

SIMPLYGUARD MAC, DISPLAY, IPAD, APPLE WATCH, AIRPODS, HOMEPOD, IPHONE, AIRTAG & APPLE SERVICE PART AGREEMENT

Coverage

- Parts and labour warranty
- No Lemon Guarantee on new Mac
- Two (2) Guaranteed Service Fee (GSF) events from mishandling for a new Mac or a new iPad or a new Apple Watch or new AirPods or a new HomePod or a new iPhone or a new AirTag
- Coverage within Canada and international coverage through Apple Retail stores and Apple Authorized Service Providers

Extended Warranty Plan on Mac, iPad, Apple Watch, AirPods, HomePod, iPhone and Display

The Extended **Fee Plan on New Equipment** Warranty Plan ("**Plan**") covers a new Apple Watch, or new AirPods, or a new HomePod, or a new AirTag or a new or pre-owned iPhone, or a new or pre-owned Mac, or a new Display, or a new or pre-owned iPad and a new compatible Pencil or a new compatible Keyboard when the Pencil or Keyboard is purchased on the same invoice as the iPad ("**New Equipment**"). The **Plan** commences immediately following the expiry of the manufacturer's limited warranty and terminates at the end of the term specified on the **Plan's** invoice and with the term starting from the original purchase date of the **New Equipment**. If the **Equipment** is a pre-owned, the Extended Warranty Plan starts after the seller's warranty or 30 days from the invoice date, whichever is later. SimplyGuard Lite Extended Warranty Plan ("**Plan-Lite**") only covers a pre-owned Mac, or pre-owned iPad or pre-owned iPhone and coverage commences following the expiry of the manufacturer's limited warranty or 30 days after the purchase of this **Plan-Lite**, whichever is later, and terminates at the end of the term specified on the **Plan-Lite** invoice starting from the purchase date of the **Plan-Lite**. SimplyGuard Plus Extended Warranty Plan ("**Plan-Plus**") has the same terms as the **Plan**, except as specified below under the **Guaranteed Service Fee on New Equipment**.

The **Plan** provides for the repair of **New Equipment** when it requires parts and labour repairs caused by operational or mechanical failure as a result of mishandling or an unexpected and unintentional external event (e.g. liquid damage) that arises from the normal daily usage of the **Equipment** as intended for such **Equipment** ("**GSF Event**"). This coverage does not cover theft of all or part of the **Equipment**, or cosmetic damage, or normal wear and tear or grossly negligent conduct associated with handling and use of the **Equipment**. This coverage commences immediately from the **Plan's** invoice date and continues for as long as your account is in good standing and expires at the end of the term specified on the **Plan's** invoice with the term starting from the original purchase date of the **New Equipment**.

The **New Equipment** is eligible for a maximum of two (2) **GSF Events** during the term of this Agreement. The fees for each event are attached in the **GSF Event Fee** table. The **GSF Event Fee** on any products not covered by the table is \$4.99. Taxes are extra. A **GSF Event** to a pencil or keyboard, purchased with an iPad, is not counted as a **GSF Event** for the iPad. All drones are excluded.

GSF Event Fee	Each GSF Event
Mac, Pro Display: screen or external enclosure damage only	\$129.99
Mac, Pro Display: all damage not covered above	\$379.99
iPad: all damage, iPad Pro (M4), iPad Air (M2): display only	\$49.99
iPad Pro (M4), iPad Air (M2): all damage except display only	\$129.99
iPhone: all damage	\$129.99
Apple Watch: all damage	\$89.99
Pencil, Keyboard, HomePod, AirPods: all damage	\$39.99

You may be asked to provide an explanation of where and when the accident occurred with a detailed description of the actual event. The claim will be denied if you fail to pay the service fee or fail to provide information reasonably requested relating to the accident when asked. The Guaranteed Service Fee coverage will transfer the remaining balance of the coverage to the **Equipment** replaced due to a **GSF Event**. No part of this Guaranteed Service Fee Plan applies to a **Plan-Lite**.

Guaranteed Service Fee Plan on Plan-Plus Only

Same terms as above, however, the **Plan** agrees to repair new and pre-owned **Equipment** (excluding drones) for the following fixed fee: \$0.00 on each covered **GSF Event** for a maximum of two (2) **GSF Events** every 12 months.

No Lemon Guarantee Plan on New Mac

During the term of the **Plan**, if the **Equipment** is a new Mac and had three previous repairs to a major component (e.g. logic board), and requires a fourth covered major repair, the **Administrator** will either provide a replacement Mac that is equal or better functionality, or issue a credit for the current Loss Value, not to exceed the original purchase price as calculated in the section headed Loss Value usable at a SimplyGuard reseller location. If the Mac was purchased new within 90 days of the fourth service claim the **Administrator** will replace the Mac with the same model or one of equal or greater functionality. The No Lemon Guarantee is deemed to be fulfilled immediately upon the replacement of the Mac or a store credit being issued. The No Lemon Guarantee will not be transferred to the replacement Mac. No part of this No Lemon Guarantee Plan applies to a pre-owned Mac or **Plan-Lite**.

Extended Warranty Plan on Apple Service Part

The Service Part Warranty Plan ("**Plan-Service**") provides extended parts and labour warranty coverage for one Apple branded service part used in a repair of a Mac or an iPad or an Apple Watch or AirPods or an HomePod or an AirTag or an iPhone. The coverage commences immediately following the expiry of the manufacturer's limited warranty or 30 days after the purchase of this **Plan-Service**, whichever is later, and terminates at the end of the term specified on the original sales invoice. One Apple branded service part is covered per **Plan-Service**. If the original repair was misdiagnosed, the **Plan-Service** does not pay for additional labour or parts to correctly repair the **Equipment**.

Price Protection Plan on iPhone Repair

Applies only to short-term rentals of iPhones when; 1) your iPhone is in service for repair 2) the repair estimate has been paid in full 3) there have been no unauthorized modifications to the iPhone 4) the cost of the final repair is greater than the original estimate. In this event the Repair Price Protection Plan will pay the difference in cost for the repair.

Exclusions

This Agreement does not apply to **Equipment** with a serial number that has been altered, defaced, or removed or **Equipment** that is missing parts or has been altered or repaired without prior consent from the **Administrator** or to damage caused by acts of God or natural disasters, or intentional acts , biohazardous materials exposure, and it excludes coverage for any components that are covered by any recall or quality programs provided by its manufacturer. This Agreement does not apply to cosmetic damage to the **Equipment** that do not otherwise affect the functionality of the **Equipment**; moreover, the Agreement does not apply to defects caused by normal wear and tear, or which is otherwise due to normal aging of the **Equipment**. **Plan, Plan-Plus** and **Plan-Lite** on any pre-owned **Equipment** cover the battery for a maximum of 1 year from the warranty start date or pre-owned **Equipment** purchase date, whichever is earlier. If this Agreement is part of a Lease, the **Administrator** may choose to apply any portion of the Loss Value to the last lease payments and/or the final buyout sum. The **Administrator** may cancel this Agreement at any time and only be responsible for refunding any paid, but unused portion of the Agreement's premium (if any) and compensating the Lessee for any warranty or **GSF Events** up to and including the cancel date.

Service Options

You can bring the defective **Equipment** into any Simply Computing Service Centre location for diagnosis and repair. If you are located over 100km from a Simply Computing Service location, and within 100km of an Apple Retail Store, you may have your **Equipment** repaired at the Apple Retail Store without prior authorization by the **Administrator**. This option is not available for **GSF Events**. If no Apple Retail Store is within 100km, you may contact the **Administrator** for a list of authorized Service Providers in your area. Submit the repair estimate to the **Administrator** for approval. If service approval is given, have the repair completed. Pay the Apple Retail Store or Service Provider for the repair and submit the paid repair invoice with a detailed service work order to the **Administrator** for reimbursement. Only parts and labour and taxes will be reimbursed and only under the terms of this Agreement. Shipping charges, loaners, or lost productivity due to **Equipment** failure are not reimbursable.

Loss Value

If the damaged **Equipment** is not repairable, or the cost of the repair is greater than the value of the **Equipment**, the **Plan** will replace the **Equipment** with equal or better, new, or pre-owned, depending on availability or alternatively, at the sole option of the **Administrator**, the **Plan** will issue a credit or payment for the depreciated value of the **Equipment** at the time of the event ("**Loss Value**"). The **Loss Value** is calculated by multiplying the original invoice price of the **Equipment**, before taxes, by its depreciation based on the tables below and subtracting any **GSF Event Fee** from the result. Example: After a **GSF Event** a \$2000 Mac, 6 months old, is worth \$2000 x 80% = \$1600, less the 1st **GSF Event Fee** of \$149.99 equals a **Loss Value** of \$1600.00 - \$149.99 = \$1450.01. To receive the **Loss Value** payment or credit, the defective **Equipment** must either be repaired at an approved location (see **Service Options** above) or be returned, at your expense, within 30 days to a Simply Computing store. If replacement **Equipment** is purchased at a Simply Computing store on the same invoice as the damaged **Equipment** is returned to the store, then the returned **Equipment** will be treated as a trade-in with a value equal to the **Loss Value**.

Class A: New or pre-owned: Mac computer, iPad, iPhone and Apple Watch

Year 1 (0-365 days)	100%-60%
Year 2 (365-730 days)	60%-45%
Year 3 (730-1095 days)	45%-35%
Year 4 (1095-1460 days)	35%-25%
Year 5-10 (1460-3650 days)	25%-0%

Class B: New or pre-owned: Displays, AirPods, HomePods, AirTags or other covered accessory

Year 1 (0-365 days)	100%-45%
Year 2 (365-730 days)	45%-25%
Year 3 (730-1095 days)	25%-15%
Year 4 (1095-1460 days)	15%-5%
Year 5-10 (1460-3650 days)	5%-0%

Other Terms and Conditions

This Agreement is associated with the serial number of the **Equipment** purchased as indicated on the sales invoice, regardless if the owner is the original purchaser or another party, unless the **Equipment** has been returned or sold to Simply Computing or SFS.Finance in which case this **Agreement** is terminated. This **Agreement** does not include software support, telephone support, or coverage for other products. The **Administrator**, at its sole option, may elect to repair, rebuild, or replace the defective **Equipment** in whole or in part, to restore normal functions. The **Administrator** may use genuine Apple parts, refurbished parts, or third-party parts equivalent to new in performance and reliability to have the defective **Equipment** repaired or rebuilt. An integrated rechargeable battery is considered defective if it fails to hold 80% of its original specified capacity as measured by Apple's diagnostic tests.

SFS.Finance is the **Administrator** of this **Plan** and reserves the right to alter product offerings and specifications at any time, without notice. You may check SimplyGuard's current terms and conditions on the Simply Computing website. Definitions: MB = MacBook, MBA = MacBook Air, MBP = MacBook Pro, Mini = Mac Mini