

Sam's Club SquareTrade Warranty Bundles

Sam's Club offers SquareTrade Warranty Bundles on both Home Theater and Home Services products. This means that when the member purchases an extended warranty, they receive free delivery and setup.

Reminder: Members who purchased a SquareTrade Warranty Bundle must still pay the Distance Surcharge of \$1/mile after the first 35 miles from the selling Club.

Home Theater Bundles

On-Stand Bundle

- SquareTrade 4-year protection plan (5 year for plus members)
- Delivery
- Basic TV Set-up
 - **CRST Home Solutions SKU 5264/5274, Basic TV Set-up**
 - Attach manufacturer-supplied base.
 - Place TV on stand or entertainment unit.
 - Use customer provided cables to connect the new TV to any new or existing video components and only existing audio components.
 - Organize wires up to 15 feet using neat wire management.
 - Connect system to AC outlet, surface routing only.
 - Program one non-learning universal remote.

Premium Mounting Bundle

- SquareTrade 4-year protection plan (5 year for plus members)
- Delivery
- Fixed tilt mount*
- 2 12ft. HDMI cables*
- Premium On Wall Mounting Installation (includes hiding A/V wires in wall):
 - **CRST Home Solutions SKU 5043, Premium On Wall**
 - TV mounted on wall using member supplied mounting bracket*
 - Conceal cables in a standard frame wall, from the tuner source to the TV, up to fifteen (15) feet. (Paintable track molding used in instances where wall does not allow for concealment)
 - Fireplaces, lathe/plaster walls require additional fees
 - Connect TV to existing video and audio components
 - Configure TV remote control
 - Provide basic product orientation

Note: Sam's Club ships the mounts and cables to the service company. If the servicer has questions about the mount or cables, refer them to their CRST Home Solutions Market Manager or Regional Manager.

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Home Services Bundles

Mattress Bundle

In addition to the normal mattress delivery sales, the member may also choose to purchase a Mattress Warranty Bundle. The SKUs are the same for both SquareTrade and non-SquareTrade mattress orders:

- 4300 – Basic Mattress Delivery
 - Pickup of mattress, Box Springs, and/or Metal bed frame from selling club
 - Delivery to and placement in member's room of choice
- 4301 – Premium Mattress Delivery, Setup, and Haul Away
 - Pickup of mattress, Box Springs, and/or Metal bed frame from selling club
 - Delivery to and placement in member's room of choice
 - Setup of metal bedframe, excluding headboards and footboards
 - Haul away of one existing mattress

When creating these in the Sam's Portal, agents will choose "Mattress" as the Product Description and the option to choose setup and haul away will populate.

Other Home Services

These other types of home services warranty bundles include the delivery and assembly of the product. Haul away will not be included in these bundles.

Bundle SKUs**:

- 4108- Bunk Bed Assembly
- 4116 - Storage Bed Assembly
- 4125 - End/Coffee Table Assembly
- 4126 - TV Stand Assembly
- 4129 - Dining Table up to Six Chairs
- 4023 - Entertainment Center Assembly
- 4029 - Sofa/Recliner Assembly
- 4027 - Office Chair Assembly

All orders will **also have the 5126 – Delivery Add-on SKU on them.

When a Sam's Club member calls in to schedule their SquareTrade service, perform the following steps:

1. Ask the member if they purchased a SquareTrade warranty bundle.
2. If yes, ask the member if they purchased their SquareTrade warranty bundle online or in store.
 - a. **If purchased in the club, transfer the store/member to 1-877-758-4346.** *If you are speaking to a member, warm transfer the call. If you are speaking to a club associate, cold transfer the call.*
 - b. If the member purchased the SquareTrade Warranty **online**:
 - i. **Go to DOLI.**
 - ii. Click on **Enter New Order**
 - iii. Client: **Sams Club HT**
 - iv. Campaign: **SquareTrade Online**
 - v. Select Store: choose **0**.

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- vi. Fill in the following sections: Transaction #, Register #, Membership #, Brand, Item Number, Model Number (**Always** ask the member/Sam's Club associates for the Model Number. If the caller does not have it, enter **N/A** [If there is no model number, you **must** note the Size and Type of TV in the Additional Instructions field.]), Warranty #, First Name, Last Name, Address, Zip Code, Phone Number, Email (**You must capture the member's email address. This is so that we can email the receipt**)
- vii. From the drop-down, choose **5274 - Basic TV Set Up, 5165 Basic On Wall, or 5043 Premium On Wall**
- viii. Press **Add SKU**
- ix. **Notate accordingly.**

Mattress Upsell Process (Basic to Premium):

If we receive a call from the field asking for an upgrade (member changed their mind) from a Basic-Mattress Delivery to a Premium Mattress Delivery, Set-up and Haul Away, our Resolution Care agents will only need to swap the SKUs on the order. There should be no additional charge to the member for SKU upgrade from a Basic Mattress Delivery to a Premium Mattress Delivery.