

## ALWAYS GET A RECEIPT

Asking for a receipt at the time of all service calls and major home appliance repairs helps consumers document recurring problems and increases the likelihood of receiving help if problems continue after the warranty expires.

Consumers should maintain a permanent file of both during- and post-warranty repair receipts, regardless of charges involved, advises the panel of the Major Appliance Consumer Action Program, a group of independent equipment, textile, engineering and legal experts charged by the industry to serve as mediators on consumer complaints. This complete record of service calls can validate a consumer's complaint that a problem has existed since the appliance was purchased. Lack of proof that a problem existed during the warranty period weakens a consumer's position for subsequent consideration.

### **This example demonstrates the importance of receipts:**

*Consumer Problem:* "Two months ago, a defrost timer was replaced in my 11-month-old refrigerator. The cost of travel, labor, diagnosis and the part were covered as stated under the one-year warranty. As I paid nothing, it never occurred to me to request a receipt. Now the refrigerator is 13 months old and a service technician tells me the defrost timer needs to be replaced again. The warranty expired, and I must pay for travel, diagnosis and the cost of a second timer. I feel this is unfair because the same problem was corrected only two months ago, under warranty. What can I do?"

*Recommendation:* As the original defrost timer was replaced only two months ago, call the service agency and request an itemized receipt. If you obtain a receipt and the service agency denies your request for special consideration or if the agency won't provide a receipt, write the manufacturer as listed in the model's Use and Care manual. Provide your name and address; the name, address and telephone number of the service agency; the date(s) of service; purchase date; model and serial numbers; and the purchase price of the appliance. Manufacturers often keep records of in-warranty service and may be willing to give you special consideration.