

Case Study for a Paid Microwave Claim

\$247 Claim Paid to Homeowner in Norman, OK in 2019



SITUATION

In late August, an ASHI certified inspector was hired to do an inspection in Norman, OK. The inspector noted the microwave was in a satisfactory condition at the time of the inspection and the owners took occupancy shortly thereafter. However, once they moved in, the microwave suddenly stopped working after there was a pop noise. The homeowners hired a contractor to make the proper repairs, including replacement of the magnetron within the microwave.

Since the home inspector had purchased a limited home inspection warranty from American Home Warranty Company (eWarranty - \$13.95), the home owners were able to file a claim for the repairs immediately. They sent their claim within 90 days to American Home Warranty Company for review. The claim was then processed quickly and efficiently.

RESOLUTION

Upon review of the claim, it was determined that the microwave was operational prior to closing and spontaneously broke at the time of move-in.

Under the home warranty clause for kitchen appliances, American Home Warranty paid the full cost of repairs totalling \$247.00 for the microwave failure, which occurred within 90 days of closing. After the new homeowner provided a paid work order from the local contractor, AHW sent a check directly to the homeowners and the situation was resolved.

During this process, the inspector was notified and copied on all correspondence. He was updated as the claim was processed, as were the homeowners. By purchasing the AHCW 90-Day Limited Warranty (eWarranty) for just \$13.95, the inspector saved time and money. He didn't have to do any of the work - AHW's claims department managed the entire claim, mitigating any potential issues with the customer and/or the referring realtor.

Inspectors around the country (46 states) continue to rely on American Home Warranty policies to give themselves and their clients much needed peace of mind.



American Home Warranty Company