



# Service Plan

## Thanks for being a part of the Invisible Fence® Brand family!

Our team of experts is here to give you confidence in your pet's safety. One way we try to achieve this is by offering a Service Plan. Our Service Plan is a one-year program that provides free service appointments for the covered services listed below.\*

### Covered Services Include:

- Normal wear and tear to the Invisible Fence® Brand system, including wire breaks
- Pre-emptive services, such as flagging the boundary and outdoor loops, prior to aeration or landscaping
- Power surge damage to the control panel or surge protection system
- Equipment Failure due to manufacturer defects
- Training assistance for pets who completed containment training through Invisible Fence® Brand
- GPS Pro Plan Customer
  - Service Plan coverage included for our GPS Pro wireless system customers
  - Collar Tracking Subscription
  - GPS App Support
  - Extended warranty coverage

### Services Not Covered:

- Unmarked boundaries that have damage to the wire due to aeration or landscaping
- New driveway cuts
- Service needed that's due to loss of equipment (theft, fire, or anything outside of Invisible Fence® Brand control)
- Reburying wire from erosion
- Voluntary changes to the design or layout of the Invisible Fence® Brand System
- Training assistance for pets who did not complete containment training through Invisible Fence® Brand
- Power Cap and Rechargeable Battery Delivery

If a third party has caused damage to the system, the customer would be responsible for any repair costs. Invisible Fence® Brand does not offer third party billing. However, we will be happy to provide you with an invoice at your request so that you may seek reimbursement.

**The Service Plan is only \$309 and is a great option to give you an extra sense of security for future service calls. Call your local dealer at 800-578-3647 to sign up for your Service Plan today!**

**For more information, please visit:**

**<https://www.invisiblefence.com/product/service-plan>**

#### **\*Service Plan Automatic Renewal Information:**

When Service Plan ("Plan") is 30 days from expiration, Company will send a notice to the email address provided by client. The notice will contain the client's account status, as well as any revisions to the terms and conditions of the plan. If client has a valid credit card number on file, **automatic renewal of the plan will occur for another term, which will be the same length as the prior term.** For plans of one year or more, processing of payments will occur within 30 days following the anniversary date. If client does not want to have plan automatically renewed, client may turn off the auto renewal option at any time by contacting Invisible Fence® Brand Client Care at 800-578-3647 or by emailing: [ccc@invisiblefence.net](mailto:ccc@invisiblefence.net). If client plan of one year or more is automatically renewed, and client contacts Customer Care department for a refund within 45 days of the renewal, company will refund the full plan price to client.

800-578-3647 | [InvisibleFence.com](https://www.invisiblefence.com)