

Terms and Conditions SPP Gold



Service Protection Plus (SPP) agrees with the owner of this Plan to repair or replace or refund at SPP's option, the unit or any part(s) of the unit should it become inoperable due to a defect in material or workmanship during the period specified. Such defects will be repaired without charge for parts or labour to the Plan owner. SPP also agrees to reimburse to a maximum of \$250.00 per contract period, food spoilage for the freezer section of a refrigerator and \$1,000.00 for a freezer. This Plan is between SPP and the Plan owner.

1) **WHAT IS COVERED:** In consideration of payment of the Service Plan price, SPP will furnish labour and replacement parts or pay for same, as is necessary to maintain the product specified in this Plan in operating condition during the term of this Plan. Such service must be necessitated by product failure during normal usage. It shall be at the sole option of SPP whether parts will be replaced as opposed to being repaired. The term of this Service Plan shall commence upon the expiration of the original manufacturer's warranty. To be eligible for coverage under this Plan, the protected product must be purchased "new" and be covered by an original manufacturer's warranty of at least 90 days.

Service will be provided under this Plan at an authorized SPP Service Centre or at an authorized Service Centre designated by SPP. All products to be serviced must be delivered to the Service Centre and picked up from the Service Centre designated unless In-Home Service is specified. Parts may be replaced with refurbished parts of like kind and quality. Service will be provided during normal business hours. Where available, service will be provided on request during evenings or on weekends. In the event that the Plan owner requires In-Home Service and the Plan owner fails to keep an In-Home Service appointment, the Plan owner will be responsible for paying the cost of the service call based on the prevailing rate within the industry. Major Appliances and Over the Range Microwave ovens covered by an In-Home manufacturer's warranty shall receive In-Home service under this Plan. The Plan owner is entitled to one Maintenance Inspection of the covered product during the life of this Plan.

The coverage period of this Plan is indicated on the Bill of Sale and shall not exceed 4 years. The total combined coverage period of this Plan and the Manufacturer's Warranty shall not exceed 6 years.

Under this Plan, a product will be replaced if it fails to operate on 3 separate occasions as a result of failure of the same component. Replacement will be done upon verification of the third failure. All 3 failures must occur during the term of this Plan. In the event that SPP decides to replace a product under this Plan, the maximum liability of the Plan will not exceed the purchase price of the original equipment. Once a product has been replaced under this Plan, SPP's total obligations under this Plan will have been fulfilled and the Plan will become void. SPP cannot be held responsible should the original manufacturer cease operations and/or parts become unavailable. In this case, SPP's sole liability will be to make available a comparable feature product of current production.

2) **EXCLUSIONS:**
The following are specifically excluded from coverage under the terms of this Plan:

A) Loss or damage resulting from the failure to perform manufacturer recommended maintenance is not covered by this Plan. The Plan owner shall perform all maintenance recommended by the manufacturer and use the product in accordance with the recommendations of the Owner's Manual to maintain the product in operating condition. Items and/or parts that remain subject to manufacturer's warranty are not covered by this Plan and are the sole responsibility of the Plan owner and the original Manufacturer.

B) This Plan applies only to the operation of the specified product under conditions for which it was designed. It does not cover loss or damage resulting from external causes such as, but not limited to, defective or inadequate wiring, outages as a result of public utility company action or inaction, fire, flood, windstorm, hail, lightning, earthquake, theft, misuse or abuse, or connection to other products not recommended for interconnection by the manufacturer of the product listed above.

C) Cosmetics, trim, rust, door liners, BBQ covers, warping or buckling of cabinets or enclosures or the failure of any part(s) that does not prevent the operating of the unit. Failure of the unit to operate as a result of rust, rusting of the tub and wash basket on washers, the drum on dryers and the racks on dishwashers are not excluded under this Plan.

D) Nothing herein shall obligate SPP to repair or replace parts normally designed to be replaced periodically by the Plan owner during the life of the product.

E) Repair, replacement, or cleaning of light bulbs, fuses, filters, batteries, cables, knobs, shelving, drawers, or any add-on devices or peripherals.

F) This Plan covers equipment purchased for home or personal use and does not cover equipment used in professional, commercial, or business applications. This clause does not apply to computer equipment or peripherals, cellular phones, pagers, or business equipment.

G) Software and data recovery are not covered by this Plan.

H) Consequential damages or loss of use resulting from the failure of the product or from SPP's inability or delay to make the necessary repairs.

I) Glass cleaning is not covered under this Plan.

3) **WHAT TO DO IF COVERED PRODUCT REQUIRES SERVICE:** Call the Customer Service phone number printed below. Unauthorized repairs may void this agreement. You may be directed to a factory authorized service centre. If repairs are denied under the Terms and Conditions of this Plan, the Plan holder will be responsible for all costs that are incurred.

4) **RENEWAL:** This service Plan may be renewable. If applicable the Plan price quoted will reflect the age of the product and the current service costs at the time of the renewal. The Plan owner agrees to allow SPP to provide their name and address to a third party for the purpose of offering to renew or extend the Plan.

5) **TRANSFERABLE:** This Plan is transferable from owner to owner without charge by phoning 1-877-710-4653.

6) **ENTIRE AGREEMENT:** This instrument sets forth the entire agreement between the parties and no representation, promise or condition not contained herein shall modify these terms.

7) Underwritten by an Insurance Company licensed in Canada.
IF NO DEFECT IS FOUND OR THE REPAIRS ARE DENIED BY SPP DUE TO AN UNWARRANTABLE ITEM, THE PLAN OWNER IS RESPONSIBLE FOR ALL COSTS INCURRED.

CUSTOMER SERVICE 1-877-710-GOLD



We keep good things going.™

SPP GOLD REV.3 2003/11



*The Best Protection
with Exclusive Privileges.*

Service Protection Plus Gold.

We keep good things going.™

<i>Your Coverage includes:</i>	<i>SPP Gold</i>	<i>SPP</i>
Preventive Maintenance Inspection <i>(once during Service Plan lifetime)</i>	◆	
Weekend or Weeknight Service <i>(in most locations)</i>	◆	
Recurring Failure Protection* <i>(3 failures for the same component during the term of this Plan)</i>	◆	
Frozen Food Spoilage Protection*	Up to \$250 Refrigerator Freezer Up to \$1000 Freezer	Up to \$100 Refrigerator Freezer Up to \$100 Freezer
Product Failure due to Rust* <i>(failure of unit to operate due to rust, including racks in dishwasher, drum in dryer and tub in washer)</i>	◆	
Discount of 10% on Parts and Labour <i>(with participating authorized servicers)</i>	◆	
Parts and Labour Coverage*	◆	◆
No Hidden Costs or Deductibles*	◆	◆
Guaranteed Satisfaction* <i>(if we can't repair it, we'll replace it)</i>	◆	◆
Underwritten by an Insurance Company licensed in Canada	◆	◆
Repairs to Manufacturer's Specifications	◆	◆
Service available throughout North America	◆	◆
Transferable from owner to owner	◆	◆

* See Terms and Conditions on reverse for details

The Original Manufacturer's Limited Warranty

You would never expect your recently purchased products to break down. And certainly not to pay a significant amount of money to bring them back to good operating condition. After all, a new product of a well-known brand should bring you peace of mind for many years.

You would be right, if manufacturers offered lifetime warranties. But this is not the case! Most of them offer a basic protection of only 12 months when you purchase a new product. After that you will be responsible for all parts and labour costs should one of your products break down.

Avoid expensive repair bills

After many years of experience, we know that it is impossible, even for the best technician, to predict when one of your products will break down. However, it will cost you more than \$100 an hour for a professional, factory-trained technician with the appropriate equipment for troubleshooting today's products. Of course, this does not include the costs of replacement parts!

Your best protection

Service Protection Plus Gold is the Service Plan which provides the best protection for your products. This protection is your assurance that your products will operate as per the manufacturer's specifications and repaired with quality parts.

Guaranteed satisfaction*

If your appliance can't be repaired, we will replace it free of charge with a similar current production model.

