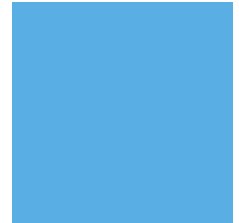


**We keep
good things
going**



With Service Protection Plus you will never have to worry about unexpected and expensive repair bills.*

We provide comprehensive coverage that protects your products and ensures peace of mind.

To receive service under this Plan, you will be required to provide proof of purchase of the Plan and the covered product.

FEATURES

- **Parts and Labour coverage***

- **No Hidden Costs or Deductibles***

- **Guaranteed Satisfaction***
(If we can't repair it, we'll replace it)

- **Repairs to manufacturer's specifications**

- **Transferable from owner to owner**

- **Service available throughout North America**

- **Underwritten by an Insurance Company licensed in Canada**

*See Terms and Conditions on reverse for details

Toll Free Customer Service Line 1.800.393.9177

Terms and Conditions

Appliances

Service Protection Plus (SPP) agrees with the owner of this Plan to repair, 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 \$100.00 per contract period, food spoilage for the freezer section of a refrigerator or a freezer. In order to receive an indemnity for food spoilage, the certificate holder will have to provide the invoices for the food bought in replacement of the spoiled food. The maximum liability of this Plan will not exceed the purchase price of the original equipment. Technological advances or market changes may result in a replacement product with comparable features but with a lower selling price than the original product. Once a product has been replaced, SPP's total obligations under this Plan will have been fulfilled and the Plan will become void. 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/or 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. SPP will also cover ceramic cook tops (hotplates) in case of thermal breakage as identified by an authorized technician. It shall be at the sole option of SPP whether parts will be replaced or repaired. Parts may be replaced with refurbished parts of like kind and quality.

The term of this Service Plan shall commence upon the expiration of the manufacturer's combined parts and labour warranty period. To be eligible for coverage under this Plan, the protected product must be purchased "new" and be covered by an original manufacturer's repair warranty of at least 30 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. Products covered by an In-Home manufacturer's warranty shall receive In-Home service under this Plan however; In-Home service will be made available only in areas where the manufacturer offers In-Home service when a defect occurs.

If In-Home service is not available from the manufacturer in the area where the certificate holder resides, the certificate holder is responsible for transporting the covered product to the nearest authorized repair centre. Service will be provided during normal business hours. 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. You must provide a safe, non-threatening environment as determined by our technician in order to receive On-Site service and the product that requires a repair must be easily accessible to the technician.

The total combined coverage period of this Plan and the original manufacturer's warranty shall not exceed 6 years. The coverage period on remote controls is limited to twelve (12) months.

Under this Plan, if SPP repairs the covered product on 3 separate occasions as a result of failure of the same component and that a fourth identical breakage happens; SPP will replace the covered product after verification of the fourth failure of the same component.

SPP cannot be held responsible should the original manufacturer cease operations and/or parts become unavailable. In this case or any other instances where replacement has been judged necessary SPP's sole liability will be to make available a comparable feature product of current production or offer a credit redeemable at the dealer that sold the original product and according to the limit of this contract.

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's recommended maintenance is not covered by this Plan. The Plan owner shall 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.
- C) Cosmetics, trim, rust, noise or performance of the product not resulting from a breakage, warping or buckling of cabinets or enclosures and the failure or condition of any part(s) that does not prevent the operating of the unit.
- 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, lamps, fuses, filters, batteries, cables, shelving, drawers, glass, or any add-on devices or peripherals.
- F) This plan covers equipment purchased for home or personal use.
- G) Coin operated products.

H) Repairs unauthorized by SPP or repair done by an unauthorized repair centre.

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

J) Repairs, replacements and/or labour costs on items and/or parts that are covered by a manufacturer's warranty, insurance policy or made necessary following a manufacturer's recall, or factory bulletins.

K) Glass cleaning.

L) «No fault found» diagnosis.

M) In the event that a failure occurs in a covered product which is part of a pair or set, the liability of this Plan is limited to the repair, replacement or credit of the individual product which has experienced the failure.

N) Installation costs of a replacement unit.

O) Costs related to the removal or re-installation of a product that is not easily accessible to the technician.

3) **WHAT TO DO IF COVERED PRODUCT REQUIRES SERVICE:** Call the Customer Service phone number printed below. Unauthorized repairs may void this agreement. 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 1.800.393.9177.

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 IF THE REPAIRS ARE DENIED BY SPP DUE TO AN UNWARRANTABLE ITEM, THE PLAN OWNER IS RESPONSIBLE FOR ALL COSTS INCURRED.