

The Division of Liability Policy ("DOLP") is incorporated as part of Service Trading Company Inc. ("We", "Us" and "Our") Universal Terms and Conditions. It governs repairs, errors, consumer inconvenience and general loss ("Recall@Workorder"), and allocates fault and liability among the People Groups in situations where determining actual fault and liability is not clearly viable. From time to time, we may post updates or changes to the DOLP. Please refer to the Universal Terms and Conditions at [www.buyintstalled.com/itc](http://www.buyintstalled.com/itc) for more information regarding notice of updates or changes. If you have any questions regarding the DOLP, please email us at [support@buyintstalled.com](mailto:support@buyintstalled.com). We may modify this DOLP as necessary based upon new or existing applicable laws, rules, regulations, or Recall@Workorder Causes. This DOLP does not apply to any Workorder for On-Site Services for a Supported Product or Dish Network, LLC.

Recall@Workorder Type	People Group Classification	Recall@Workorder Code	Recall@Workorder Cause	Manufacturer Obligation	Retailer Obligation	Consumer Obligation	Craftsman Obligation	Our Obligation
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-5	1st Consumer Reschedule: The Consumer reschedules the original On-Site Service earlier than twenty-four (24) hours prior to its scheduled time.	None	None	The Consumer will participate in the rescheduling of the original appointment and will attend the rescheduled appointment for no additional fee.	The Craftsman will participate in the rescheduling of the original appointment for no additional fee.	None
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-10	2nd Consumer Reschedule: This applies to the second time the Consumer reschedules the original On-Site Service earlier than twenty-four (24) hours prior to its scheduled time.	None	None	The Consumer will participate in the rescheduling of the appointment and will attend the rescheduled appointment. The Consumer will pay the Craftsman an additional \$25.00. The Craftsman will participate in the rescheduling of the appointment and will receive a fee of \$25.00 from the Consumer.	The Craftsman will participate in the rescheduling of the appointment and will receive a fee of \$25.00 from the Consumer.	We will act as Nominee Recipient and disperse fees from the Consumer to the Craftsman as required for rescheduled appointments and additional trip fees.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-15	3rd or Greater Consumer Reschedule: This applies to the third time or more the Consumer reschedules the original On-Site Service earlier than twenty-four (24) hours prior to its scheduled time.	None	None	The Consumer will participate in the rescheduling of the appointment and will attend the rescheduled appointment (as defined in CE2) rescheduled in the installed Sales Ecosystem™.	The Craftsman will participate in the rescheduling of the appointment and will receive a fee of \$25.00 from the Consumer for each subsequent appointment after the first appointment (as defined in CE2) rescheduled in the installed Sales Ecosystem™.	We will act as Nominee Recipient and disperse trip fees from the Consumer to the Craftsman as required for rescheduled appointments.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-20	Consumer Reschedule (24 Hours or Less Notice): The Consumer reschedules the appointment with less than twenty-four (24) hours notice, but more than two (2) hours notice.	None	None	The Consumer will participate in the rescheduling of the original appointment and attend the rescheduled appointment. The Consumer will pay the Craftsman \$60.00 for the Craftsman's trip fee.	The Craftsman will reschedule the On-Site Service appointment with the Consumer and receive a trip fee of \$60.00 from the Consumer for the missed appointment.	We will act as Nominee Recipient and disperse the trip fee from the Consumer to the Craftsman.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-25	Consumer Reschedule (2 Hours Notice or Less): The Consumer reschedules the On-Site Service two (2) hours or less before the appointment time.	None	None	The Consumer will participate in the rescheduling of the original appointment and attend the rescheduled appointment. The Consumer will pay the Craftsman \$88.50 for the Craftsman's trip fee.	The Craftsman will reschedule the On-Site Service appointment with the Consumer and receive a trip fee of \$88.50 from the Consumer for the missed appointment.	We will act as Nominee Recipient and disperse the trip fee from the Consumer to the Craftsman.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-30	Consumer Reschedule (No Notice): The Craftsman arrives to install the Supported Product, and the Consumer is not at home and provides no notice that they intend to cancel or not be home.	None	None	The Consumer will participate in the rescheduling of the original appointment and attend the rescheduled appointment. The Consumer will pay the Craftsman \$88.50 for the Craftsman's trip.	The Craftsman will reschedule the On-Site Service appointment with the Consumer and receive a trip fee of \$88.50 from the Consumer for the missed appointment. The Craftsman will leave a note and/or business card at the On-Site Service Location.	We will act as Nominee Recipient and disperse the trip fee from the Consumer to the Craftsman.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-35	Consumer is Over 20 Minutes Late: The Craftsman should call twenty (20) minutes before the Consumer to arrive. If the Consumer is over twenty (20) minutes late for an On-Site Service appointment and the Craftsman reports that they are coming, it is at the Craftsman's discretion if they want to stay and complete the On-Site Service or report the appointment as a Consumer cancellation.	None	None	If the Craftsman does not wait for the Consumer or the Consumer does not timely return, then the Consumer will participate in the rescheduling of the original appointment and attend the rescheduled appointment. The Consumer will pay the Craftsman \$88.50 for the Craftsman's trip.	The Craftsman will reschedule the On-Site Service appointment with the Consumer and attend the second appointment for a trip fee of \$88.50 from the Consumer. The Craftsman will leave a note and/or business card at the On-Site Service Location.	We will act as Nominee Recipient and disperse fees from the Consumer to the Craftsman as required for rescheduled appointments and trip fees.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-40	Consumer Cancellation (24 Hours or More Notice): The Consumer cancels the On-Site Service appointment with more than twenty-four (24) hours notice and decides to cancel the On-Site Service Service appointment themselves, lost or damaged the Supported Product, or for any other reason.	None	None	The Consumer will notify us of the cancellation. If the Consumer has legal, scheduled a Craftsman and the Craftsman will cancel the appointment with the Craftsman.	The Craftsman will not complete the On-Site Service or receive any payment for this Workorder. If the Craftsman has received any payment for this Workorder, the Craftsman will return it to the Retailer within twelve (12) hours of notice of the cancellation.	We will promptly refund the Consumer money in full within two (2) days of notification that the On-Site Service is cancelled.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-45	Consumer Cancellation (Less Than 24 Hours Notice): The Consumer cancels the On-Site Service appointment with less than twenty-four (24) hours notice and decides to cancel the On-Site Service from the Craftsman either because they have installed the Supported Product themselves, lost or damaged the Supported Product, or for any other reason.	None	None	The Consumer will notify us that they are cancelling the On-Site Service as soon as possible prior to the On-Site Service appointment. The Consumer will receive a refund of the On-Site Service Fee, less a \$60.00 fee for late cancellation.	The Craftsman will not complete the On-Site Service. They will receive a refund of the On-Site Service Fee from the Consumer. The Craftsman has picked up the Supported Product for delivery, the Craftsman will return it to the Retailer within twelve (12) hours of notice of the cancellation.	We will promptly refund the Consumer money within two (2) days of notification that the On-Site Service is cancelled and act as Nominee Recipient of monies owed as late fees from the Consumer to the Craftsman.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-50	Illegal or Unsafe Work at the On-Site Service Location: The Craftsman cannot complete the work without completion of other work done by others. If the Craftsman is an On-Site Service appointment to install a dishwasher realizes the garbage disposal and the Craftsman cannot install the dishwasher until the garbage disposal is installed correctly.	None	None	The Consumer must correct the work done by others prior to the On-Site Service proceeding. The Consumer will pay the Craftsman \$60.00 for the Craftsman's trip fee. If the Craftsman has delivered the Supported Product, he or she will leave a note and/or business card at the On-Site Service Location. The Consumer will reimburse the Craftsman \$3.00 for each mile past 30 miles from the delivery pick-up location as calculated by us in our sole discretion.	The Craftsman will return when the installation can be completed safely and legally. The Craftsman will receive a \$60.00 trip fee from the Consumer. If the Craftsman has delivered the Supported Product, he or she will leave a note and/or business card at the On-Site Service Location. The Consumer will reimburse the Craftsman \$3.00 for each mile past 30 miles from the delivery pick-up location as calculated by us in our sole discretion.	We will act as Nominee Recipient and disperse fees from the Consumer to the Craftsman as required for trip fees.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-55	Purchased Wrong Supported Product, Not Delivered by the Craftsman, and Discovered Once the Craftsman is On-Site: The Consumer finds that the Supported Product is not the one they ordered or another People Group, orders the incorrect Supported Product, such as the wrong size, color, brand, or other feature.	None	The Retailer will provide their return policy to the Consumer, and the Consumer's ability to return or exchange the Supported Product will be dependent on the Retailer's policy.	The Consumer may return or exchange the Supported Product pursuant to the Retailer's return or exchange policy. If the Consumer has already spoken with the Craftsman who will be performing the On-Site Service, they will let the Craftsman know they are returning the Supported Product and cancelling the On-Site Service. The Consumer will receive a refund of the On-Site Service Fee.	The Craftsman will not install the incorrect Supported Product. The Craftsman will package the Supported Product for return to the Retailer. The Craftsman will receive a \$50.00 trip fee from the Consumer.	We will process the On-Site Service cancellation and refund to the Consumer. We will also act as Nominee Recipient for the payment of any trip fee from the Consumer to the Craftsman.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-60	Purchased Wrong Supported Product, Delivered by the Craftsman, and Discovered Once the Craftsman is On-Site: The Consumer finds that the Supported Product is not the one they ordered or another People Group, orders the incorrect Supported Product, such as the wrong size, color, brand, or other feature.	None	The Retailer will provide their return policy to the Consumer, and the Consumer's ability to return or exchange the Supported Product will be dependent on the Retailer's policy.	The Consumer may return or exchange the Supported Product pursuant to the Retailer's return or exchange policy. If the Consumer has already spoken with the Craftsman who will be performing the On-Site Service, they will let the Craftsman know they are returning the Supported Product and cancelling the On-Site Service. The Consumer will receive a refund of the On-Site Service Fee.	The Craftsman will not install the Supported Product. The Craftsman will package the Supported Product and return to the Retailer within twenty-four (24) hours of the cancellation. The Craftsman will receive a \$50.00 trip fee from the Consumer. The Craftsman will receive a \$75.00 trip fee and a reimbursement of \$1.00 for each mile past 30 miles from the delivery pick-up location as calculated by us in our sole discretion.	We will process the On-Site Service cancellation and refund to the Consumer, and the Craftsman will receive payment of the trip fee to the Craftsman.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-65	More Work Needed to Complete the On-Site Service / Out-of-Scope Work: The On-Site Service requires work to be performed outside of the In-Scope Work which the Consumer purchased.	None	None	The Consumer must be notified of the additional Out-of-Scope Work needed to install the Supported Product prior to beginning the On-Site Service. The Consumer can then decide if he or she wants to pay the fee associated with the visible Out-of-Scope Work in order to proceed with the installation of the Supported Product. The Consumer may also elect to cancel the On-Site Service and/or return the Supported Product pursuant to the Retailer's return policy, if any. If the Consumer elects to cancel the On-Site Service rather than proceed with Out-of-Scope work, then please use CE16 or CE16E, as applicable.	The Craftsman must notify the Consumer of the visible Out-of-Scope Work requirements before beginning any work at all. The Craftsman must review the In-Scope Work statement with the Consumer purchased from the Craftsman for the On-Site Service and also the additional Out-of-Scope Work of which is needed to complete the On-Site Service. The Craftsman can call us to provide the additional cost and scope of Out-of-Scope Work to us so that we can facilitate payment by the Consumer to the Craftsman. If the Consumer elects to cancel the On-Site Service rather than proceed with Out-of-Scope work, then please use CE16 or CE16E, as applicable.	We will provide a payment option for the Out-of-Scope Work to the Consumer.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-70	Wrong Supported Product / Buyer's Remorse Prior to Craftsman Arriving On-Site: The Consumer receives the Supported Product and decides he or she does not like it and would like to return it to the store and cancel the On-Site Service appointment earlier than twenty-four (24) hours before the scheduled On-Site Service appointment.	None	The Retailer will provide their return policy to the Consumer. If the Retailer allows for Buyer's Remorse, the Consumer may return the Supported Product pursuant to the Retailer's return policy. The On-Site Service Fee will be refunded in full. The Retailer will notify us of the Product and On-Site Service cancellation as soon as possible and no later than twelve (12) hours of the return being initiated.	If the Consumer has already spoken with the Craftsman who will be performing the On-Site Service, they will let the Craftsman know they are returning the Supported Product and cancelling the On-Site Service. The Consumer will receive a refund of the On-Site Service Fee.	The Craftsman will not attend the On-Site Service appointment and will not receive any On-Site Service Fee relative to this cancelled Workorder.	We will process the refund of 100% of the On-Site Service Fee back to the Consumer from the Craftsman. We will notify the Craftsman that the On-Site Service appointment is cancelled.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-75	Buyer's Remorse Prior to On-Site Services When the Craftsman Arrives On-Site: The Consumer receives the Supported Product and decides he or she does not like it and would like to return it to the store and cancel the On-Site Service appointment earlier than twenty-four (24) hours before the scheduled On-Site Service appointment.	None	The Retailer will provide their return policy to the Consumer, and the Consumer's ability to return or exchange the Supported Product will be dependent on the Retailer's policy.	The Consumer may return or exchange the Supported Product pursuant to the Retailer's return or exchange policy. In the event of a return or exchange, the Consumer will receive a refund of the On-Site Service Fee minus a \$60.00 trip fee payable to the Craftsman. If the On-Site Service Location is further than 30 miles from the delivery pick-up location, the Consumer will also reimburse the Craftsman \$3.00 for each mile past 30 miles from the delivery pick-up location as calculated by us in our sole discretion.	The Craftsman will not install the Supported Product. The Craftsman will package and return the Supported Product within twenty-four (24) hours of the cancellation. The Craftsman will receive a \$50.00 trip fee from the Consumer. The Craftsman will receive a \$75.00 trip fee and a reimbursement of \$1.00 for each mile past 30 miles from the delivery pick-up location as calculated by us in our sole discretion.	We will process the On-Site Service cancellation and refund to the Consumer, and we will act as Nominee Recipient and disperse fees from the Consumer to the Craftsman as required.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-80	Buyer's Remorse After On-Site Services: After purchase and the On-Site Services, the Consumer decides the Supported Product does not work for them and would like to return it for a refund or exchange for a different Supported Product.	None	The Retailer will provide their return policy to the Consumer. If the Retailer allows for Buyer's Remorse, the Consumer may return the Supported Product to the Retailer for a refund or exchange of the Supported Product (including the On-Site Service Fee) pursuant to the Retailer's return policy.	The Consumer can opt to return or exchange the Supported Product if applicable pursuant to the Retailer's Return or Exchange Policy if any. The Consumer is responsible for removing the Supported Product and "uninstalling" it, and the Consumer is not obliged to return to complete any additional work related to removing the Supported Product. The Consumer agrees he or she will be charged in full for the On-Site Service Fee. The Consumer will be paid for his or her services.	None	None
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-85	Consumer Fails to Inspect On-Site Service or Completion: The Consumer makes the choice to not inspect the On-Site Service Completion, such as inspecting the On-Site Service for proper installation, and he or she subsequently finds errors with the On-Site Service and the Craftsman has left the On-Site Service Location.	None	None	The Consumer will pay a \$60 trip fee to the Craftsman in order for the Craftsman to return to fix issues within the Scope of Work that are found within the Consumer's inspection. The On-Site Service will be completed, if the Consumer agrees to pay an additional fee for the additional charges that will apply.	The Craftsman will return to the On-Site Service Location for a \$60.00 trip fee from the Consumer and repair any items within the Scope of Work. Additional items above and beyond the Scope of Work requires repair will be billed by the Craftsman at the Craftsman's additional cost.	We will act as Nominee Recipient of the trip fee from the Consumer to the Craftsman. We will also act as Nominee Recipient for any additional work, outside of the Scope of Work, between the Consumer and Craftsman.
Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-90	Consumer Decides He or She Does Not Like the Supported Product: The Consumer receives the Supported Product and decides he or she does not like it and would like to return it to the store and cancel the On-Site Service appointment earlier than twenty-four (24) hours before the scheduled On-Site Service appointment.	None	The Retailer will allow return and/or exchange of the Supported Product and provide a new Supported Product in its place pursuant to its return and/or exchange policy.	The Consumer will pay the Craftsman \$120.00 for trip fees. If the On-Site Service Location is further than 30 miles from the delivery pick-up location, the Consumer will also pay \$6.00 for each mile past 30 miles from the delivery pick-up location as calculated by us in our sole discretion. The Consumer will also pay \$3.00 for each mile past 30 miles from the delivery pick-up location as calculated by us in our sole discretion. The Consumer will also pay \$3.00 for each mile past 30 miles from the delivery pick-up location as calculated by us in our sole discretion. The Consumer will also pay \$3.00 for each mile past 30 miles from the delivery pick-up location as calculated by us in our sole discretion. The Consumer will also pay \$3.00 for each mile past 30 miles from the delivery pick-up location as calculated by us in our sole discretion.	The Craftsman will receive subsequent Workorder(s) to complete additional On-Site Services for the Supported Product. The Craftsman will have the ability to sell his or her fee for the additional On-Site Services, and he or she will receive a \$100.00 trip fee and \$6.00 for each mile past 30 miles from the delivery pick-up location to the On-Site Service Location as calculated by us in our sole discretion.	We will create a new Workorder(s) as required for additional On-Site Services to the Supported Product and act as Nominee Recipient for additional trip fees and On-Site Service Fees.

Correction to the On-Site Service or Workorder is Needed	Consumer Error/Craftsman Waiver	C-100	Craftsman Waiver of Fee or Consumer Obligation: In some instances, a Craftsman may be willing to waive a Consumer's interest, cancellation or return at no cost to the Consumer when they have spoken with the Consumer or made a trip to the On-Site Service Location, and the circumstances surrounding the specific event warrant making an exception. The decision to waive a Consumer's obligation to a Craftsman is in the sole discretion of a Craftsman and is limited to a small number of cases. We provide this code so that Craftsman can use it when these cases arise.	None	None	None	The Craftsman will not receive a trip fee, cancellation fee or other monies that would typically otherwise be due to him under the Division of Liability Policy. The Craftsman understands that by waiving this code the waiving payment of fees from the Consumer.	We will honor the Craftsman's request and waive any fees that otherwise may be due under the Division of Liability Policy.
Correction to the On-Site Service or Workorder is Needed	Shipping Company Error	S-5	Lost or Missing Supported Product: The Supported Product is lost during shipping or arrives much later than anticipated.	None	The Retailer will provide their policy for Supported Products lost or delayed during shipping and provide the Consumer with information regarding the policy. The Retailer will inform us of the shipping delay.	The Consumer will receive the Retailer policy regarding Supported Products lost or delayed during shipping. The Consumer will file a complaint with the Retailer if required, per the Retailer policy regarding Supported Products lost or delayed during shipping.	The Craftsman will attend the On-Site Service appointment and install the Supported Product when it arrives.	We will monitor the shipment of the Supported Product and inform the Craftsman to schedule an appointment for On-Site Services for the Supported Product at the appropriate time.
Correction to the On-Site Service or Workorder is Needed	Shipping Company Error	S-10	Damaged Supported Product   Return Permissible: The Supported Product is damaged during shipping, and the Consumer accepts delivery of the Supported Product. The Retailer allows the Consumer to return the Supported Product to the Retailer to receive a new and undamaged Supported Product.	None	The Retailer will provide return instructions to the Consumer and accept return of the damaged Supported Product by the Consumer.	The Consumer will follow the Retailer policy regarding Supported Products damaged during shipping to be returned to the Retailer. If the Consumer has scheduled his or her On-Site Service appointment with the Craftsman, he or she will notify the Craftsman by message via the On-Site Service, if the Craftsman is at the On-Site Location when his damage is discovered. The Consumer will pay the Craftsman a \$60.00 trip fee.	The Craftsman will schedule and attend the On-Site Service appointment and install the new and undamaged Supported Product when it arrives. If the Craftsman is at the On-Site Service Location when the damage is discovered, he or she will not install the damaged Supported Product and will receive a \$60.00 trip fee from the Consumer.	We will monitor the shipment of the new Supported Product and inform the Craftsman to schedule an appointment for On-Site Services for the Supported Product at the appropriate time. If trip fees are provided by the Consumer to the Craftsman, we will act as Nominee Recipient for these fees.
Correction to the On-Site Service or Workorder is Needed	Shipping Company Error	S-15	Damaged Supported Product   No Return Permissible: The Supported Product is damaged during shipping, and the damage renders the Supported Product unusable by the Consumer, and the Consumer may not return the Supported Product after accepting the shipment.	None	The Retailer will provide their policy for Supported Products damaged during shipping and provide the Consumer with information regarding remedies. The Retailer will inform us of the damage.	The Consumer will review the Retailer policy regarding Supported Products damaged during shipping. The Consumer will file a complaint regarding the shipping company, if required, per the Retailer's return policy. The Consumer will pay the On-Site Service Fee if the damage is discovered prior to the Craftsman's arrival for the On-Site Service. If the damage is discovered while the Craftsman is at the On-Site Service Location, the Consumer will receive a refund of the On-Site Service Fee minus a \$60.00 trip fee to the Craftsman.	The Craftsman will not install the damaged Supported Product if available, and will not install the damaged Supported Product if the damage is discovered, he or she will not install the damaged Supported Product and will receive a \$50.00 trip fee from the Consumer.	We will cancel the On-Site Service and provide a refund to the Consumer. If trip fees are provided by the Consumer to the Craftsman, we will act as Nominee Recipient for these fees.
Correction to the On-Site Service or Workorder is Needed	Retailer Error	R-5	Retailer Sends Incomplete or Incorrect Shipping Confirmation Number: As a result of the wrong shipping information being provided to the Retailer-Sales EPOS system™, the Craftsman's trip is sent to the On-Site Service Location. The Craftsman is notified via an On-Site Service appointment that is incorrect and the appointment will need to be rescheduled.	None	The Retailer agrees to pay \$60.00 on behalf of the Consumer.	The Consumer will attend the second (2nd) appointment without receiving a discount on either the Supported Product or On-Site Service Fee.	The Craftsman will receive a \$50.00 trip fee.	We will update the correct shipping delay confirmation and act as Nominee Recipient of the Craftsman's trip fee.
Correction to the On-Site Service or Workorder is Needed	Retailer Error	R-10	Retailer Order Entry Error for Supported Product Not Delivered by a Craftsman: As a direct result of an error in the Retailer's online system the wrong Supported Product is ordered or delivered by a shipping company, and the error is discovered either when the Craftsman is at the On-Site Service Location or within twenty-four (24) hours of the On-Site Service appointment time.	None	The Retailer agrees to provide the correct Supported Product and to pay \$60.00 on behalf of the Consumer.	The Consumer will attend the second (2nd) appointment to install the correct Supported Product without receiving a discount on either the Supported Product or On-Site Service Fee.	The Craftsman will receive a \$50.00 trip fee.	We will update the Workorder for the correct Supported Product and act as Nominee Recipient of the Craftsman's trip fee.
Correction to the On-Site Service or Workorder is Needed	Retailer Error	R-15	Retailer Order Entry Error for Supported Product Delivered by a Craftsman: As a direct result of an error in the Retailer's system the wrong Supported Product is delivered to the Craftsman to be delivered to the Consumer.	None	The Retailer agrees to provide the correct Supported Product and to pay \$120.00 on behalf of the Consumer. If the On-Site Service Location is further than 30 miles from the delivery pick up location, the Retailer will also pay \$30.00 on behalf of the Consumer for each mile past 30 miles from the delivery pick up location to the On-Site Service Location as calculated by us in our sole discretion.	The Consumer will attend the second (2nd) appointment to install the correct Supported Product without receiving a discount on either the Supported Product or On-Site Service Fee.	The Craftsman will reschedule and return to the Retailer the incorrect Supported Product for the Consumer. The Craftsman will also schedule a separate appointment to deliver for the On-Site Service Fee and will receive a \$50.00 trip fee from the delivery pick up location to the On-Site Service Location as calculated by us in our sole discretion.	We will update the Workorder and act as Nominee Recipient of the Craftsman's trip fee.
Correction to the On-Site Service or Workorder is Needed	Retailer Error	R-20	Retailer Misinformation For Supported Product Not Delivered by a Craftsman: The Retailer misinforms the Consumer at the point of purchase or otherwise regarding the product, satisfaction with the Supported Product. As a result the Consumer requests a return or exchange of the Supported Product, either at the On-Site Service appointment or within twenty-four hours prior to the On-Site Service appointment.	None	The Retailer will provide their return policy to the Consumer, and the Consumer's ability to return or exchange the Supported Product will be dependent on the Retailer's policy. If the Consumer needs to return or exchange the Supported Product pursuant to the Retailer's policy, the Retailer will pay \$60.00 on behalf of the Consumer. If the On-Site Service Location is further than 30 miles from the delivery pick up location, the Retailer will also pay \$30.00 on behalf of the Consumer for each mile past 30 miles from the delivery pick up location to the On-Site Service Location as calculated by us in our sole discretion.	The Consumer can return or exchange the Supported Product pursuant to the Retailer's return or exchange policy, if any. If the Consumer returns or exchanges the Supported Product, the Consumer will receive a refund in full of the On-Site Service Fee.	If the Consumer opts to return or exchange the Supported Product pursuant to the Retailer's policy, (a) the Craftsman will return the Supported Product to the Retailer; and (b) the Craftsman will reschedule and return to the Retailer the incorrect Supported Product for the Consumer. The Craftsman will receive a \$75.00 trip fee and \$3.00 for each mile past 30 miles from the delivery pick up location to the On-Site Service Location as calculated by us in our sole discretion.	In the event of a return or exchange, we will process the On-Site Service Workorder cancellation and refund to the Consumer and act as Nominee Recipient of the Craftsman's trip fee.
Correction to the On-Site Service or Workorder is Needed	Retailer Error	R-25	Retailer Misinformation For Supported Product Delivered by a Craftsman: The Retailer misinforms the Consumer at the point of purchase or otherwise regarding the product, satisfaction with the Supported Product. As a result the Consumer requests a return or exchange of the Supported Product, either at the On-Site Service appointment or within twenty-four hours prior to the On-Site Service appointment.	None	The Retailer will provide their return policy to the Consumer, and the Consumer's ability to return or exchange the Supported Product will be dependent on the Retailer's policy. If the Consumer needs to return or exchange the Supported Product pursuant to the Retailer's policy, the Retailer will pay \$120.00 on behalf of the Consumer. If the On-Site Service Location is further than 30 miles from the delivery pick up location, the Retailer will also pay \$30.00 on behalf of the Consumer for each mile past 30 miles from the delivery pick up location to the On-Site Service Location as calculated by us in our sole discretion.	The Consumer can return or exchange the Supported Product pursuant to the Retailer's return or exchange policy, if any. If the Consumer returns or exchanges the Supported Product, the Consumer will receive a refund in full of the On-Site Service Fee.	If the Consumer opts to return or exchange the Supported Product pursuant to the Retailer's policy, (a) the Craftsman will return the Supported Product to the Retailer; and (b) the Craftsman will receive a \$75.00 trip fee and \$3.00 for each mile past 30 miles from the delivery pick up location to the On-Site Service Location as calculated by us in our sole discretion.	In the event of a return or exchange, we will process the On-Site Service Workorder cancellation and refund to the Consumer and act as Nominee Recipient of the Craftsman's trip fee.
Correction to the On-Site Service or Workorder is Needed	Retailer Error	R-30	Retailer Delivers Damaged Product Directly to the Consumer: Either at the On-Site Service or within twenty-four (24) hours of the On-Site Service appointment, the Retailer delivers a Supported Product with visible damage to the Consumer. The Consumer requests a return or exchange for the Supported Product. This includes cases where a Retailer delivers a Supported Product that has no physical damage but fails to operate as intended.	None	The Retailer will accept a return and exchange of the damaged Supported Product for an undamaged Supported Product pursuant to their return policy. The Retailer will pay \$60.00 on behalf of the Consumer.	The Consumer will attend the second (2nd) appointment to install a new and undamaged Supported Product without receiving a discount on either the Supported Product or On-Site Service Fee.	The Craftsman will return to the Retailer the undamaged Supported Product. The Craftsman will receive \$50.00 trip fee.	We will update the Workorder for the undamaged Supported Product and act as Nominee Recipient of the Craftsman's trip fee.
Correction to the On-Site Service or Workorder is Needed	Retailer Error	R-35	Retailer Provides Damaged Product to the Craftsman to Deliver to the Consumer: The Retailer provides to the Craftsman a Supported Product with visible damage in the Supported Product packaging and/or damage of any kind to the actual Supported Product, but that ultimately requires a return and exchange for an undamaged Supported Product. This includes cases where a Retailer delivers a Supported Product that has no physical damage but fails to operate as intended.	None	The Retailer will accept a return and exchange of the damaged Supported Product for an undamaged Supported Product pursuant to their return policy. The Retailer will pay \$120.00 on behalf of the Consumer for the Craftsman. If the On-Site Service Location is further than 30 miles from the delivery pick up location, the Retailer will also pay \$30.00 on behalf of the Consumer for each mile past 30 miles from the delivery pick up location to the On-Site Service Location as calculated by us in our sole discretion.	The Consumer will attend the second (2nd) appointment to install a new and undamaged Supported Product without receiving a discount on either the Supported Product or On-Site Service Fee.	The Craftsman will return the damaged Supported Product to the Retailer. The Craftsman will also pick up the undamaged Supported Product to deliver to the On-Site Service to the Consumer. The Craftsman will receive a \$100.00 trip fee and \$3.00 for each mile past 30 miles from the delivery pick up location to the On-Site Service Location as calculated by us in our sole discretion.	We will update the Workorder for the undamaged Supported Product and act as Nominee Recipient of the Craftsman's trip fee.
Correction to the On-Site Service or Workorder is Needed	Retailer Error	R-40	Retailer Provides a Supported Product that Malfunctions and Requires Return: The Craftsman provides a Supported Product that malfunctions in a way warranting by the Retailer, and the Craftsman must return to the On-Site Service Location to repair the Supported Product after completion.	None	The Retailer will provide their warranty policy to the Consumer, and the Consumer's ability to receive subsequent services from the Craftsman for the Supported Product will be dependent on the Retailer's policy. If the Consumer may receive additional services, the Retailer will pay an initial fee of the Consumer \$60.00 for the repair and an additional Workorder fee required for the Supported Product. If the On-Site Service Location is further than 30 miles from the delivery pick up location, the Retailer will also pay \$30.00 on behalf of the Consumer for each mile past 30 miles from the delivery pick up location to the On-Site Service Location as calculated by us in our sole discretion. The Retailer will also pay the Craftsman the On-Site Service Fees on behalf of the Consumer for the additional On-Site Services to repair the Supported Product.	The Consumer will be present for all additional On-Site Service appointments to correct the malfunction in the Supported Product.	The Craftsman will receive subsequent Workorder(s) to complete additional On-Site Services for the Supported Product. The Craftsman will receive a \$50.00 trip fee for the additional On-Site Services, and he or she will receive a \$60.00 trip fee and \$6.00 for each mile past 30 miles from the delivery pick up location to the On-Site Service Location as calculated by us in our sole discretion for each subsequent Workorder for the Supported Product.	We will create new Workorder(s) as required for additional On-Site Services to the Supported Product and act as Nominee Recipient for additional trip fees and On-Site Service Fees.
Correction to the On-Site Service or Workorder is Needed	Retailer Error	R-45	Retailer Provides a Supported Product that Malfunctions and Requires Return: The Craftsman provides a Supported Product that malfunctions in a way warranting by the Retailer, and the Craftsman must return to the On-Site Service Location to repair the Supported Product, and deliver and install a new Supported Product to the Consumer.	None	The Retailer will provide their warranty policy to the Consumer, and the Consumer's ability to receive subsequent services from the Craftsman for the Supported Product will be dependent on the Retailer's policy. If the Consumer may receive additional services, the Retailer will pay the Craftsman on behalf of the Consumer \$120.00 for trip fees. If the On-Site Service Location is further than 30 miles from the delivery pick up location, the Retailer will also pay \$30.00 on behalf of the Consumer for each mile past 30 miles from the delivery pick up location to the On-Site Service Location as calculated by us in our sole discretion. The Retailer will also pay the Craftsman the On-Site Service Fees on behalf of the Consumer for the additional On-Site Services to uninstall the old Supported Product and install a new Supported Product.	The Consumer will work with the Craftsman to schedule a new On-Site Service appointment to install a new Supported Product and deliver and install a new Supported Product.	The Craftsman will receive subsequent Workorder(s) to complete additional On-Site Services for the Supported Product. The Craftsman will receive a \$100.00 trip fee and \$3.00 for each mile past 30 miles from the delivery pick up location to the On-Site Service Location as calculated by us in our sole discretion.	We will create new Workorder(s) as required for additional On-Site Services to the Supported Product and act as Nominee Recipient for additional trip fees and On-Site Service Fees.
Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-5	1st Craftsman Reschedule: The Craftsman reschedules the original On-Site Service earlier than twenty-four (24) hours prior to its scheduled time.	None	None	The Consumer will participate in the rescheduling of the original appointment and attend the rescheduled appointment. The Consumer will not receive a discount on the Supported Product price or On-Site Service Fee.	None	None
Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-10	2nd Craftsman Reschedule: This applies to the second time the Craftsman reschedules the original On-Site Service appointment earlier than twenty-four (24) hours prior to its scheduled time and for reasons under the control of the Craftsman (i.e. does not include when due to severe weather, inability to access the On-Site Service Location, or other force majeure events).	None	None	The Consumer will participate in the rescheduling of the original appointment and attend the rescheduled appointment. The Consumer will not receive a discount on the Supported Product price. The Consumer will receive a credit of \$25.00 from the Craftsman.	The Craftsman will give the Consumer a credit of \$25.00 for the original appointment and attend the rescheduled appointment. The Craftsman will not charge a service fee to the Craftsman in order to facilitate the new Workorder and Consumer credit.	We will act as Nominee Recipient to facilitate the transfer of funds from the Craftsman to the Consumer for the second rescheduled On-Site Service appointment.
Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-15	3rd or Greater Craftsman Reschedule: This applies to the third time and more the Craftsman reschedules the original On-Site Service appointment earlier than twenty-four (24) hours prior to its scheduled time and for reasons under the control of the Craftsman (i.e. does not include when due to severe weather, inability to access the On-Site Service Location, or other force majeure events).	None	None	The Consumer will participate in the rescheduling of the original appointment and attend the rescheduled appointment. The Consumer will not receive a discount on the Supported Product price. The Consumer will receive a \$25.00 credit from the Craftsman for each rescheduled appointment, up to a \$250.00 maximum on the On-Site Service Fee, whichever is less.	The Craftsman will give the Consumer a \$25 credit for each rescheduled appointment after the first rescheduled appointment. The Craftsman will not charge a service fee to the Craftsman in order to facilitate the new Workorder and Consumer credit.	We will act as Nominee Recipient to process the credit given by the Craftsman to the Consumer, up to a maximum of \$250.00 on the On-Site Service Fee, whichever is less.
Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-20	Craftsman Reschedule (24 Hours or Less Notice): The Craftsman cancels the On-Site Service appointment with less than twenty-four (24) hours notice but more than two hours' notice.	None	None	The Consumer will participate in the rescheduling of the original appointment and attend the rescheduled appointment. The Consumer will receive from the Craftsman a \$50.00 credit applied toward his or her On-Site Service Fee.	The Craftsman will give the Consumer a \$50.00 credit. We will not charge a service fee to the Craftsman in order to facilitate the new Workorder and Consumer credit.	We will act as Nominee Recipient to process the discount on the On-Site Service Fee given by the Craftsman to the Consumer and reschedule the Workorder as appropriate.
Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-25	Craftsman Cancels with 2 Hours or Less Notice: The Craftsman calls to cancel with less than two (2) hours' notice.	None	None	The Consumer will participate in the rescheduling of the original appointment and attend the rescheduled appointment. The Consumer will receive a \$75.00 credit applied toward his or her On-Site Service Fee.	The Craftsman will give the Consumer a \$75.00 credit. We will not charge a service fee to the Craftsman in order to facilitate the new Workorder and Consumer credit.	We will act as Nominee Recipient to process the discount on the On-Site Service Fee given by the Craftsman to the Consumer and reschedule the Workorder as appropriate.

Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-30	Craftsman Does Not Arrive When Scheduled: The Craftsman does not arrive for the On-Site Service appointment and does not provide notice of cancellation.	None	None	The Consumer will participate in the rescheduling of the original appointment and attend the rescheduled appointment. The Consumer will receive a \$75.00 credit applied toward his or her On-Site Service Fee.	The Craftsman will give the Consumer a \$75.00 credit. We will not charge a service fee to the Craftsman in order to facilitate the new Workorder and Consumer credit.	We will act as Nominee Recipient to process the discount on the On-Site Service Fee given by the Craftsman to the Consumer and reschedule the Workorder as appropriate.
Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-35	Craftsman is Over 20 Minutes Late: The Consumer should wait twenty (20) minutes for the Craftsman to arrive. If the Craftsman is over twenty (20) minutes late for an On-Site Service appointment and the Craftsman does not call to let the consumer know that they are coming, it is in the Consumer's discretion if they want to stay and wait for the On-Site Service or if they want to cancel the appointment as a Craftsman cancellation.	None	None	The Consumer will participate in the rescheduling of the original appointment and attend the rescheduled appointment. The Consumer will receive from the Craftsman a \$50.00 credit applied toward his or her On-Site Service Fee.	If the Consumer chooses to not wait for the Craftsman and instead wants to reschedule the On-Site Service appointment with the Craftsman, then the Craftsman will give the Consumer a \$50.00 credit to compensate them for their patience and reschedule the appointment. We will not charge a service fee to the Craftsman in order to facilitate the new Workorder and Consumer credit.	We will act as Nominee Recipient to process the discount on the On-Site Service Fee given by the Craftsman to the Consumer and reschedule the Workorder as appropriate.
Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-40	Craftsman Cancels or Releases the Workorder Prior to the On-Site Service Appointment: The Craftsman cancels and releases for another Craftsman the Workorder prior to the On-Site Service.	None	None	The Consumer will participate in the rescheduling of the original On-Site Service with a new Craftsman.	If the Craftsman has picked up the Supported Product for a delivery to the Consumer, the Craftsman will return the Supported Product to the Retailer in the same condition received by the Craftsman from the Retailer no later than six (6) hours after release or cancellation of the Workorder.	We will match a new Craftsman to provide the On-Site Service to the Consumer.
Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-45	Craftsman Mis-measurement: The Craftsman mis measures the Supported Product which results in a replacement product needing to be ordered for the Consumer.	None	The Retailer will process a second (2nd) Workorder and sell the new Supported Product to the Craftsman at the Supported Product Replacement Cost.	The Consumer will attend the second (2nd) appointment for the On-Site Service without receiving a refund or discount on the price of the Supported Product or the On-Site Service.	The Craftsman will not install the Mis-Measured Product ("MMP"). The Craftsman will order a replacement product from the Retailer at the Supported Product replacement cost. The Craftsman will not charge for the second (2nd) trip to install the replacement supported product. The Craftsman can only pay the MMP or pay a restocking fee to return it as the Retailer's policy allows.	We will process the Workorder for the Craftsman's second trip.
Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-50	Out of Manufacturer Specs: The Craftsman service is performed outside of the Manufacturer's specifications.	None	None	The Consumer will attend the second appointment for the On-Site Service so that the Craftsman can correct any defect in the original work performed. The Consumer may receive a refund of the On-Site Service Fee.	The Craftsman will return to the On-Site Service Location and correct the out of specification issue at no charge to any People Group. The Craftsman will be responsible to provide a full On-Site Service Fee refund if requested by either the Retailer or the Consumer.	We will process the Workorder for the Craftsman's second trip. If applicable, we will act as Nominee Recipient to facilitate the refund for the On-Site Service Fee from the Craftsman to the Consumer.
Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-55	Craftsman Damages or Supported Product: The Craftsman damages the Supported Product or loses pertinent Supported Product parts or the entire Supported Product.	None	The Retailer will sell a new Supported Product or Supported Product part to the Craftsman at the Supported Product replacement cost at a discounted Supported Product part price.	None	The Craftsman will not install the damaged Supported Product. The Craftsman will order a replacement product from the Retailer at the Supported Product replacement cost or at a discount and return to complete the On-Site Service with the replacement Supported Product or Supported Product parts. The Craftsman will not charge for the second (2nd) trip to install the Supported Product. The Craftsman can keep the damaged Supported Product or Supported Product parts.	We will direct the Craftsman to the appropriate contact at the Retailer to order a replacement Supported Product or Supported Product parts and reschedule the Workorder as appropriate.
Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-60	Consumer Does Not Like the Craftsman: The Consumer refuses to allow the Craftsman in the On-Site Service location or to complete the On-Site Service because the Craftsman displays poor manners or otherwise behaves in a way that is threatening to the Consumer.	None	None	The Consumer will cancel the On-Site Service with the Craftsman. The Consumer will be contacted by a new Craftsman to reschedule the On-Site Service. If the Consumer is sent two Craftsman to complete the On-Site Service, and he or she does not like either Craftsman, he or she will (a) receive a full refund of the On-Site Service Fee and (b) his or her On-Site Service will be cancelled.	The Craftsman will not complete the On-Site Service. The Craftsman will instruct the On-Site Service location nearest the consumer to complete the On-Site Service. We will investigate the Consumer's complaint and contact the Craftsman in regard to the matter.	We will dispatch a new Craftsman to complete the On-Site Service for the Consumer. If the Consumer is sent two Craftsman to complete the On-Site Service, and the Consumer turns away both Craftsman, then we will refund the full price of the On-Site Service to the Consumer and cancel the On-Site Service.
Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-65	Craftsman Damages Property: The Craftsman causes damage to the Consumer's home or personal property that he or she cannot repair industrially.	None	None	The Consumer can contact us for more information regarding the process. We will work with the Consumer and the Location to ensure the repair to the On-Site Service Location or personal property is made pursuant to our Total Happiness Guarantee.	The Craftsman will file a claim with his or her insurer to cover the property damage.	We will work with the Consumer and Craftsman to ensure the repair to the On-Site Service Location or personal property is made pursuant to our Total Happiness Guarantee.
Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-70	Out of Warranty Claim/Supported Product Damage by Consumer: We will apply a replacement or damaged Supported Product caused by the On-Site Service provided by the Craftsman.	None	None	The Consumer should contact us to report the Supported Product damage and include pictures. We will work with the Consumer and the Craftsman to ensure the On-Site Service is completed pursuant to our Total Happiness Guarantee.	We will notify the Craftsman of the claim. The Craftsman will file a claim with his or her insurer. The Craftsman will respect the Supported Product damage claim and admit or deny liability within seventy-two (72) hours of our first communication regarding the claim.	We will work with the Consumer and Craftsman to ensure the On-Site Service is completed pursuant to our Total Happiness Guarantee.
Correction to the On-Site Service or Workorder is Needed	Our Error	B-5	We Do Not Assign a Craftsman: We are unable to assign the Workorder to a Craftsman in the Consumer's vicinity.	None	None	None	None	We will promptly refund the Consumer's money in full within two (2) days of notification that the On-Site Service cannot be completed.
Correction to the On-Site Service or Workorder is Needed	Our Error	B-2	Price Error: We publish and sell the On-Site Service at the wrong price, and Craftsman Republic cannot complete the On-Site Service.	None	None	None	None	We will promptly refund the Consumer's money in full within two (2) days of notification that the On-Site Service cannot be completed.
Correction to the On-Site Service or Workorder is Needed	Our Error	B-3	Misinformation Regarding Scope of Work: We inform the Consumer through our communication that in-Scope Work that they purchased includes additional services, leading to Consumer dissatisfaction with their On-Site Service.	None	None	None	None	If the On-Site Service has not begun, the Consumer may cancel the On-Site Service at no cost to the Consumer. Once the On-Site Service has begun, the Craftsman may be paid for the Scope of Work.
No Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-A	Consumer Misinformation: Consumer provides wrong information or changed regarding appointment and appointment needed for the On-Site Service. The Craftsman installs the Supported Product anyway and the Consumer is unhappy.	None	The Retailer will honor their return or exchange policy, if any.	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Consumer Error	C-B	Consumer Accommodation: The Consumer is twenty (20) minutes or less late for the On-Site Service or otherwise unprepared for the On-Site Service Appointment.	None	The Retailer will honor their return or exchange policy, if any.	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Shipping Company Error	C-C	Order Entry Error: The Consumer ordered the incorrect Supported Product. We or the site clerks in-line the incorrect Supported Product when it arrives for installation because he or she is in a hurry.	None	The Retailer will honor their return or exchange policy, if any.	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Shipping Company Error	C-D	Supported Product Damage: The Supported Product is damaged during shipping, and the Craftsman fixes it without a charge. Or the Consumer is aware of the Supported Product damage and opts to accept the Supported Product anyway (i.e. for small scratches and related minor damage).	None	The Retailer will honor their return or exchange policy, if any.	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Manufacturer Error	M-A	Loss of Supported Product by Shipping Company: The shipping company temporarily misplaces the Supported Product which results in a longer than normal delivery time.	None	The Retailer has the option to reship a new Supported Product.	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Manufacturer Error	M-B	Different Than Described to Craftsman: The Supported Product arrives with different packaging, parts, or specifications than requested outside of the installation provided to the Craftsman. Nonetheless, the Supported Product is installed by the Craftsman.	The Manufacturer will honor their Supported Product warranties, if any.	The Retailer will honor their return or exchange policy, if any.	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Manufacturer Error	M-C	Supported Product Quality: The Supported Product quality is not up to par. Either the Craftsman fixes it without a charge, or the Consumer is aware of the quality defect and opts to accept the Supported Product anyway.	The Manufacturer will honor their Supported Product warranties, if any.	The Retailer will honor their return or exchange policy, if any.	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Manufacturer Error	M-D	Missing Parts: The Supported Product is missing a minor Supported Product part. The Craftsman has a replacement part or can install the Supported Product without the missing part.	The Manufacturer will honor their Supported Product warranties, if any.	The Retailer will honor their return or exchange policy, if any.	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Retailer Error	R-A	Warranty: The warranty on the Supported Product is different than the Consumer believed. The Consumer decides to accept the Supported Product anyway.	The Manufacturer will honor their Supported Product warranties, if any.	The Retailer will honor their return or exchange policy, if any.	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Retailer Error	R-B	Advisatory Error: The Retailer advertisements lead the Consumer to believe a Supported Product looks or performs differently than when he or she receives it in person. The Consumer decides to keep the Supported Product anyway.	None	The Retailer will honor their return or exchange policy, if any.	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Retailer Error	R-C	Mis-Inform Consumers: The Retailer does not provide the Consumer with the correct information regarding the On-Site Service or the Supported Product in a way not otherwise described on the Division of Liability Policy. The Supported Product is delivered and installed, and the Consumer is happy with the Supported Product and the On-Site Service.	None	The Retailer will honor their return or exchange policy, if any.	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Retailer Error	R-D	System Error: A system error occurs during or after the checkout process causing a miscommunication or other confusion. The Supported Product is still delivered and installed, and all People Groups are happy.	None	The Retailer will honor their return or exchange policy, if any.	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-A	Unsatisfactory Provision of Service: A Consumer is unhappy with their On-Site Service and believes the installation of their Supported Product is unsatisfactory. The Consumer goes out to repair any deficiencies or defects with the Retailer Service.	None	None	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-B	Damage or Loss: The Craftsman causes very minor damage or loss of a part during the installation of the Supported Product, and the Consumer decides to waive the damage and accept the On-Site Service as-is.	None	None	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Craftsman Error	CM-C	General Complaint: The Consumer has a general complaint regarding the Craftsman's provision of the On-Site Service.	None	None	None	None	None
No Correction to the On-Site Service or Workorder is Needed	Our Error	B-A	Miscommunication: We miscommunicate with the Consumer or the Craftsman regarding the On-Site Service in a way that does not result in any loss to any People Group.	None	None	None	None	We will work with the Consumer and Craftsman to ensure we correct any miscommunication.
No Correction to the On-Site Service or Workorder is Needed	Our Error	B-B	System Error: The Consumer or another People Group experiences an error with the installed Sales Ecosystem™ not otherwise defined in this Division of Liability Policy that does not result in any loss to any People Group.	None	None	None	None	We will work with the Consumer and Craftsman to correct the error.
No Correction to the On-Site Service or Workorder is Needed	Our Error	B-C	Delay: The Consumer or another People Group experiences a delay either when working with our app, using our installed Sales Ecosystem™ or otherwise trying to contact us that does not result in any loss to any People Group.	None	None	None	None	We will work with the Consumer and Craftsman to correct the delay.