

APPLIANCE WARRANTY & SERVICE INFORMATION



Trail Appliances

Your Home. Your Style.



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Dear Home Owner,

Congratulations on the purchase of your new home!

Your brand new quality appliances have been proudly supplied by Trail Appliances. At Trail, we believe in providing excellent customer service and therefore we make your needs a high priority.

As part of our service promise to you, Trail Appliances supports your purchase with our in-house Customer Care Team that includes our Call Centre, professional Parts and Service Team and our factory trained Service Technicians.

Trail's Customer Care team will coordinate the manufacturer's warranty coverage on appliances supplied by us. Our team genuinely understands that the goal is to consistently demonstrate the highest levels of professionalism, courtesy and caring for our customers while also working within the manufacturer's guidelines.

We wish you all the best in your new home.

Trail Appliances

How to Request Service

If you require service on your appliance, please contact Trail Appliances directly at:

Email: homeownercare@trailappliances.com

Online: www.trailappliances.com / select "Request a Service Call" from the top menu

Phone: 604-777-3300 (ext. 2)

Our Builder Customer Care team is solely dedicated to provide customer service to our developers, contractors, property managers and their homeowners and tenants. A Builder Customer Care Representative will be in touch with you within 24 hours.

To enable our Builder Customer Care Representative to better assist you, please have your model and serial number available

Please Note: Your new appliances come with a one year manufacturer's warranty against defects in materials or workmanship, unless otherwise specified in your product manuals. If your manufacturer's warranty has expired, the service call will be subject to a trip charge & any other applicable charges required to repair your appliance. If your appliance is under the manufacturer's warranty, but the service call is determined to be customer education, a trip charge will be applicable. To avoid this, please read your use & care manual thoroughly prior to requesting service.

Landlords/Tenants: In a tenancy situation, any services provided must be under the direct authorization from the Building Manager or landlord. If the tenant is booking service directly, they will be asked to provide a credit card number.