. We do not provide after-hours or emergency service, and work requested outside these hours is not covered.

You can request a service call without pre-approval. If our technician finds that the repair is not covered, you pay for the repair and the minimum service call fee.

If our technician finds no problem, there is no charge for the first three visits like that. After three no-problem-found visits, you pay our standard service charge for each additional visit where no problem is found.

Ordered parts typically take 1 to 7 days. Landers is not responsible for manufacturer or supplier backorders or delays.

7. What is not covered

Your package and Landers ESA do not cover:

- Abuse, misuse or neglect, or not maintaining the appliance as described in the owner's manual.
- Cosmetic damage and non-functional parts, including the cabinet, finishes, plastic, metal, porcelain or enamel parts, glass, knobs, dials, handles, doors, door liners, baskets, tubs, racks and shelves.

- Water supply connections, electrical supply connections and venting.
- Damage from fire, flood, wind, freezing, power failure, inadequate power supply, lightning, power surges, vandalism, theft, acts of war or acts of God.
- An appliance moved to any address other than where it was installed.
- Alterations or repairs by anyone other than Landers, or use of supplies the manufacturer does not recommend.
- Reinstallation after the original install.
- Consumable items such as filters, batteries and light bulbs.
- Problems caused by improper storage, reconfiguring or moving the appliance, or placing it somewhere that does not meet the manufacturer’s space or environmental requirements.
- Commercial, industrial or multiple-dwelling use.
- Routine maintenance, such as cleaning, lint and water filters, condenser cleaning and vent cleaning.
- Food spoilage or other loss caused by a breakdown or a repair.
- Rebuilt or remanufactured parts not installed by Landers.
- An appliance whose serial plate has been removed, defaced or made unreadable.

8. Limitation of liability

Landers Appliance, Inc., its affiliates, agents, contractors and licensees are not liable for any incidental or consequential damages, including property damage, lost time or lost data, resulting from the breakdown or failure of any equipment, or from delays in servicing or the inability to service covered equipment. The Flood Buzz sensor is an alert only and does not prevent leaks or water damage. There is no implied warranty of fitness for a particular purpose, and no express or implied warranties are made beyond those written in this agreement.