

**Date:** 8/21/2020 12:59:04 PM

**From:** cs@cpscentral.com

**To:** [REDACTED]

**Subject:** Claim # [REDACTED] Update

**Message:**

**Re: Warranty** [REDACTED]

Based on the information you provided us in case # [REDACTED], we are unable to approve your claim at this time for the following reason:

CPS Warranties do not cover repair of damage or food loss caused by accident, loss, theft, fire, flood, external causes such as, but not limited to, blown fuses, inadequate electrical power, fan failure, water and gas lines beyond the equipment, plugged drains, or any use of the product not authorized by the manufacturer.

If you have any questions or feel that you received this message in error, please contact us at (800) 905-0443, respond to this email or [chat with us](#) and we'll be happy to help!

To review coverage details for warranty # [REDACTED] - please click [here](#)

You can also find answers to many commonly asked questions on our [FAQ page](#).

Sincerely, Consumer Priority Service  
3101 Emmons Avenue

From: cs@cpscentral.com  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: Claim # [REDACTED] - We Received Your Claim Request!



[Customer Login](#) | [FAQ](#) | [Live Chat](#)

Call Us at 1-800-905-0443

Dear [REDACTED]

We have received your claim request for your:

**BOSCH HMD8451UC/02**  
Claim # [REDACTED]

**Reported Problem:** Magnetron failed; hired Bosch certified repair company (BSH Home Appliances -- BHGS# A44283) and on 4/16/2020 they replaced the magnetron. The microwave unit operated without issue until June 30, 2020, when the magnetron again malfunctioned. This time the malfunction caused the microwave unit to catch fire. We again hired the Bosch certified repair company to repair the issue. After inspecting the microwave unit on 7/7/2020, they determined the microwave unit was not repairable. The repair company and we both contacted Bosch regarding issue and they confirmed issue is no longer repairable. Bosch and Appliances Connection directed us to you to file a claim requesting replacement of the microwave unit.

We will review your information and respond within 1-3 business days via email.

Your reference number for this claim authorization request is:

[REDACTED]

Your satisfaction is our top priority. You may [login to your account](#) 24/7 to view the status of your request at any time.

If you have any questions you can call us at (800) 905-0443 Toll-Free (+1 347-535-3616 International), respond to this email or [chat with us](#) and we'll be happy to help!

To review coverage details for warranty # 7692969 - please click [here](#)

You can also find answers to many commonly asked questions on our [FAQ page](#).

Sincerely,

Consumer Priority Service  
[Website](#)

## Warranty Coverage Plans



Consumer Priority Service is one of America's premier sources of underwritten aftermarket service plans primarily focused on consumer electronics and appliances. Our 100% comprehensive protection plans are broken down into our basic categories.

### EXTENDED WARRANTY

### IN-HOME EXTENDED SERVICE

### DATE OF PURCHASE REPLACEMENT

### OEM PARTS AND LABOR

### PREMIUM REPLACEMENT

### INTERNATIONAL WARRANTY

This is our most common service plan option. Features include 100% parts and labor coverage, access to thousands of service centers nationwide, Zero deductible with a No Lemon Guarantee. This feature packed plan offers consumers a fantastic value at only a fraction on what the product it covers costs. With durations as long as five years after the manufacturer warranty expires, consumers can rest assured knowing that their product is guaranteed to function as intended for years to come. As always, if we can't fix an item, we will replace it. Read more

## Types Of Coverage

### Standard Coverage

Covers defects in materials and workmanship under normal use and service from the original date of purchase for the period specified. In most cases, standard coverage is an extension of the manufacturer's warranty. This coverage does not offer protection from damage such as physical, impact, cosmetic, water or corrosion. It also does not cover lost or stolen devices.

If your device qualifies for CPS Standard Coverage, we'll attempt to fix it. If your device cannot be repaired, CPS will either replace the item or send you a check for the current market value of a replacement.

---