

The best Protection, period!

Congratulations! Along with the purchase of your brand new product, you've acquired the best Protection Plan available on the Canadian market. This Plan will protect you against the expensive and sometimes recurring costs of repairs and assures you that your products will operate up to the manufacturer's specifications.

SPP GOLD offers much more than an extended warranty! It provides you with peace of mind and gives you exclusive privileges.



THE BEST PROTECTION EXCLUSIVE PRIVILEGES

PROTECTION PLAN | GOLD

EXCLUSIVE PRIVILEGES AND CHARACTERISTICS*

- Guaranteed Satisfaction. If we can't repair it, we'll replace it.
- No-lemon Warranty**
- Preventive inspection
- Protection against power surges
- Additional coverage for peripherals
- Parts and labour coverage up to 3 additional years
- Service offered evenings and weekends (where available)
- 10% off parts and labour from participating service centres
- No hidden fees or deductibles
- Transferable from one owner to the next
- Service available throughout North America
- Underwritten by a Canadian insurance company

*See Terms and Conditions for details

**Replacement after the third failure of the same part or component during the coverage period of the Plan.

SPP-114E Janv. 2011



We keep good things going®



A Simple Worry-Free Solution
 ONE NUMBER:
 1.877.710.4653
 THIS DOCUMENT AND YOUR RECEIPT
 MAKE UP THE PROTECTION PLAN
 WHICH LINKS THE PARTIES.
 A copy of your invoice
 could be required in order
 to obtain service for this Plan.

Terms and Conditions

SPP GOLD - ELECTRONICS, COMPUTERS, TELECOMMUNICATIONS AND SMALL APPLIANCES

The present document exposes all dispositions of the Protection Plan (Plan) entered into by both parties. These dispositions will not be modified by any representation, promise or external condition to this document. The Plan is underwritten by an insurance company licensed in Canada and is concluded between Service Protection Plus (SPP) and the Plan holder. SPP agrees, at its discretion and in return for the fees applicable to this Plan, to:

- A Repair the covered product, or any of its parts impeding its normal functioning due to a manufacturing defect, under normal conditions of use, during the coverage period of the Plan. Such defects will be repaired without charge of labour and/or parts to the Plan holder.
- B Replace the product upon the confirmation, by an authorized technician, of a third failure of the same component during the coverage period of the Plan.
- C Offer to the Plan holder one (1) preventive inspection during the coverage period for electronics. This does not apply to computers and telecommunications products such as, without being limited to, desktop computers, laptops, cell phones, external hard drives, printers and any other computer peripherals.
- D Repair or replace peripheral items such as a remote control, keyboard, mouse, speakers, 3D viewing glasses and/or external hard drives given with the product if a covered failure occurs. The coverage period for peripheral items begins at the expiration of the manufacturer's warranty for this accessory 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.
- E Repair, following verification by an authorized technician, failures due to power surges.

General Conditions

- A This Plan becomes effective following the expiry date of the manufacturer's warranty for parts and labour. To be eligible for the coverage offered by the Plan, the product must have been bought as new and must have a manufacturer's warranty of at least 30 days. The combined duration of the Plan and the manufacturer's warranty cannot exceed 5 years for Electronics and 3 years for Computers, Peripherals and Telecommunications products.
- B The maximum value of a replacement product cannot exceed the original purchase price as indicated on the sales invoice. Technological advances or market changes may result in a replacement product with comparable features but with a lower selling price than the original product. Replacement will be made with a similar product, of equal quality and of current availability without necessarily being of the same brand. Furthermore, SPP could decide, at its discretion, to replace with a manufacturer-refurbished product. From the moment the equipment has been replaced, SPP will have met all its obligations and the Plan will become null and void.
- C In the event that :
 - ▶ the manufacturer ceases to operate or;
 - ▶ the parts are no longer available or;
 - ▶ in any and all other circumstances where SPP, at its discretion, judges that a repair cannot be completed, the only obligation of SPP will be to supply a replacement product as described in B.
- D Repairs will be made by an authorized service centre or any other service centre specified by SPP. For items necessitating service in-centre, the Plan holder will be responsible for the delivery and pickup of the product from the service centre, as specified by SPP. 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 holder resides when a defect occurs, he will be responsible for bringing the covered product to the nearest authorized service centre. Service will be provided during normal business hours. Where available, service will be provided on request during evenings or on weekends. You must provide a safe, non-threatening environment as determined by our technician in order to receive in-home service and the product that requires a repair must be easily accessible to the technician. Wall mounted screens must be unplugged and taken down.
- E The Plan is for in-home, personal use. Any and all usage of the covered product in a commercial or leasing setting will render the Plan null and void. This clause does not apply to computer and peripheral equipment, cellular phones or business equipment such as phones, fax machines and printers.

ARE EXCLUDED FROM SPP'S RESPONSIBILITY

1. DAMAGES CAUSED BY:

- 1.1. Failure to conform to the manufacturer's recommended use or use in conditions for which the product was not intended.
- 1.2. External causes, rust, insect or rodent infestations, inappropriate use, inappropriate installation, abuse or improper hook-ups, abusive or improper manipulation, damages caused during shipping, a modification, an accident, a shock, a fall or chemical corrosion.
- 1.3. Liquid or sand or humidity infiltration unless explicitly specified by the manufacturer as being submersible.
- 1.4. 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.
- 1.5. Reception and/or transmission problems caused by external factors.

2. THE FOLLOWING PRODUCTS OR COMPONENTS:

- 2.1. Garnishes, command inscriptions and gradations on control panels or control buttons, esthetical components, products and/or parts covered by a manufacturer's warranty.
- 2.2. Warping or caving in of the structure.
- 2.3. Any part or component of a structural nature that does not affect the correct functioning of the product.
- 2.4. Parts that should be replaced periodically under normal usage such as, without being limited to, bulbs, lamps, fuses, filters, batteries or ink cartridges.
- 2.5. Glass damaged by external causes.
- 2.6. Satellite antennas, cables, shelves, drawers, adjustable legs and/or rollers, handles as well as the cleaning of screens and glass components.
- 2.7. Any and all product with a tampered or absent serial number.
- 2.8. Burnt phosphors in or on the screen surface and replacement or repair of pixels below the manufacturer's guidelines for such cases.

3. OTHER EXCLUSIONS:

- 3.1. Odours.
- 3.2. Noise and product performance which is not caused by a failure.
- 3.3. 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 may encounter SPP in accomplishing the required repairs under the terms of the Plan.
- 3.4. Loss or appropriation by a third party of data left in a product that must be repaired or replaced by the Plan. The holder is entirely responsible for the recovering of such data if he wishes to retain them.
- 3.5. 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.
- 3.6. Software included with the product as well as the recovering of data in a product that has experienced a failure.
- 3.7. Any and all software/hardware updates required by the product for its correct functioning, in accordance with the guidelines set forth by the manufacturer.
- 3.8. Any repairs made by an unauthorized servicer. In this case, the Plan will become null and void.
- 3.9. No Fault Found diagnostics following the visit of an authorized servicer.
- 3.10. 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.

Service and other precisions

- A **TO OBTAIN SERVICE:** Contact customer service at 1.877.710.4653.
- B **TRANSFERABLE:** This Protection Plan is transferable from one owner to another, without charge, by sending in a written confirmation either by mail, fax or email requesting the transfer. Please indicate clearly that a transfer is required as well as the proper information for the new owner (full name, address, etc.)
Address: 3300 Blvd. St-Martin West, Suite 300, Laval, QC, H7T 1A1
Fax: 450.682.1632 Email: information@comerco.com
- C **BRITISH COLUMBIA:** Disclosure Notice under the British Columbia Financial Institutions Act. 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.
 - ▶ This transaction is between the certificate holder and L'Unique General Insurance Company.
 - ▶ In arranging the transaction described above, the dealer, by whom the sales associate is employed, is representing L'Unique General Insurance Company.
 - ▶ The nature and extent of the interest of the dealer in L'Unique General Insurance Company is none.
 - ▶ The nature and extent of the interest of L'Unique General Insurance Company in the dealer is none.
 - ▶ Upon completion of this transaction, the dealer will be remunerated by way of a fee paid out of the purchase price of the contract.
 - ▶ The Financial Institutions Act prohibits L'Unique General Insurance Company, the dealer and/or the sales associate from requiring the certificate holder to transact additional or other business with the financial institution or any other person or corporation as a condition of this transaction.
- D **If no fault is found or if the repairs are rejected by SPP, the holder will have to reimburse any and all incurred costs without which the benefits of the Plan will be suspended until said payment is received. The duration of the Plan will by no means be extended in the event that a suspension of benefits occurs.**