

1. DEFINITIONS:

“**Appliance(s)**” means the single Appliance, or single forced air central heating and cooling systems specifically listed on the front of this agreement.

“**Servicer**” means the Servicer you have selected, or the Servicer in the Company’s network.

“**Company**” means Complete Appliance Protection, Inc., 1801 - 1 Yonge St Toronto, ON M5E 1W7, the administrator for the Complete Protection (CP) program.

“**You or Your**” means the applicant for this Service Plan who is also the owner of the listed Appliances for noncommercial use.

“**Parts, Repairs or Components**” means the mechanical or electrical Parts of those Appliances protected under this agreement.

“**Service Plan or Plan**” means the Plan You enrolled in under the Complete Protection (CP) program.

2. ADDITIONAL APPLIANCES:

If there is more than one of any given type of protected Appliance on the premises (for example, two refrigerators) an additional fee is required to protect each additional Appliance. If the protected property has more than one heating/cooling system, and You fail to add it to Your plan or specify a preference prior to enrollment, the Plan will protect the unit that heats/cools the kitchen by default.

3. TERM OF PLAN:

This Plan runs for the period of time reflected on the front of this document. After the initial term of this Plan the Company may raise prices or change the terms and conditions of this Plan. If You cancel the Plan before the end of the term, You may request a prorated refund, less any claims. It is at the sole discretion of the Company whether You are allowed to re-enroll after the initial term.

4. REPAIRS WILL NOT BE PROVIDED IF YOUR ACCOUNT IS PAST DUE:

Payments are past due if not received by the Company on or before the day of closing.

5. SERVICE RESPONSE TIME:

Weather conditions and work load will govern Servicer response time. The Company has the sole discretion in determining what constitutes a valid emergency. In most cases, only furnace and air conditioning repairs which involve the potential for freezing pipes are considered an emergency.

6. WHAT THE PLAN COVERS:

The Company will provide repair service on Your Appliances to restore the Appliance to normal operating condition as a result of electrical or mechanical component failure. Any part necessary for the normal operation of Your Appliance that is contained within the sheet metal body of Your Appliance is protected by this Plan. Protection begins on the day of closing or when payment is received by the Company. You make a request for repair by calling the Company toll-free at 1-800-978-2022. You will be given a unique authorization number for each Appliance each time work is needed. If protected, the Company shall pay the first \$1,000 of charges for any electrical wiring repair, inbound

pressurized water pipes or septic tank/lateral line repairs during the term of the Plan.

7. WHAT THE PLAN DOES NOT COVER:

A. Abnormal or Unsafe Conditions: The Company reserves the right to refuse service if the first Servicer called to Your residence determines that one of the following conditions exist: Appliance is not located in the residence, Appliance is unserviceable, unsafe working conditions, does not meet installation codes, not in working order prior to the effective date, repair could cause an unsafe condition, it is not used for its designed purpose, damage caused by animals or humans, fraud/abuse of this Plan or the damaged Part is cosmetic and provides no functional value to the Appliance.

B. Situations Normally Covered By Your Homeowners Policy: The Company will not pay for repairs or damage caused by floods, fire, lightning, power surges, theft, power or water supply outages, natural disasters, acts of God, civil disobedience, war or from secondary damage resulting from Appliance failure.

C. Uneconomical: The Company may refuse to repair an Appliance if in its sole discretion believes is uneconomical to make the repair or if the protected part is not repairable.

D. Discharge System: The Company will not pay for the repair of piping dealing with the discharge of water or waste materials. Only the pressurized inbound water pipes are protected.

E. Appliance of Final Use: The Company will not pay for the repair of Appliances located at the end, or in-between, the respective wiring or piping Systems. For example, sprinkler systems, water softeners, toilets, sink faucets, light fixtures, and ceiling fans are not protected. The fuse box is protected. Repairs to grass, sidewalks, sheet rock, floors, ceilings and other structural components are not part of this program.

F. Ductwork: Ductwork, and the corresponding humidifier and air filters located inside the ductwork, are not part of this program.

G. No Prior Authorization: The Company shall not pay charges for labor or Parts procured by You without prior authorization by the Company.

H. Missed Appointments: It is Your responsibility to make and keep appointments. You are responsible for any service fees charged by the Servicer if You fail to be present for appointments and will be billed for said fees by the Company.

8. SATISFACTION GUARANTEE:

If the Company decides not to repair an Appliance protected under this Plan as described in 7.C. above, the Company will reimburse You towards the replacement and installation of that Appliance with a new appliance based on the following schedule: **\$150** for the thermostat, attic fan, or trash compactor; **\$250** for the microwave, washer, dryer, dishwasher, well tank, range, water heater or gas space heater; **\$350** for the inside portion of A/C, well pump, septic pump; **\$400** for the refrigerator, wine cooler, or freezer; **\$500** for the boiler, pool heater, pool pump, swamp cooler, furnace/air handler, or outside unit of A/C, **\$850** for packaged unit. Kitchen and laundry appliances protected under the High End Option will receive double reimbursement.