

## FOOD LOSS REIMBURSEMENT INSTRUCTIONS

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- Report eligible product failure to New Leaf.
- Obtain Service Order Number from New Leaf.
- Provide New Leaf with a list of lost food within **72 hours** of initial call - only perishable items will be considered. Service Order Number and Name on Service Plan must be included. **(Please include details of the food that was lost such as Hellmann's mayonnaise 22oz.)**
- Send receipts showing replaced perishable food items to New Leaf **within 2 weeks of completed service repair**. Service Order Number and Name on Service Plan must be included.
- If the service was performed under manufacturer's coverage New Leaf will need a copy of the repair receipt sent in with the receipts for the food.

**Send to:** Fax: 972.999.4668  
Email: [Claims@newleafsc.net](mailto:Claims@newleafsc.net)

**Mail to:** New Leaf Food Loss Claim  
PO Box 143428  
Irving, TX 75014-3428

### Reminders:

1. Food loss is only reimbursed if the failure of the eligible product is covered under the Terms and Conditions of the service plan and is for loss of refrigeration only.
2. Food loss is only reimbursed if the purchased service plan includes food loss coverage.
3. Lost food list must be provided to New Leaf within 72 hours of initial call in order to qualify for reimbursement.
4. Replacement food receipts must be provided to New Leaf within 2 weeks of covered repair to qualify for reimbursement.
5. Food loss claims that do not meet the listed criteria will not be eligible for reimbursement.
6. New Leaf uses the USDA (<http://www.fsis.usda.gov>) to determine food loss eligibility.