



your best
protection
against expensive repair bills

*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*



*Exclusive Toll Free
Customer Service Line
1.800.393.9177*

TERMS AND CONDITIONS

COMPUTERS AND PERIPHERALS

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. 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 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 warranty of at least 90 days.

Service will be provided under this Plan 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 on the proof of purchase 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. Parts may be replaced with refurbished parts of like kind and quality. 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.

The total combined coverage period of this Plan and the original manufacturer's warranty shall not exceed 5 years.

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 to a maximum of the purchase price of the original equipment.

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 and 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.
- C) Damages caused by mishandling, alteration, accident, impact, being dropped, sand and/or liquid or moisture damage, tampering, battery or chemical corrosion or shipping damage.
- D) Cosmetics, trim, rust, warping or buckling of cabinets or enclosures or the failure of any part(s) that does not prevent the operation of the unit.
- E) 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.
- 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 e-

quipment or peripherals, cellular phones, pagers, photographic equipment, or equipment normally used in a business office environment.

- G) Repair, replacement, or cleaning of light bulbs, satellite dishes, fuses, filters, batteries, cables, or any add-on devices or peripherals.
- H) Software and data recovery are not covered by this Plan.
- I) Consequential damages including expenses or inconvenience loss of profits, lost revenue or loss of use resulting from the failure of the product or from SPP's inability or delay to make the necessary repairs.
- J) Repairs unauthorized by SPP.
- K) Cleaning of the product is not covered under this Plan.
- L) Cost to remove or re-install the product.

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

CUSTOMER SERVICE: 1.800.393.9177

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