

## **MDG EXTENDED PROTECTION PLAN TERMS AND CONDITIONS**

### **1. GENERAL TERMS AND CONDITIONS**

- a. Throughout this MDG Extended Protection Plan Terms and Conditions (“Extended Protection Plan” or “Terms and Conditions”, collectively “Protection Plan”) we will use the terms “we,” “us,” “our,” and “MDG” (whether or not capitalized) to describe MDG USA Inc. The words “you” or “your” (whether or not capitalized) refers to the purchaser of the Protection Plan.
- b. By purchasing this Extended Protection Plan you understand that this is a legal contract and you acknowledge that you have had the opportunity to read and understand the contents of this Protection Plan, and that you accept these Terms and Conditions.

### **2. THE PROTECTION PLAN**

- a. This Protection Plan only covers products purchased from MDG for which you have paid the Extended Protection Plan price, and that has a manufacturer’s warranty (“Covered Product”). All original invoices are required for any Covered Product repairs, replacements, exchanges, or credits. Coverage under this Protection Plan is inclusive of any applicable manufacturer’s warranty and is an extension of the coverage provided under any applicable manufacturer’s warranty without registration.
- b. Your Protection Plan for the Covered Product commences on the purchase date of the Covered Product and will expire two (2) or (3) years thereafter, depending on the Protection Plan you have purchased and subject to any applicable cancellation provision(s) set out in Section 9. The Extended Protection Plan covers all the original manufacturer’s warranties, if applicable, from the date of invoice, subject to some exceptions as set out in Section 5. For example:

If you purchase a product from MDG that has a one (1) year manufacturer’s warranty and purchase a two (2) year Protection Plan; your total warranty coverage, inclusive of the manufacturer’s warranty and Protection Plan, will expire two (2) years from the date of invoice.

If for example you purchase a product from MDG that has a (1) year manufacturer’s warranty and purchase a three (3) year Protection Plan; your total warranty coverage, inclusive of the manufacturer’s warranty and Protection Plan, will expire three (3) years from the date of invoice.

- c. The “Coverage Period” means the date your Protection Plan begins and expires as set out in the above subsection.
- d. The Protection Plan is only available to the purchaser of the Covered Product. No other person or entity shall have any right, remedy or claim, legal or equitable, to any aspect of the Extended Protection Plan.
- e. Subject to any legal warranty provided by law, MDG disclaims all warranties and conditions, express or implied, including without limitation, implied warranties or conditions of merchantability and fitness for a particular purpose, other than obligations explicitly stated herein.
- f. All information regarding the Extended Protection Plan, including how to make a claim, is available by contacting MDG Customer Service. For further contact details please see: <http://www.mdg.com/content/about/support.aspx?PID=mdgusahomepage>.

### 3. MANUFACTURER'S WARRANTY

- a. Parts and services covered under any applicable manufacturer's warranty are the manufacturer's responsibility and not covered by MDG under this Protection Plan during the manufacturer's warranty period.
- b. Although not covered nor an obligation of MDG's under the Protection Plan, MDG may offer to help facilitate any applicable manufacturer's warranty claim by providing you administrative assistance to process a manufacturer's warranty claim directly with the manufacturer.
- c. If your Covered Product is replaced as a result of an applicable manufacturer's warranty claim, your replacement device will become the Covered Product under the Protection Plan, provided that you contact MDG Customer Service at 1-800-906-0975 ext. 352 to provide the serial number and any other information requested so that we can properly identify the new device as the Covered Product.

### 4. EXTENDED PROTECTION PLAN – WHAT IS COVERED

- a. The Extended Protection Plan applies to any part and/or labor costs resulting from mechanical breakdown or failure of a Covered Product, where such obligation was specifically covered under the terms of any applicable original manufacturer's warranty, and at MDG's sole discretion is limited to the lesser of the cost to:
  - i. Repair,
  - ii. Replace (with same product, or product of equal or greater value), or
  - iii. Original purchase price of the Covered Product in the form of a credit to your account including applicable taxes.
- b. The Extended Protection Plan is strictly limited to items mentioned in Section 4 a., outlined above, and specifically excludes, *inter alia*, any exemplary or aggravated damages, legal fees, loss of use, loss of profit, interruption of business, stress and inconvenience, and moral damages.
- c. After two covered repairs concerning the same defect have been attempted or completed on the same Covered Product during the Coverage Period (each a "Qualified Repair"), and such Covered Product requires a third Qualified Repair, we will replace it with a new device of like kind and quality and of comparable performance in accordance with the terms of Section 6 below (the "No-Lemon Benefit") and our obligations under this Protection Plan will have been fulfilled in their entirety. This No-Lemon Benefit shall also be subject to the following:
  - i. You have 90 days from the date of our No-Lemon Benefit authorization to complete your Covered Product replacement transaction.
  - ii. You must return the Covered Product.
  - iii. **The following services are not Qualified Repairs for purposes of the No-Lemon Benefit:**
    - parts and service covered under any applicable manufacturer's warranty or by a manufacturer's;
    - preventative maintenance;
    - cleanings;
    - troubleshooting and any diagnosis;
    - any technical issues support services in relation to computer software-related issues;
    - virus and/or spyware damage/removal;
    - a valid no-fault-found determination;
    - accessory repairs/replacements (i.e., chargers, disposable batteries).

- d. During the Coverage Period, MDG's Technical Support department will provide you with access to telephone based technical support resources. **Telephone technical support is available only on desktop and laptop computers.** Our Technical Support representative will assist you on the telephone to determine what technical difficulties may exist. To the extent that our diagnosis confirms a hardware failure, we will assist you in arranging service for your Covered Product. We do not support customized or proprietary software, those applications that were installed after your original product purchase, or those software errors that confirm improperly functioning or defective software. Additionally, the Protection Plan does not provide education on how to utilize or perform tasks using any type of software program, preloaded or other.

## 5. EXTENDED PROTECTION PLAN – WHAT IS NOT COVERED

- a. This Extended Protection Plan **does not cover** the following:
  - i. Accessories, promotional items and peripheral devices are not covered by the Protection Plan but may be covered under any applicable manufacturer's warranty. Examples of accessories, promotional items and peripheral devices include tablets, external speakers, monitors, keyboards, mice and remote controls;
  - ii. There are no MDG warranties on services or software. Warranties, if any, for software are contained in the licensing agreement that governs its purchase (or licensing) and use;
  - iii. Cosmetic damage (i.e., scratches, tears, dents and broken casing) that does not otherwise affect or impede its functionality or materially impair its use;
  - iv. Maintenance, repair or replace or replacement necessitated by any causes other than normal usage and operation of the Covered Product in accordance with any applicable manufacturer's guidelines, including but not limited to theft, exposure to weather, moisture and other environmental conditions, negligence, accidental or intentional physical damage, misuse, abuse, unauthorized repairs, improper installation, transportation damage (except damage incurred by authorized shipment of the Covered Product to an from an authorized service), improper equipment modifications, vandalism, spilled liquids, burned phosphor (including image ghosting), pixel burnout not in accordance with any applicable manufacturer's guidelines, computer viruses, software generated problems or acts of nature or any other peril originating from outside of the Covered Product;
  - v. Lost part (i.e., remotes, knobs or other similar parts) or consumable parts including but not limited to cartridges, drums, bulbs (including lamps and optical units), end-user replaceable batteries, laptop power source batteries, and end-user replaceable print heads;
  - vi. Unauthorized servicing and transportation charges;
  - vii. Covered Product with removed or altered, defaced or removed serial numbers or if you submit a claim for a product having a different serial number than the serial number our records indicate for the Covered Product unless you show that you received a replacement product from the manufacturer under any applicable manufacturer's warranty;
  - viii. Covered Product used for commercial purposes, used by the public, used as a lease or rental or used in common areas in multi-family housing;
  - ix. Indirect, consequential or incidental damages, including but not limited to, loss of profits, loss of data, down-time and charges for time and effort;
  - x. Fees related to third party contracts;

- xi. Acts of God including lightning, fire, flood, earthquakes and other external causes;
  - xii. Use outside of the permitted or intended uses described by the manufacturer;
  - xiii. Covered Products that have been lost or stolen (the Protection Plan only applies to Covered Products returned in their entirety);
  - xiv. Damage to, or loss of, any software or data residing or recorded in your Covered Product (when providing repair or replacement service, we will use reasonable efforts to reinstall your Covered Product's original software configuration and subsequent update releases, but we will not provide any recovery or transfer of software or data);
  - xv. If the failures or parts and/or labor costs incurred are the subject of a manufacturer's recall;
  - xvi. Preventative maintenance on the Covered Product; and
  - xvii. Any resultant damage to the Covered Product that arises from one or more conditions described above.
- b. During the Coverage Period, MDG's Technical Support department **will not provide the following access to telephone based technical support resources:**
- i. Troubleshooting issues that are likely to be resolved by upgrading your (i) operating system (ii) consumer software; or (iii) or both the current version, if you choose not to upgrade;
  - ii. Training services;
  - iii. Any home network, router support or support for devices connected to your Covered Product; and
  - iv. Damage to, or loss of any software or data that was residing or recorded on the Covered Product. This Protection Plan does not cover the recovery or reinstallation of user data.

## 6. REPAIR, REPLACEMENT OR CREDIT OF COVERED PRODUCT

- a. Any time your Covered Product is to be repaired or replaced in accordance with these Terms and Conditions, at our sole discretion, we have the option of:
- i. Repairing your Covered Product. Replacement parts utilized for repair service will be, at our sole discretion, new, refurbished or non-original manufacturer's parts that perform to the factory specifications;
  - ii. Replacing your Covered Product with a product of like kind and quality of comparable performance. If we replace your Covered Product, the following may apply:
    - Technological advances may result in a replacement product with a lower selling price than the original Covered Product;
    - Replacement products and parts may be new or refurbished (at our discretion) which meet the manufacturer's specifications of the Covered Product or parts; and
    - Covered Products and parts which are replaced become our property except where prohibited by law;

- iii. Reimbursing you the original purchase price of the Covered Product in the form of a credit to your account, including applicable taxes.

## 7. SERVICE AND SUPPORT

- a. To make a claim for a Covered Product you can contact our Customer Service department at 1-800-906-0975 ext. 352. For further contact details please visit: <http://www.mdg.com/content/about/support.aspx?PID=mdgusahomepage>.
- b. Telephone technical support, if applicable, is available during MDG's regular business hours.

## 8. YOUR RESPONSIBILITIES

- a. To receive service or support under the Protection Plan, you agree to comply with each of the terms listed below:
  - i. You will provide a copy of this Protection Plan and a copy of your purchase, exchange and service receipts if requested;
  - ii. You will provide information about the symptoms and causes of the issues with the Covered Product;
  - iii. You will respond to requests for information, including but not limited to the Covered Product serial number, model, version of the operating system and software installed, any peripheral devices connected or installed on the Covered Product, any error messages displayed, the actions which were taken before the Covered Product experienced the issue and the steps taken to resolve the issue;
  - iv. You will follow the instructions we give you, including but not limited to refraining from sending us products and accessories that are not subject to repair or replacement service and packing the Covered Product in accordance with shipping instructions;
  - v. You will make sure to back up software and data residing on the Covered Product prior to obtaining service from us.

## 9. CANCELLATION AND FULFILLMENT OF THE PROTECTION PLAN

- a. This Protection Plan may be cancelled by us for fraud, material misrepresentation, unsafe work environment/conditions as determined by us. If we cancel this Protection plan, you will receive a pro-rata refund of the price you paid for the Protection Plan based on any applicable remaining Coverage Period, less the cost of any service provided to you. We may also suspend our obligations under this Protection Plan if you have failed to pay the price of the Protection Plan or any amount that is due in connection with this Protection Plan, or where you have failed to fulfill a material obligation such as not sending us your defective device after we have given you a replacement product.
- b. There are no fees imposed on you if you choose to cancel this Protection Plan. **You may cancel this Protection Plan at any time, for any reason, by calling our Customer Service department at 1-800-906-0975 ext. 352, by emailing us at [support@mdg.com](mailto:support@mdg.com), or by writing to us at: MDG USA, 3422 Old Capitol Trail, PMB# 1993, Wilmington.** If you cancel this Protection Plan during the Coverage Period, you will receive a pro-rata refund of the price you paid for the Protection Plan based on any applicable remaining Coverage Period, less the cost of any service provided to you.
- c. Our obligations under this plan will be filled in their entirety if we replace your Covered Product with the same product, or a product of equal or greater value, or we issue you a credit for the original

purchase price of the Covered Product in the form of a credit to your account, including applicable taxes.

#### **10. LIMITATION OF LIABILITY**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW:

- i. WE WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA OR THE FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA, ANY LOSS OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS RESULTING FROM OUR OBLIGATIONS UNDER THIS PLAN;
- ii. FOR ANY SINGLE CLAIM, OUR LIABILITY SHALL BE THE LESSER OF THE COST OF (A) REPAIRS AUTHORIZED BY US, OR (B) REPLACEMENT WITH A NEW OR REFURBISHED PRODUCT OF LIKE KIND AND QUALITY THAT IS OF COMPARABLE PERFORMANCE; AND
- iii. OUR TOTAL LIABILITY UNDER THIS PROTECTION PLAN SHALL NOT EXCEED THE ORIGINAL PURCHASE PRICE OF YOUR COVERED PRODUCT INCLUDING APPLICABLE TAXES.

#### **11. INSURANCE**

- a. This **is not** a contract of insurance.

#### **12. TRANSFER AND ASSIGNMENT**

- a. We may assign or transfer our rights, duties and obligations under this Protection Plan to a third party with prior written notice to you.

#### **13. ARBITRATION**

- a. ANY CLAIM ARISING IN ANY WAY OUT OF YOUR PROTECTION PLAN WILL BE GOVERNED BY DELAWARE LAW. EITHER YOU OR MDG MAY ELECT THAT ANY SUCH CLAIM BE RESOLVED SOLELY BY BINDING ARBITRATION UNDER THE RULES AND PROCEDURES OF THE AMERICAN ARBITRATION ASSOCIATION. THERE SHALL BE NO RIGHT OR AUTHORITY FOR ANY CLAIMS TO BE ARBITRATED ON A CLASS-ACTION BASIS.

#### **14. INTERPRETATION AND HEADINGS**

- a. Headings used in each section of this Protection Plan are for convenience only and do not affect the interpretation of this Protection Plan. Words importing the singular shall include the plural and vice versa.

#### **15. SEVERABILITY OF PROVISIONS**

- a. Any provision of this Protection Plan which is prohibited or unenforceable in any jurisdiction shall not invalidate the remaining provisions of this Protection Plan and any such prohibition or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provisions in any other jurisdiction.

## 16. ENTIRE AGREEMENT

- a. These Terms and Conditions constitute the entire agreement between you and us with respect to the services and benefits provided to you under your Protection Plan and will prevail over any conflicting, additional, or other terms of any marketing collateral or other document or expression. Employees of MDG have NO AUTHORITY (apparent, express, implied or otherwise) to alter or modify the terms and conditions of this Protection Plan – either orally or in writing.

## 17. STATE-BY-STATE VARIATIONS

The following state variations shall control if inconsistent with any other terms and conditions:

- a. **Alabama Residents:** You may cancel this Protection Plan within twenty (20) days of the receipt of these Terms and Conditions. If no claim has been made under the Protection Plan, the Protection Plan is void and we shall refund to you the full purchase price of the Protection Plan. Any refund due to you will be credited to any outstanding balance of your account, and the excess, if any, shall be refunded to you. A 10% penalty per month shall be added to a refund that is not paid or credited within fortyfive (45) days after you cancel the Protection Plan. If you cancel this Protection Plan after twenty (20) days of receipt of this Protection Plan, we shall refund to you the unearned portion of the full purchase price of the Protection Plan including the unearned portion of any premium paid for any applicable insurance policy. Any refund due to you will be credited to any outstanding balance of your account, and the excess, if any shall be refunded to you.
- b. **Arizona Residents:** If your written notice of cancellation is received prior to the expiration date of the Plan, the administrator of the Plan shall refund the remaining pro-rata price, regardless of prior services rendered under the Plan.
- c. **California Residents:** For all products other than home appliances and home electronic products, the Cancellation provision is amended as follows: If the Protection Plan is cancelled: (a) within sixty (60) days of the receipt of these Terms and Conditions, you shall receive a full refund of the price paid for the Protection Plan provided no service has been performed, or (b) after sixty (60) days, you will receive a pro rata refund, less the cost of any service received.
- d. **Connecticut Residents:** The expiration date of this Protection Plan shall automatically be extended by the duration that the product is in our custody while being repaired. In the event of a dispute with the administrator of this Protection Plan, you may contact The State of Connecticut, Insurance Department, PO Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase price of the product, the cost of repair of the product and a copy of the Terms and Conditions.
- e. **Florida Residents:** The Protection Plan shall be cancelled by us for fraud or material misrepresentation, including but not limited to commercial or rental use. Unauthorized repair or replacement of covered equipment shall result in the cancellation of the Protection Plan by us. In the event of cancellation by us, written notice of cancellation shall be mailed to you not less than sixty (60) days before cancellation is effective. This Protection Plan can be cancelled by you at any time for any reason by emailing, mailing or delivering to us notice of cancellation. If the Protection Plan is cancelled: (a) within thirty (30) days of the receipt of the Protection Plan, you shall receive a full refund of the price paid for the Protection Plan provided no service has been performed, or (b) after thirty (30) days, you will receive a refund based on 100% of unearned pro rata premium less any claims that have been paid or less the cost of repairs made by us. If we cancel the Protection Plan, the return premium is based upon 100% of the unearned pro rata premium. If we determine at our sole discretion that your product cannot be repaired or your product provides for replacement instead of repair, we will replace your product

with a product of like kind and quality that is of comparable performance or reimburse you for replacement of the product with a check, at our discretion, equal to the current market value of the product, as determined by us, not to exceed the original purchase price including all applicable taxes. The rate which is charged for this Protection Plan is not subject to regulation by the Florida Office of Insurance Regulation.

- f. **Georgia Residents:** This Protection Plan shall be non-cancelable by us except for fraud, material misrepresentation, or failure to pay consideration due therefore. The cancellation shall be in writing and shall conform to the requirements of Georgia Code 33-24-44. You may cancel at any time upon demand and surrender of the Protection Plan and we shall refund the excess of the consideration paid for the Protection Plan above the customary short rate for the expired term of the Protection Plan. This Protection Plan excludes coverage for incidental and consequential damages only to the extent such damages are known to you or reasonably should have been known to you. Should a discrepancy arise in the interpretation of a given issue between the English version and a version issued in another language, the English version will take precedence in all matters.
- g. **Illinois Residents:** You may cancel this Protection Plan: (a) within thirty (30) days after its purchase if no service has been provided and receive a full refund of the Protection Plan price, less a cancellation fee not to exceed the lesser of ten percent (10%) of the Protection Plan price or fifty dollars (\$50.00); or (b) at any other time and receive a pro rata refund of the Protection Plan price for the unexpired term of the Protection Plan, based on the number of elapsed months less the value of any service received, and the cancellation fee not to exceed the lesser of (10%) of the Protection Plan price or fifty dollars (\$50.00).
- h. **Nevada Residents:** You are entitled to a “Free Look” period for this Protection Plan. If you decide to cancel this Protection Plan within thirty (30) days of purchase, you are entitled to a one hundred percent (100%) refund of any fees paid. If you cancel this Protection Plan after thirty (30) days from purchase, you will receive a pro rata refund based on the days remaining, less a cancellation fee of twenty-five dollars (\$25.00) or ten percent (10%) of the Protection Plan fee, whichever is less. If we fail to pay the cancellation refund within 45 days of your written request we will pay you a penalty of ten percent (10%) of the purchase price for each thirty (30) day period or portion thereof that the refund and any accrued penalties remain unpaid. If this Protection Plan is canceled by us, no cancellation may become effective until at least 15 days after the notice of cancellation is mailed to you. We can cancel this Protection Plan due to unauthorized repairs which result in a material change in the nature or extent of the risk, occurring after the first effective date of the current Protection Plan, which causes the risk of loss to be substantially and materially increased beyond that contemplated at the time the Protection Plan was issued or last renewed. If we cancel this Protection Plan no cancellation fee will be imposed and no deduction for claims paid will be applied. If your covered failure results in a loss of heating, cooling, or electrical power to your air conditioner or refrigerator/freezer, repairs on your covered product will commence 7 119525 (8/16) within 24 hours after you report your claim. If these repairs cannot be completed within three (3) calendar days, we will send you a report indicating the status of these repairs. This Protection Plan will be cancelled for fraud or material misrepresentation by you. If you are paying for your Protection Plan on a monthly basis we may not deny service to you for non-payment of the monthly fee, however, upon fifteen (15) days’ notice of such non-payment, your Plan will be cancelled. We may deny coverage if you do not provide our repair technicians a safe work environment/condition to perform service.
- i. **New Mexico Residents:** If this Protection Plan has been in force for a period of seventy (70) days, we may not cancel before the expiration of the Protection Plan term or one (year), whichever occurs first, unless: (a) you fail to pay any amount due; (b) you are convicted of a crime which results in an increase in the service required under the Protection Plan; (c) you engage in fraud or material misrepresentation in obtaining this Protection Plan; (d) you commit any act, omission, or violation of any terms of this Protection Plan after the effective date of this



Protection Plan which substantially and materially increase the service required under this Protection Plan; or (e) any material change in the nature or extent of the required service or repair occurs after the effective date of this Protection Plan and causes the required service or repair to be substantially and materially increased beyond that contemplated at the time you purchased this Protection Plan.

- j. **North Carolina Residents:** The purchase of this Protection Plan is not required either to purchase or to obtain financing for any products MDG sells.
- k. **New York Residents:** You may return this Protection Plan within at least twenty (20) days of the date of mailing of the Protection Plan or within at least ten (10) days if the Protection Plan is delivered to you at the time of sale or within a longer time period if permitted within this Protection Plan. If no claim has been made under this Protection Plan, the Protection Plan shall be void and we shall refund to you the full purchase price of the Protection Plan. A ten percent (10%) penalty per month will be added to a refund that is not made within thirty (30) days of return of the Protection Plan to us. This return and penalty provision shall only apply to the original purchaser of the Protection Plan.
- l. **Oklahoma Residents:** THIS PROTECTION PLAN IS NOT ISSUED BY THE MANUFACTURER OR WHOLESALE COMPANY MARKETING THE PRODUCT COVERED BY THIS PROTECTION PLAN. THIS PROTECTION PLAN WILL NOT BE HONORED BY SUCH MANUFACTURER OR WHOLESALE COMPANY. IF EITHER YOU OR WE CANCEL THIS PROTECTION PLAN, THE RETURN OF THE PROTECTION PLAN PRICE WILL BE BASED UPON ONE HUNDRED PERCENT (100%) OF THE UNEARNED PRO RATA PRICE OF THE PROTECTION PLAN, LESS THE COST OF ANY SERVICE RECEIVED. IN THE EVENT THE CONTRACT IS CANCELED BY THE WARRANTY HOLDER, RETURN OF PREMIUM SHALL BE BASED UPON NINETY PERCENT (90%) OF THE UNEARNED PRO RATA PREMIUM. IN THE EVENT THE CONTRACT IS CANCELED BY THE ASSOCIATION, RETURN OF PREMIUM SHALL BE BASED UPON ONE HUNDRED PERCENT (100%) OF UNEARNED PRO RATA PREMIUM. THE COVERAGE AFFORDED UNDER THIS CONTRACT IS NOT GUARANTEED BY THE OKLAHOMA INSURANCE GUARANTY ASSOCIATION. THIS IS NOT AN INSURANCE CONTRACT.
- m. **South Carolina Residents:** To prevent any further damage, please refer to the owner's manual. In the event the service Protection Plan provider does not provide covered service within (60) days of proof of loss by the Protection Plan holder, the Protection Plan holder is entitled to submit a claim directly to the Insurance Company. If the Insurance Company does not resolve such matters within sixty (60) days of proof of loss, they may contact the SC Department of Insurance, P.O. Box 100105, Columbia, SC 29202-3105, (800) 768-3467. A ten (10) percent penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after you cancel the Protection Plan.
- n. **Texas Residents:** You are entitled to a "Free Look" period for this Protection Plan. If you decide to cancel this Protection Plan within thirty (30) days of purchase, you are entitled to a one hundred percent (100%) refund of any fees paid. If you cancel this Protection Plan after thirty (30) days from purchase, you will receive a pro rata refund based on the days remaining, less a cancellation fee of twenty-five dollars (\$25.00) or ten percent (10%) of the Protection Plan fee, whichever is less. If you purchased this Protection Plan in Texas, unresolved complaints concerning a provider or questions concerning the registration of a service Protection Plan provider may be addressed to the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711, telephone number (800) 803-9202. You may apply for reimbursement directly to the insurer if a refund or credit is not paid before the forty-sixth (46th) day after the date on which the Protection Plan is returned to the provider. AWG: TDLR Lic #:162.

- o. **Utah Residents:** This service contract or warranty is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. Coverage afforded under this Contract is not guaranteed by the Utah Guaranty Fund. We can cancel this Contract during the first sixty (60) days, by mailing to You a notice of cancellation at least ten (10) days prior to the effective date of cancellation except that We can also cancel this Contract during such time period for nonpayment of premium by mailing You a notice of cancellation at least ten (10) days prior to the effective date of cancellation. After sixty (60) days have elapsed, We may cancel this Contract by mailing a cancellation notice to You at least thirty (30) days prior to the effective date of cancellation for cancellations due to any of the following reasons: (a) material misrepresentation; (b) substantial change in the risk assumed, unless You should reasonably have foreseen the change or contemplated the risk when entering into the Contract; or (c) substantial breach of contractual duties, conditions, or warranties. The notice of cancellation must be in writing to You at Your last known address and contain all of the following: (1) the Contract number; (2) the date of notice; (3) the effective date of cancellation; and (4) a detailed explanation of the reason for cancellation. If Your covered failure results in a loss of heating, cooling, or electrical power to Your air conditioner or refrigerator/freezer, repairs on Your covered product will commence within 24 hours after You report your claim by calling the number above. For any Product failure which is not reported prior to the expiration of this Contract will be considered if You can provide valid reason (examples; hospitalized, incapacitated, etc.) for delay of notice.
- p. **Washington Residents:** If we cancel this Protection Plan for any reason, we must mail you written notice of such cancellation at least twentyone (21) days prior to the effective date of such cancellation and state the true and actual reason for the cancellation. You are not required to wait before filing a claim directly with the insurer of this Protection Plan.
- q. **Wisconsin Residents: THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE WISCONSIN OFFICE OF THE COMMISSIONER OF INSURANCE.** Obligations of the provider under this service contract are insured under a service contract reimbursement insurance policy.
- i. A service contract may be cancelled by a provider only for nonpayment of the provider fee, material misrepresentation by the contract holder to the provider or administrator, or substantial breach of duties by the service contract holder relating to the 8 119525 (8/16) covered product or its use. The provider shall mail a written notice to the service contract holder at the last-known address of the service contract holder contained in the records of the provider at least 5 days prior to cancellation by the provider.
- ii. The notice under paragraph (i) shall state the effective date of the cancellation and the reason for the cancellation.
- iii. If a service contract is cancelled by the provider for a reason other than nonpayment of the provider fee, the provider shall refund to the service contract holder 100 percent of the unearned pro rata provider fee, less any claims paid.
- iv. The provider may charge a reasonable administrative fee for the cancellation which may not exceed 10% of the provider fee. You may, within twenty (20) calendar days of the delivery of this Protection Plan, reject and return this Protection Plan for a full refund if no claim has been made. The right to void this service contract is not transferable and shall apply only to the original service contract purchase. After twenty (20) days, if You cancel this contract, You will be refunded the remaining days of coverage on a monthly prorated basis, less claims or service performed. If We fail to credit a refund within forty-five (45) days after return of the service contract, a ten percent (10%) penalty per month applies to any refund not paid or credited. We will not deny your claim solely because you did not obtain preauthorization if we are not prejudiced by your failure to notify us. In the event of

a total loss of property, You can cancel this contract and receive a pro rata refund, less any claims paid. This Protection Plan is backed by a contractual liability policy with limits of liability of \$5,000 per claim and \$25,000 in aggregate per Protection Plan.

- r. **Wyoming Residents:** This Protection Plan will be considered void and we will refund you the full purchase price of the Protection Plan or credit your account if you have not made a claim under this Protection Plan and you have returned the Protection Plan to us (a) within 20 days after the date we have mailed the Protection Plan to you, (b) within 10 days after you have received the Protection Plan if the Protection Plan was furnished to you at the time the Protection Plan was purchased, or (c) within a longer time period if specified in the Protection Plan. A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the Protection Plan to us. The right to void the Protection Plan provided in this subsection applies only to the original Protection Plan purchaser and is not transferable. If we cancel this Protection Plan for reasons other than nonpayment, a material misrepresentation made by you to us or because of a substantial breach of duties by you relating to the product or its use, we will mail a written notice to you at least ten (10) days prior to cancellation. The notice of cancellation shall state the effective date of cancellation and the reason for cancellation.