



HOW IT WORKS:

1. Protect your eligible product by purchasing the plan from a sales associate
2. If your covered product fails, simply call toll-free: 1-866-257-6551

Benefits Include*

- Unintentional and/or accidental damage from handling
- Mechanical and electrical breakdowns due to normal wear and tear
- 2 or 3 year plans available
- 100% parts & labor
- No lemon policy
- Shipping
- Commercial use coverage

* Limitations and exclusions apply. See following terms and conditions for more details.

TERMS & CONDITIONS

This is a legal contract (referred to hereinafter as the "Plan"). By purchasing it, you understand that it is such a contract and acknowledge that you have had the opportunity to read the terms and conditions set forth herein.

Obligor: The company obligated under the Plan in all states except Florida and Wisconsin is **Asurion Service Plans, Inc.**, whose address is 875 North Michigan Ave Suite 3100, Chicago IL 60611, telephone 1-866-856-3882. In Florida, the company obligated under the Plan is **Asurion Service Plans of Florida, Inc.** whose address is 875 North Michigan Ave Suite 3100, Chicago IL 60611, telephone 1-866-856-3882. In Wisconsin, the company obligated under this plan is **National Electronics Warranty, LLC**, whose address is 22894 Pacific Blvd., Sterling VA 20166, telephone 1-866-856-3882.

Instructions: You must keep the receipt for this product; it is an integral part of this Plan and you may be required to reference it to obtain service. This Plan, including the terms, conditions, limitations, exceptions and exclusions, the receipt containing the length of this Plan, commencement date and product identification constitute the entire agreement.

Definitions: Throughout this Plan the words (1) "we", "us", or "our" refer to the company obligated under this Plan, as referenced in the Obligor section above; (2) "you" and "your" mean the purchaser of the Covered Product(s) and any authorized transferee/assignee of the purchaser; (3) "administrator" refers to (a) National Electronics Warranty, LLC in all states and DC except in AL, AZ and FL; (b) Asurion Service Plans, Inc. in AL and AZ; (c) Asurion Service Plans of Florida, Inc. (a service warranty association) in FL, ("NEW" refers collectively to National Electronics Warranty, LLC, Asurion Service Plans, Inc. and Asurion Service Plans of Florida, Inc. are collectively referred to herein as "NEW"). The administrator can be contacted at: P.O. Box 1340, Sterling, VA 20166; (4) "retailer" and "Guitar Center" means the entity selling the Covered Product and this Plan; (5) "Covered Product" means the consumer item(s) which you purchased concurrently with and is covered by this Plan; and (6) "breakdown" refers to the mechanical or electrical failure of the product caused by: a) defects in workmanship and/or materials, b) normal wear and tear, c) power surges, and d) unintentional or accidental damage that occurs in the course of normal use or handling.

REPLACEMENT PLAN

If you purchased a Replacement Plan, as indicated on the on your sales receipt, then this section applies to you.

Store Return Policy Information: Please note that the in-store return policy may vary by Covered Product.

With the purchase of your new Covered Product and this Plan, Guitar Center has doubled its in-store return policy. Your new in-store return policy is noted below. Guitar Center's doubled in-store return policy for recording devices, studio monitors, rack mount signal processors, DJ mixers, lighting, turntables, CD players and Pro workstation keyboards is twenty eight (28) days from date of purchase. For all other Products, including guitars, cymbals and drums, the doubled in-store return policy is sixty (60) days from date of purchase.

What is Covered: Through the administrator, we will replace the Covered Product, at our discretion, in the event the Covered Product experiences a breakdown. Coverage includes but is not limited to: commercial use; volume pedals; internal power supplies; power meters; switches; LED and LCD displays; and pickups and mechanisms and electrical parts connected to sliders, pots, faders, jacks, and knobs. This Plan also covers wooden cracks (excluding finishes) in guitars and drums, and defects to the headstock, neck or body of guitars caused by defects in workmanship and/or materials. We will pay for the cost of shipping your product to the service center for replacement. Once the Covered Product is received at the national return center or manufacturer, the Covered Product will be replaced with a product of like kind and quality that performs to the factory specifications of the original product. At our discretion, we may also issue a Guitar Center gift card or a check equal to the purchase price of the Covered Product as indicated on your sales receipt, including sales tax. The gift card is not redeemable for cash. Any replacement product purchased with funds as a result of a claim being paid under the terms of this Plan will require the purchase of a new Plan in order for the newly purchased replacement product to be covered. **Note: The Replacement Plan is not available for used Products.**

Term of Coverage: Your term begins on your date of purchase and continues for a period of two (2) years and is inclusive of the manufacturer's warranty. ADH and power surge coverage begins on your date of purchase; all other coverage begins upon the expiration of the manufacturer's warranty.

Limit of Liability: The total limit of liability under the Plan is the original purchase price of the Covered Product as indicated on your sales receipt, including sales tax. This Plan shall expire upon issuance of your Guitar Center gift card or check as described above.

What to do when Your Covered Product Experiences a Breakdown: If your product experiences a breakdown within the return period of the in-store return policy, you must return the Covered Product to Guitar Center. If your product fails after the return period of the in-store return policy, contact the administrator and you will be advised on how to proceed with getting your Covered Product replaced, even if the Covered Product is still covered under the manufacturer's warranty.

Call the 24-hour customer service toll-free number at 1-866-257-6551 or go online to www.productassist.com/procoverage/, to process your claim.

You must provide the original sales receipt in order for a claim to be processed. If appropriate, the administrator will issue a return authorization number (RA#) and advise you on how to proceed with having your Covered Product replaced. You must write the RA# on the outside of the package. Covered Products shipped without the RA# may be refused. We will pay for the cost of shipping the Covered Product from your home or an authorized shipping facility to the national return center or manufacturer for replacement.

REPAIR PLAN

If you purchased a Repair Plan, as indicated on your sales receipt, then this section applies to you. Certain components of your Covered Product may be covered by the manufacturer for the life of the Covered Product and, therefore, are not covered under this Plan.

Store Return Policy Information: Please note that the in-store return policy may vary by Covered Product. With the purchase of your new Covered Product and this Plan, Guitar Center has doubled its in-store return policy. Your new in-store return policy is noted below. Guitar Center's doubled in-store return policy for recording devices, studio monitors, rack mount signal processors, DJ mixers, lighting, turntables, CD players and Pro

workstation keyboards is twenty-eight (28) days from date of purchase. For all other Products, including guitars, cymbals and drums, the doubled in-store return policy is sixty (60) days from date of purchase.

What is Covered: Through the Administrator, we will repair the Covered Product, at our discretion, in the event the Covered Product fails to operate due to a breakdown (unless specifically excluded in The What Is Not Covered section). Coverage includes but is not limited to: commercial use of products; volume pedals, internal power supply, power meters and switches, LED and LCD displays; and pickups, mechanisms and electrical parts connected to sliders, pots, faders, jacks and knobs. This Plan also covers wooden cracks (excluding finishes), in guitars and drums, and defects to the headstock, neck or body of guitars caused by defects in workmanship and/or materials. Non-original manufacturer's parts may be used for repair of the Product, if the manufacturer's parts are unavailable or more costly. If the Covered Product cannot be repaired, if the cost of the repair exceeds the original purchase price, or if parts are no longer available due to the age of the Covered Product or are discontinued by the manufacturer, the Covered Product will be replaced with a product of like kind and quality that performs to the factory specifications of the original product, subject to the Limit of Liability.

Term of Coverage:

For New Covered Products: Your term and coverage begins on your date of purchase and continues for a period of two (2) or three (3) years. ADH and power surge coverage begins on your date of purchase; all other coverage begins upon the expiration of the manufacturer's warranty.

For Used Covered Products: Your term and coverage begins upon the expiration of the store return policy of sixty (60) days and continues for a period of one (1) year. In the event your Covered Product is being serviced by an authorized service center when this Plan expires, the term of this Plan will be extended until the covered repair has been completed. **NOTE: Used Products are not eligible for ADH coverage.**

Note: For any and all Covered Products, coverage under this Plan is limited to a maximum of ten (10) years from the date of purchase.

Limit of Liability: The limit of liability under the Repair Plan is the least of the cost of (1) the purchase price of the Covered Product, including tax, (2) authorized repairs not to exceed the purchase price of the Covered Product, or (3) replacement of the Covered Product with a product of like kind and quality that performs to the factory specifications of the original product, or (4) reimbursement for repairs or replacement authorized in advance by NEW. Upon replacement, we shall have fulfilled all of our obligations under this Plan.

No Lemon Policy: After three (3) service repairs have been completed during the term of this Plan on the same component of an individual Covered Product and that Covered Product component requires a fourth repair, as determined by us, we will replace it with a product of like kind and quality that performs to the factory specifications of the original product. Upon replacement we shall have fulfilled all of our obligations under this Plan.

For All Plans:

What to do when Your Covered Product fails to Operate: For new Covered Products: During the return period of the in-store return policy, you must return the Covered Product to Guitar Center. After the expiration of the return period of the in-store return policy, contact the administrator. For Used Covered Products: During the first sixty (60) days of the receipt of this Plan, you must return the Covered Product to Guitar Center. After the first sixty (60) days of the receipt of this Plan, contact the administrator. If your Covered Product is still under the existing manufacturer's warranty, the administrator will act on your behalf to facilitate the repair, including but not limited to making arrangements for shipping where necessary and obtaining authorization from the manufacturer for repairs.

Call the 24-hour customer service toll-free number at 1-866-257-6551 or go online to www.productassist.com/procoverage/, to process your claim.

All repairs must be authorized by the administrator prior to performance of work. There is no deductible required to obtain service for your Covered Product. Where local service is not available, we will pay for the cost of shipping your product to our authorized service facility for repair or replacement.

Replacement Product: We may replace your product with a NEW, REMANUFACTURED, OR A PRODUCT OF LIKE KIND AND QUALITY, THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL PRODUCT. WHAT IS NOT COVERED:

- A. PRODUCTS NOT ORIGINALLY COVERED BY A MANUFACTURER'S WARRANTY (UNLESS SPECIFICALLY COVERED BY THIS PLAN);
- B. PRODUCT REPAIRS THAT SHOULD BE COVERED BY THE MANUFACTURER'S WARRANTY OR ARE A RESULT OF A RECALL, REGARDLESS OF THE MANUFACTURER'S ABILITY TO PAY FOR SUCH REPAIRS;
- C. PERIODIC CHECKUPS AND/OR PREVENTATIVE MAINTENANCE AS DIRECTED BY THE MANUFACTURER, EXCEPT AS PROVIDED HEREIN, OR LOSS RESULTING FROM FAILURE TO OBTAIN THE MANUFACTURER'S RECOMMENDED INSPECTIONS OR MAINTENANCE;
- D. ANY AND ALL PRE-EXISTING CONDITIONS THAT OCCUR PRIOR TO THE EFFECTIVE DATE OF THIS PLAN;
- E. REFURBISHED PRODUCTS, VINTAGE PRODUCTS, AND PRODUCTS THAT ARE NOT RETURNABLE TO GUITAR CENTER FOR A FULL REFUND;
- F. ITEMS NORMALLY DESIGNED TO BE PERIODICALLY REPLACED BY YOU OR CONSUMED DURING THE LIFE OF THE COVERED PRODUCT, INCLUDING BUT NOT LIMITED TO BATTERIES, CARTRIDGES, LIGHT BULBS, DRUM HEADS ETC.;
- G. DAMAGE FROM ACCIDENT ON USED PRODUCTS, DROPPING ON USED PRODUCTS, ABUSE, MISUSE, MISHANDLING, INTRODUCTION OF FOREIGN OBJECTS INTO THE COVERED PRODUCT, UNAUTHORIZED MODIFICATIONS OR ALTERATIONS TO A COVERED PRODUCT, FAILURE TO FOLLOW THE MANUFACTURER'S INSTRUCTIONS, AND EXTERNAL CAUSES INCLUDING THIRD PARTY ACTIONS, FIRE, THEFT, INSECTS, ANIMALS, EXPOSURE TO WEATHER CONDITIONS, WINDSTORM, SAND, DIRT, HAIL, EARTHQUAKE, FLOOD, WATER, OR ACTS OF GOD; AND CONSEQUENTIAL LOSS OF ANY NATURE;
- H. LOSS OR DAMAGE CAUSED BY OPERATION OF PRODUCT UNDER CONDITIONS OTHER THAN THOSE FOR WHICH IT WAS DESIGNED;
- I. LOSS OR DAMAGE CAUSED BY WAR, INVASION OR ACT OF FOREIGN ENEMY, HOSTILITIES, CIVIL WAR, REBELLION, RIOT, STRIKE, LABOR DISTURBANCE, LOCKOUT, OR CIVIL COMOTION;
- J. INCIDENTAL, CONSEQUENTIAL OR SECONDARY DAMAGES OR DELAY IN RENDERING SERVICE UNDER THIS

PLAN, OR LOSS OF USE DURING THE PERIOD THAT THE COVERED PRODUCT IS AT AN AUTHORIZED SERVICE CENTER OR OTHERWISE AWAITING PARTS;
K. SERVICE THAT OCCUR OUTSIDE OF THE FIFTY (50) STATES OF THE UNITED STATES OF AMERICA AND THE DISTRICT OF COLUMBIA;
L. NONFUNCTIONAL OR AESTHETIC PARTS, SCRATCHES, PEELING AND DENTS;
M. UNAUTHORIZED REPAIRS AND/OR PARTS;
N. COST OF INSTALLATION, SET-UP, DIAGNOSTIC CHARGES, REMOVAL OR REINSTALLATION OF THE COVERED PRODUCT, EXCEPT AS PROVIDED HEREIN;
O. ACCESSORIES USED IN CONJUNCTION WITH A COVERED PRODUCT, INCLUDING BUT NOT LIMITED TO ANTENNAS, AUDIO/VIDEO DISCS, CABLES, CHARGERS, COMPUTER SOFTWARE OR DISCS, DRUM STICKS, EXTERNAL POWER SUPPLIES, AND BULBS, SPEAKERS SOLD SEPARATELY, STRINGS, STYLUSES, TAPES, AND VACUUM TUBES;
P. INCORRECT CONNECTION OF SIGNAL LEADS OR INCORRECT ELECTRICAL SUPPLY; FAILURE OR IMPROPER USE OF ANY ELECTRICAL SOURCE; ELECTRICAL CONNECTION TO OTHER PRODUCTS NOT RECOMMENDED FOR INTERCONNECTION BY THE MANUFACTURER OF THE PRODUCT; AND BATTERY LEAKAGE;
Q. ANY LOSS OTHER THAN A COVERED BREAKDOWN OF THE COVERED PRODUCT;
R. DAMAGE CAUSED BY A COMPUTER VIRUS;
S. SERVICE WHERE NO PROBLEM CAN BE FOUND;
T. BREAKDOWNS WHICH ARE NOT REPORTED WITHIN THE TERM OF THIS PLAN;
U. IMPROPER INSTALLATION OF COMPONENTS OR PERIPHERALS;
V. CORRUPTION OF ANY RECORDING MEDIA, INCLUDING ANY PROGRAM, DATA OR SETUP INFORMATION RESIDENT ON ANY HARD DRIVES AND INTERNAL OR EXTERNAL REMOVABLE STORAGE DEVICES, AS A RESULT OF THE MALFUNCTIONING OR DAMAGE OF AN OPERATING PART, OR AS A RESULT OF ANY REPAIRS OR REPLACEMENT UNDER THIS PLAN;
W. STAGE CONSTRUCTION MATERIALS;
X. MAINTENANCE INCLUDING BUT NOT LIMITED TO ALIGNMENT, TUNING, AND REPAIRING FINISHES.

Renewal: This Repair Plan may be renewed at our discretion by calling the toll free help-line at 1-866-257-6551. The Replacement Plan is not renewable.

Transferability: This Plan is transferable by the original purchaser for the balance of the original term of the Plan. The Covered Product may be registered by mailing information to the Administrator, including the Plan reference number, date of new ownership, new owner's name, complete address, and telephone number.

Subrogation: If we pay for a loss, we may require you to assign us your rights of recovery against others. We will not pay for a loss if you impair these rights to recover. Your rights to recover from others may not be waived.

Trade-In: If the Covered Product is traded in, coverage under this Plan will be canceled based on the cancellation rules noted below.

Cancellation: This Plan can be cancelled by you at any time for any reason by surrendering or providing written notice to us at the address above. You may also cancel this Contract by surrendering it or providing written notice to NEW at PRO Coverage (Guitar Center), PO Box 1818, Sterling, VA 20167. During the return period of the in-store return policy, you may return this Plan to the retailer from which you purchased your covered product and this Plan for a full refund. If the Plan is cancelled: (a) within thirty (30) days of the receipt of this Plan, you shall receive a full refund of the price paid for the Plan, provided no service has been performed, or (b) after thirty (30) days of the receipt of this Plan, you will receive a pro rata refund, less the cost of any service received. This Plan shall be cancelled by us or NEW for fraud or material misrepresentation, including but not limited to rental use. Unauthorized repair or replacement of covered equipment shall result in the cancellation of this 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.

Insurance Securing This Plan: This Plan is not an insurance policy; however, our obligations under this Plan are insured under an insurance policy issued by Continental Casualty Company, 333 S. Wabash Ave., Chicago, Illinois 60604. If we fail to act on your claim within 60 days, you may contact Continental Casualty Company directly at 1-800-831-4262.

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

Alabama Residents: You may cancel this Plan within twenty (20) days of the receipt of this Plan. If no claim has been made under the Plan, the Plan is void and we shall refund to you the full purchase price of the Plan including any premium paid for the 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. 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 Plan. If you cancel this Plan after twenty (20) days of receipt of this Plan, we shall refund to you the unearned portion of the full purchase price of the 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.

Arizona Residents: If your written notice of cancellation is received prior to the expiration date, the Administrator shall refund the remaining pro-rata price, regardless of prior services rendered under the Plan. The pre-existing condition exclusion does not apply to conditions occurring prior to the sale of the consumer product by the Obligor, its assignees, subcontractors and/or representatives.

California Residents: For all products other than home appliances and home electronic products, the Cancellation provision is amended as follows: If the Plan is cancelled: (a) within sixty (60) days of the receipt of this Plan, you shall receive a full refund of the price paid for the 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.

Connecticut Residents: The expiration date of this 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, 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 Plan.

Florida Residents: The Plan shall be cancelled by us for fraud or material misrepresentation. Unauthorized repair or replacement of covered equipment shall result in the cancellation of the 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 Plan can be cancelled by you at any time for any reason by emailing, mailing or delivering to us notice of cancellation. If the Plan is cancelled: (a) within thirty (30) days of the receipt of the Plan, you shall receive a full refund of the price paid for the 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 Plan, the return premium is based upon 100% of the unearned pro rata premium. If we determine in 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 original purchase price of the product, as determined by us, not to exceed the original purchase price including all applicable taxes.

Georgia Residents: This 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 Code 33-24-44. You may cancel at any time upon demand and surrender of the Plan and we shall refund the excess of the consideration paid for the Plan above the customary short rate for the expired term of the Plan. This Plan excludes coverage for incidental and consequential damages and pre-existing conditions only to the extent such damages or conditions are known to you or reasonably should have been known to you.

Illinois Residents: You may cancel this Plan for any reason at any time. If you cancel within thirty (30) days of contract purchase, and we have not paid a claim, you will receive a full refund, less a cancellation fee of \$50.00 or 10% of the Plan price. If you cancel after thirty (30) days or anytime after we pay a claim, you will receive a pro-rata refund of the Plan price based on the days remaining, less any claims that have been paid, less a cancellation fee of \$50.00 or 10% of the Plan price.

Nevada Residents: You are entitled to a "Free Look" period for this Plan. If you decide to cancel this 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 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 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 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 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 Plan, which causes the risk of loss to be substantially and materially increased beyond that contemplated at the time the Plan was issued or last renewed. If we cancel this 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 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.

New Mexico Residents: If this Plan has been in force for a period of seventy (70) days, we may not cancel before

the expiration of the Plan term or one (1) year, whichever occurs first, unless: (1) you fail to pay any amount due; (2) you are convicted of a crime which results in an increase in the service required under the Plan; (3) you engage in fraud or material misrepresentation in obtaining this Plan; (4) you commit any act, omission, or violation of any terms of this Plan after the effective date of this Plan which substantially and materially increase the service required under this Plan; or (5) any material change in the nature or extent of the required service or repair occurs after the effective date of this Plan and causes the required service or repair to be substantially and materially increased beyond that contemplated at the time you purchased this Plan.

North Carolina Residents: The purchase of this Plan is not required either to purchase or to obtain financing for a home appliance.

OKLAHOMA ONLY: The "Cancellation" section is deleted and replaced by the following: You may cancel this contract at any time by surrendering it or providing written notice to the retailer at the address where You purchased this Contract. You may also cancel this Contract by surrendering it or providing written notice to N.E.W. at the address listed below. You may cancel this Contract for any reason. In the event You cancel this Contract within 30 days of receipt of the Contract, You shall receive a full refund of any payments made by You under this Contract. In the event You cancel this Contract after 30 days of receipt of this Contract, You shall receive a refund based upon 100% of the unearned pro-rata premium less an administrative fee not to exceed 10% of the unearned pro-rata premium or \$25, whichever is less, and less the cost of claims paid. We or N.E.W. may not cancel this Contract except for fraud, material misrepresentation or non-payment by You; or if required to do so by any regulatory authorization. If we or N.E.W. cancel this Contract, You shall receive a refund of 100% of the unearned pro-rata premium. We or N.E.W. may not cancel this Contract without providing You with written notice at least thirty days prior to the effective date of cancellation. Such notice shall include the effective date of cancellation and the reason for cancellation. The following sentence is added to this contract: Coverage afforded under this contract is not guaranteed by the Oklahoma Insurance Guaranty Association. Oklahoma service warranty statutes do not apply to commercial use references in this Contract.

South Carolina Residents: To prevent any further damage, please refer to the owner's manual. In the event the service Plan provider does not provide covered service within sixty (60) days of proof of loss by the Plan holder, the Plan holder is entitled to apply directly to the Insurance Company. 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 Plan to us. 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.

Texas Residents: If you purchased this Plan in Texas, unresolved complaints concerning a provider or questions concerning the registration of a service Plan provider may be addressed to the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711, telephone number (512) 463-2906 or (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 Plan is returned to the provider.

Utah Residents: NOTICE. This plan is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. Coverage afforded under this Plan is not guaranteed by the Utah Property and Casualty Guaranty Association. This Plan may be cancelled due to unauthorized repair which results in a material change in the nature or extent of the risk, occurring after the first effective date of the current policy, which causes the risk of loss to be substantially and materially increased beyond that contemplated at the time the policy was issued or last renewed. Failure to notify within the prescribed time will not invalidate the claim if you can show that notification was not reasonably possible. If we cancel this contract due to fraud or material misrepresentation, you will be notified thirty (30) days prior to cancellation. If we cancel this Plan due to nonpayment, you will be notified ten (10) days prior to Plan cancellation.

WASHINGTON RESIDENTS: You may apply directly to the insurance company.

Wisconsin Residents: THIS PLAN IS SUBJECT TO LIMITED REGULATION BY THE WISCONSIN OFFICE OF THE COMMISSIONER OF INSURANCE. This Plan shall not be cancelled nor will we deny your claim due to unauthorized repair of the covered equipment, unless we are prejudiced by your failure to obtain such authorization. If this Plan is canceled, no deduction shall be made from the refund for the cost of any service received. Section T of the "What is Not Covered" section of this Plan does not apply

Wyoming Residents: This Plan will be considered void and we will refund you the full purchase price of the Plan or credit your account if you have not made a claim under this Plan and you have returned the Plan to us a) within 20 days after the date we have mailed the Plan to you, b) within 10 days after you have received the Plan if the Plan was furnished to you at the time the Plan was purchased, or c) within a longer time period if specified in the 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 Plan to us. The right to void the Plan provided in this subsection applies only to the original Plan purchaser and is not transferable. If we cancel this 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. In the event covered service is not provided by us within sixty (60) days of proof of loss by you, you are entitled to apply directly to the reimbursement insurance company.

To obtain a large-type copy of the terms and conditions of this Plan, please call 1-866-257-6551.

Administered by:

N.E.W.

P.O. Box 1340 · Sterling, Virginia 20166 · 1-866-257-6551

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CONTRACT INFORMATION

Contract Holder Name _____
 Street Address _____
 City _____ State _____ Zip _____
 Purchase Date ____/____/_____
 Store Location _____
 Covered Product Description _____
 Product Price _____ Plan Term _____
 Plan Price _____
 Transaction Number _____
 Issuing Sales Rep. _____