

# Accidents Happen

Protect your floors today, and we'll take care of the rest.

**CENTRICITY**



## Protect Your Purchase

Enjoy peace of mind with our accidental damage protection for all of your flooring.

Your flooring investment deserves the best protection. Choose our 5-year accidental damage protection coverage.

- Coverage up to the total amount paid including installation.
- No service fees. No deductible.
- Covers scratches, dents, dings, gouges, snags, warping, unraveling and stains caused by covered accidents.
- Most flooring accidents are covered for full repair or replacement.

[CUSTOMER.CENTRICITY.COM](https://customer.centricity.com)

File a claim 24 hours a day / 7 days a week by logging into our Centricity 360 consumer portal.

No service fees. No deductibles. Most flooring accidents are covered for full repair or replacement. Refer to your full Terms and Conditions for coverage information.

### Types of flooring covered include:



**CARPET:** stains, rips, tears, damage through to the backing or substrate



**LAMINATE:** stains, damage causing uneven floor surface, scratches, dents, dings, gouges, damage through to the substrate



**HARDWOOD:** cracking, stains, damage causing uneven floor surface scratches, dents, dings, gouges



**LUXURY VINYL TILE:** cracking, damage to grout causing loose tile, damage causing uneven floor surface, scratches, dents, dings, gouges, damage through to the substrate



**LUXURY VINYL PLANK:** damage causing uneven floor surface, scratches, dents, dings, gouges, damage through to the substrate



**CERAMIC TILE:** cracking, damage to grout causing loose tile, scratches, dents, dings, gouges

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CONTACT US TODAY: [SALES@CENTRICITY.COM](mailto:SALES@CENTRICITY.COM)

# CENTRICITY

We cover what others don't!

## DEFINITION OF AN ACCIDENT

Generally, a sudden, unpreventable and unintentional incident, initiated by the homeowner, resident, or non-commercial guest, which causes damage to the floor or grout during what is considered normal use.

Incident	Centricity Flooring Protection Program	Retail/Mfr Warranty	Homeowner's Insurance
Extensive water damage or fire damage			✓
Manufacturing defects in flooring materials		✓	
Installation and workmanship issues		✓	
Heavy object falls on flooring, causing scratch, ding, dent or crack	✓		
Heavy pot falls on flooring causing any type of breakage	✓		
One time dog urine stain on carpet	✓		
Iron falls on floor causing burn mark	✓		
Carpet snag, rip or unravelling from accident with vacuum or moving furniture	✓		
Furniture dropped while moving scratches floor or causes dent, gouge or other damage	✓		
Any stain on carpet from accidental spill – wine, grape juice, ink, nail polish, etc.	✓		



**CENTRICITY**

**NEW!**

## Year 2 Cleaning Benefit

*When you purchase Centricity accidental damage protection for flooring*

## Year 2 Benefit Offers Even More Value!

- 1. \$25 Cleaning Reimbursement for Carpet
- 2. Cleaning Kit for Hardwood Floors

*See how our exclusive program works about the cleaning benefits.*

## More Reasons to Say "Yes" to Protection

- 1. Most warranties to maintain manufacturer's warranty must require manufacturer-require periodic professional cleanings to continue coverage
- 2. Keep floors looking great for longer!
- 3. Peace of mind for your flooring investment!

## Common Customer Questions About Accidental Damage Protection

- 1. What is the definition of an accident?**  
Generally, a sudden, unpreventable unintentional incident, initiated by the homeowner, resident, or non-commercial guest, which causes damage to the floor or grout during what is considered normal use.
- 2. How much do I pay for each service call when I file a claim?**  
\$0
- 3. How much is the deductible?**  
\$0
- 4. What types of damages are covered by this plan?**Dents, gouges, dings, scratches, stains, snags, unraveling and cracking caused by accidents.
- 5. Do you have an app to file claims?**  
Yes – You can download Centricity 360 through the app store.
- 6. Can I trust the person who comes to repair my flooring?**  
Yes – the original retailer will repair your flooring.
- 7. What is the process to file a claim?**  
Go to [customer.centricity.com](http://customer.centricity.com) and enter your email or phone number to start your claim. See your full Terms and Conditions for more details.
- 8. Do you cover accidents that were caused by a guest in my home? What about kids? Pets?**  
Yes, Non-Commercial guest and kid accidents are covered. Pets are covered under a one-time bodily fluid exception.
- 9. Is my plan transferable to a new homeowner if I move?**Yes
- 10. Can I purchase an accidental damage protection plan after the Install?**  
Yes, (up to 5 calendar days later)
- 11. Does this protection help me with multiple covered claims?**  
Yes – The Limit of Liability is up to the original retail price you paid the retailer through multiple incidents or one incident that equals the value of the Limit of Liability.
- 12. How long has been Centricity been protecting products?**  
47+ Years
- 13. How am I reimbursed for the repairs?**  
We pay your retailer to repair the damage.
- 14. If I meet the Limit of Liability (either through several repairs or a “full loss”) can I re-purchase the coverage?**  
Yes
- 15. Will you cover appliances leaks on my floor covering damage to my flooring?**  
No, however It may be covered on your homeowner’s insurance.
- 16. What if I have an issue with the flooring materials not related to an accident?**  
Contact your retailer. It may be covered under the manufacturer’s warranty.

\*Check your Terms and Conditions for full coverage details.