

PLAN BENEFITS*



No-lemon
Warranty**



Protection against
power surges



No
deductible



Transferable from one
owner to the next
without charge



Repaired to the
manufacturer's
specifications



Guaranteed by
an Insurance
Company



Service available
in Canada and
continental USA



In the case of a product
replacement, the Plan
owner will receive a
credit equivalent to the
purchase price

*See terms and conditions for details. Certain restrictions apply.

**Replacement, after the fourth failure of the same major part or component, during the coverage period of the Plan.

Congratulations!

Along with the purchase of your brand new product, you've acquired an additional Protection Plan which will protect you against the costs of repairs. This Plan will also ensure that your products shall always be repaired in accordance to the manufacturer's guidelines.



REPAIR & REPLACEMENT PROTECTION PLAN



A SIMPLE WORRY-FREE SOLUTION



LOW025002520



Terms and conditions

REPAIR AND REPLACEMENT PROTECTION PLANS

For Lawn and Garden Equipment, Power Tools, BBQs, Smokers, Dehumidifiers, Water Heaters, Water Filters, Water Softeners, Coolers, Jetted Tubs, Fireplaces, Gas Logs, Misting Fans, Portable Fans, Portable Heaters, Outside Electric Heating, Small Appliances, Millwork, and Garage Door Openers.

This document and your purchase invoice state all the dispositions of this Protection Plan (Plan) concluded between Comerco Services Inc. (Comerco) and the Plan owner. In this Plan, the term Comerco refers to Comerco Services Inc. In the Province of British Columbia, the term Comerco refers to The Nordic Insurance Company of Canada, who is the underwriter of this insurance contract. Outside of British Columbia, this Plan is administered by Comerco Services Inc. Comerco deposits funds in a guarantee trust fund in order to cover future claims. This trust is also bonded in part by an insurance company. Comerco agrees to:

REPLACEMENT PLAN:

1. Replace the product that is subject to a failure covered by this Plan.

REPAIR PLAN:

2. Repair without charge or replace the covered product, in the case of a manufacturing defect or if any of the parts necessary for its normal functioning breaks, under normal conditions of use, during the coverage period of the Plan. Water Heater the Repair Plan is limited to only the labour charge for repair.

3. Replace the product upon the confirmation, by an authorized technician, of a fourth (4th) failure of the same major part during the coverage period of the Plan.

4. Replace broken control knobs that prevent the product from functioning. Comerco will send the button(s) by mail to the Plan owner.

5. Repair or replace remote controls, supplied with the product, if a covered failure occurs. The coverage period begins at the expiration of the manufacturer's warranty for the remote control and expires at the end of the Protection Plan's period of coverage. Replacement will be limited to one (1) for the length of the Plan. The replacement will terminate the coverage offered for these items.

6. Repair failures due to power surges.

GENERAL CONDITIONS

7. The Plan becomes effective following the expiry date of the manufacturer's warranty for parts and labour for the chosen term, as indicated on the purchase invoice, up to a maximum of:

- Twelve (12) years from the date of possession for Water Heaters
- Five (5) years from the date of possession for Repair Plan.
- Four (4) years from the date of possession for Replacement Plan.

Water Heater coverage begins on date of possession.

8. To qualify for Water Heater coverage offered by the Plan, the covered product must have a manufacturer's parts warranty equal to the length of the Plan.

9. To qualify for coverage offered by the Plan, the covered product must be purchased as new and be covered by a repair warranty period of at least ninety (90) days, except for BBQs and Water Heaters. Failures must be reported during the coverage period of the Plan.

10. Comerco may, at its sole discretion, decide to replace a product rather than repair it.

11. The maximum value, at the time of a replacement, is the price paid for the original product, as stipulated on the purchase invoice, subject to a maximum amount, excluding taxes, of less than \$300 for the one (1) and two (2) year Replacement Plan, and \$10,000 for the two (2) and four (4) year Repair Plan. Please note that, if the price of the replacement product is less than the price of the original product, the difference will not be refunded. The replacement will be finalized by a Comerco authorized retailer.

12. Comerco's sole obligation will be to provide a replacement product, in accordance with the procedure set out in Article 11, in the event that:

- the manufacturer ceases to operate; or
- the parts are no longer available; or
- in any other circumstance for which, at Comerco's discretion, a repair is not considered.

13. From the moment a product has been replaced or a credit provided, Comerco will have met all its obligations and the Plan becomes null and void on that specific product.

14. Repairs will be carried out by a service centre specified by Comerco. Products for which the manufacturer's warranty offered in-home service will be eligible for in-home service under the terms of the Plan. If in-home service is not offered by the manufacturer in the area where the Plan owner resides when a defect occurs, the Plan owner will be responsible for bringing the covered product to a service centre identified by Comerco or obtain a full refund for the value of the Plan from the retailer. Service will be provided during normal business hours. If available and subject to the availability of the service centre, service will be provided, on request, during evenings or on weekends. In order to receive in-home service, the product requiring service must be easily accessible and be in a safe, non-threatening environment, as determined by the technician.

15. This Plan is valid for a product intended for domestic use only. Any equipment rented and/or used for commercial purposes will render this Plan null and void. In this case, if no repairs have been made, the Plan owner may obtain a full refund from the retailer.

ARE EXCLUDED FROM COMERCO'S RESPONSIBILITY

16. DAMAGES CAUSED BY:

16.1. Failure to conform to the manufacturer's recommended use or use in conditions for which the product was not intended.

16.2. External causes, rust, insect or rodent infestations, inappropriate use, inappropriate installation, abuse, or improper hook-ups, abusive or improper manipulation, a modification, an accident, a shock, a fall, chemical corrosion, damage that occurred during delivery and/or transmission problems.

16.3. Sand, liquid or humidity infiltration, unless the product is explicitly specified by the manufacturer as being submersible.

16.4. Failures that are the subject of a manufacturer recall or service bulletin. Also, repairs, replacements and/or labour costs on items and/or parts that are covered by a manufacturer's warranty or an insurance policy.

17. THE FOLLOWING PRODUCTS OR COMPONENTS:

17.1. Garnishes, command inscriptions and gradations on control panel or control buttons, esthetical components and/or parts covered by a manufacturer's warranty.

17.2. Warping or caving in of the structure.

17.3. Any part or component of a structural nature that does not affect the correct functioning of the product.

17.4. Parts that should be replaced and/or cleaned periodically under normal usage such as, without being limited to, bulbs, lamps, fuses, filters, batteries, blades, bits, spark plugs, brake pads, belts, tires, hoses, clamps and igniters.

17.5. Any and all product with a tampered or absent serial number. In this case, the Plan becomes null and void, without refund.

17.6. Burnt phosphors in or on the screen surface or replacement or repair of pixels below the manufacturer's guidelines for such cases.

17.7. Integrated radios on product such as on lawn mowing tractors or snow blowers.

18. OTHER EXCLUSIONS :

18.1. Odours.

18.2. Noise and loss or reduction of product performance which is not caused by a failure.

18.3. Consequential damage, loss of use, revenue and/or salary due to delays resulting from the failure of the covered product, unavailability of parts or any other difficulty or delay that Comerco may encounter in accomplishing the required repairs.

18.4. Loss or damage caused by foreign substances in fuel/oil mixture and/or fuel and/or oil that is not recommended by the manufacturer.

18.5. Loss or damage due to operation of covered product without proper fluid levels or proper fluid/lubricant qualities, lack of lubrication, substandard fuel and/or, substandard fuel/oil blends.

18.6. Configuration, data loss and computer viruses, any and all software/hardware updates required by the product for its correct functioning, in accordance with the guidelines set forth by the manufacturer. Software included with the product as well as the recovery of data in a product that has experienced a failure.

18.7. Costs related to the removal or re-installation of a product that is not easily accessible by the technician and installation of a replacement product.

18.8. Any repairs made by an unauthorized servicer. In this case, the Plan will become null and void, without refund.

18.9. If no fault is found or if Comerco refuses the repairs, the Plan owner will have to reimburse all incurred costs without which the benefits of the Plan will be suspended until said payment is received. The duration of the Plan will not be extended in the event of a suspension of benefits occurs.

18.10. In the event of a failure affecting an item that is part of a pair or ensemble, the responsibility of the Plan will be limited to the repair, replacement or a credit only for the item that has experienced the failure.

18.11. The Plan does not cover any labour or costs associated with the removal or restoration of walls or items obstructing access to the product.

18.12. Any plumbing not included with the product.

SERVICE AND OTHER PRECISIONS

19. TO OBTAIN SERVICE: You may report the failure by completing the form at www.comerco.com/servicerequest or by contacting Customer Service at 1-877-710-4653. A picture of the product, damage, serial number label or a copy of the purchase invoice may be required.

20. CANCELLATION: Comerco may cancel the Plan at any time, on the basis of fraud.

The Plan owner may cancel the Plan, for any reason, anytime within the thirty (30) days following the date of purchase, provided no claims have been reported and receive a full refund for the purchase price of the Plan from the selling retailer.

21. CONFIDENTIALITY: The Plan owner authorizes Comerco to provide their name, contact information and any information Comerco has on file to any third party wishing to offer a new Plan, any subcontractor mandated by Comerco to offer services directly or indirectly linked to the Plan or any entity to which Comerco may assign, in whole or in part, its obligations under the Plan.

22. TRANSFERABLE: This Protection Plan is transferable from one owner to another, without charge, by completing the request online at www.comerco.com/ownertransfer

23. BRITISH COLUMBIA: The British Columbia Financial Institutions Act requires that the information contained in this Disclosure Notice be provided to a customer in writing prior to the customer entering a financial transaction.

1. This transaction is between the Plan owner and The Nordic Insurance Company of Canada.

2. In arranging the transaction described above, the dealer, by whom the sales associate is employed, is representing The Nordic Insurance Company of Canada.

3. The nature and extent of the interest of the dealer in The Nordic Insurance Company of Canada is none.

4. The nature and extent of the interest of The Nordic Insurance Company of Canada in the dealer is none.

5. Upon completion of this transaction, the dealer will be remunerated by The Nordic Insurance Company of Canada through a fee paid out of the purchase price of the contract.

6. The Financial Institutions Act prohibits The Nordic Insurance Company of Canada, the dealer and/or the sales associate from requiring the Plan owner to transact additional or other business with the financial institution or any other person or corporation as a condition of this transaction.

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the Insurance Act.

THIS DOCUMENT AND YOUR RECEIPT MAKE UP THE PLAN WHICH LINKS THE PARTIES

A copy of your invoice may be required in order to obtain service for this Plan.

www.comerco.com/servicerequest

1-877-710-4653

