This document sets forth the entire Contract between the Service Contract Administrator and Obligor, hereinafter referred to as We, Us and Our, and the Purchaser, as You and Your. No representation, promise or condition herein shall modify these terms. Service Net World, Inc. ("Service Contract Administrator") will provide service under this Contract where in accordance with and as allowed by state law. If this Contract is purchased in Florida or Oklahoma, AIG Warranty Services of Florida, Inc. ("AWSF") is contractually obligated to You to provide service. You may be charged a service charge for: (1) operational or mechanical breakdowns of the Product included in this Contract, provided such service is necessitated by Product failure due to defects in material or workmanship; (2) inspect only equipment as originally configured including memory and hard disk drive upgrades installed at time of purchase and for time and effort. If the Product is found to be performing to the manufacturer's specifications, it will be returned to You. You are responsible for the backup and/or restore of all data on Your Product before services are performed and remove any data from parts or Product returned to Us, as well as any data You have stored or software You have installed on the hard drive including but not limited to, software, pictures, documents, videos, games, and music files. We are not responsible for any loss of Your data under any circumstances. This Contract must be paid in full prior to services being rendered.

3. TIME FOR SERVICE. Service will be performed during the hours of 8:00 a.m. to 5:00 p.m. local time Monday through Friday, excluding holidays or during the hours of operation of the participating servicing dealer. After hours service will be at Your expense with exception of health related or severe weather related emergencies. All Our contractual obligations to You under this Service Contract will be the lesser of (I) the current market value of a Product of comparable specifications; or, (II) the retail purchase price of Your Product minus sales tax and claims paid. Equipment sold without a manufacturer’s warranty, sold “as is” or refurbished Products. P. Equipment sold without a manufacturer’s warranty, sold "as is" or refurbished Products. Q. Equipment sold without a manufacturer’s warranty, sold “as is” or refurbished Products. R. Pre-existing conditions (incurred prior to the effective date of the warranty). S. Equipment where the serial plate attached to the equipment is missing or defaced. T. Screen imperfections in Your Product, including ‘burn in’ or overall viewing of the screen; issues must match the manufacturer’s specifications. U. Damage resulting from user facilitated minor adjustments and/or repairs made by anyone other than an authorized service provider. V. Consumable items are defined as any part that is considered consumable by the manufacturer or any item that is designed to be consumed (wear out) during the life of the Product, regardless if it is consumer replaceable or not. Consumable items include, but are not limited to: for Consumer Electronics: light bulbs, lamps (unless purchased as additional coverage), and batteries. For All Products: Telephone or other lines connecting to the equipment.

9. LIMITATIONS OF COVERAGE – This Contract Does Not Cover: A. Any Product located outside the continental United States, Alaska, Hawaii. B. Service required as a result of any alteration of the equipment, or repairs made by anyone other than an authorized service provider. C. Damage or other equipment failure due to causes beyond Our control including, but not limited to, repairs necessary due to operator negligence or other abuse. Repair of minor resolution (pixels) issues that do not affect the operation of the Product as a whole are not covered. D. Any and all cases in which the manufacturer of the equipment would not honor any warranty regarding the equipment. E. Any and all cases in which the manufacturer of the equipment is not covered.

10. CANCELLATION. This Contract is renewable at Our sole discretion.

11. AUTHORIZED SERVICING DEPOTS. You may be asked to provide proof of purchase for time and effort. You may be asked to provide proof of purchase as a condition for receiving service under this Service Contract or make a Product exchange (or our designee) at Our expense. You are responsible for the backup and/or restore of all data on Your Product before services are performed and remove any data from parts or Product returned to Us, as well as any data You have stored or software You have installed on the hard drive including but not limited to, software, pictures, documents, videos, games, and music files. We are not responsible for any loss of Your data under any circumstances. This Contract must be paid in full prior to services being rendered.

5. PARTS AND SUBCONTRACTING. Parts used to repair equipment may either be new or refurbished at Our sole option. Service may be performed by subcontractors.

6. UNABLE TO REPAIR. If We determine that We are unable to repair Your Product due to the unavailability of functional parts, the cost to transport and/or ship Your Product for service will exceed the Limit of Liability as described herein, the total liability owed to You under this Contract will be the lesser of (I) the current market value of a Product of comparable specifications; or, (II) the retail purchase price for Your Product minus sales tax and claims paid.

Service Net World, Inc. ("Service Contract Administrator") will provide service under this Contract where in accordance with and as allowed by state law. If this Contract is purchased in Florida or Oklahoma, AIG Warranty Services of Florida, Inc. ("AWSF") is contractually obligated to You to provide service. You may be charged a service charge for: (1) operational or mechanical breakdowns of the Product included in this Contract, provided such service is necessitated by Product failure due to defects in material or workmanship; (2) inspect only equipment as originally configured including memory and hard disk drive upgrades installed at time of purchase and for time and effort. If the Product is found to be performing to the manufacturer’s specifications, it will be returned to You. You are responsible for the backup and/or restore of all data on Your Product before services are performed and remove any data from parts or Product returned to Us, as well as any data You have stored or software You have installed on the hard drive including but not limited to, software, pictures, documents, videos, games, and music files. We are not responsible for any loss of Your data under any circumstances. This Contract must be paid in full prior to services being rendered.

3. TIME FOR SERVICE. Service will be performed during the hours of 8:00 a.m. to 5:00 p.m. local time Monday through Friday, excluding holidays or during the hours of operation of the participating servicing dealer. After hours service will be at Your expense with exception of health related or severe weather related emergencies. This would include any unauthorized alterations made by You to the Product. C. Damage or other equipment failure due to causes beyond Our control including, but not limited to, repairs necessary due to operator negligence or other abuse. Repair of minor resolution (pixels) issues that do not affect the operation of the Product as a whole are not covered. D. Any and all cases in which the manufacturer of the equipment would not honor any warranty regarding the equipment. E. Any and all cases in which the manufacturer of the equipment is not covered.

9. LIMITATIONS OF COVERAGE – This Contract Does Not Cover: A. Any Product located outside the continental United States, Alaska, Hawaii. B. Service required as a result of any alteration of the equipment, or repairs made by anyone other than an authorized service provider. C. Damage or other equipment failure due to causes beyond Our control including, but not limited to, repairs necessary due to operator negligence or other abuse. Repair of minor resolution (pixels) issues that do not affect the operation of the Product as a whole are not covered. D. Any and all cases in which the manufacturer of the equipment would not honor any warranty regarding the equipment. E. Any and all cases in which the manufacturer of the equipment is not covered.

10. CANCELLATION. This Contract is renewable at Our sole discretion.

11. AUTHORIZED SERVICING DEPOTS. You may be asked to provide proof of purchase for time and effort. You may be asked to provide proof of purchase as a condition for receiving service under this Service Contract or make a Product exchange (or our designee) at Our expense. You are responsible for the backup and/or restore of all data on Your Product before services are performed and remove any data from parts or Product returned to Us, as well as any data You have stored or software You have installed on the hard drive including but not limited to, software, pictures, documents, videos, games, and music files. We are not responsible for any loss of Your data under any circumstances. This Contract must be paid in full prior to services being rendered.

5. PARTS AND SUBCONTRACTING. Parts used to repair equipment may either be new or refurbished at Our sole option. Service may be performed by subcontractors.
misuse or abuse of the product will not be reimbursed.

3. Warranty Coverage

a. THE ADMINISTRATOR MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

b. UNDER NO CIRCUMSTANCES WILL THE ADMINISTRATOR OR ANY OF ITS SUBCONTRACTORS BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR PROPERTY DAMAGE, LOST TIME, LOST PROFITS OR GOODWILL, OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY LOSS, LOST TIME, LOST DATA RESULTING FROM THE BREAKDOWN OR FAILURE OF THE COVERED PRODUCT.

4. EXCLUSION OF CONSEQUENTIAL DAMAGES. EXCLUSION IS MADE OF ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES MADE HEREIN.

5. STATE VARIATIONS

a. Certain states have specific conditions; please review the limitations of coverage. These are the states where an additional notice or a statement similar to the text below may apply:

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The Contract. If cancelled by Administrator, refund will be on a pro-rata basis. Claims paid shall not be deducted from any refund owed.

Hawaii Residents: Any refund not made within forty-five (45) days shall include a ten percent (10%) per month penalty. This contract does not cover consequential damages or pre-existing conditions. In the event We cancel this contract, we will provide prior notice of such cancellation which notice shall include the effective date of cancellation.

Illinois Residents: If no claim has been made under this Contract, You may return this Contract within thirty (30) days of the date of contract purchase. Any cancellation of this Contract more than thirty (30) days after its date of purchase pursuant to the Cancellation Section of this Contract shall be on a pro-rata basis. No deductions of any type shall be made from any refund owed as a result of cancellation and or buyout.

New Mexico Residents: You may return this service contract within 20 days of the date this service contract was mailed to You, or within 10 days of the date this service contract was purchased, whichever is later. If You return this service contract within this time period, We shall refund to You the purchase price less any claims that have been paid. A 10% penalty per month will be added to any refund that is not made within forty-five (45) days of the date cancellation was requested. In the event We cancel this Contract, we will provide prior notice of such cancellation at least fifteen (15) days before the effective date of cancellation. Such notice shall include the effective date of cancellation and the reason for the cancellation. Complaints or questions about this Contract may be directed to the New Mexico Insurance Department, PO. Box 100105, Columbia, South Carolina 29202-3105, telephone number 803-737-9000.

New York Residents: This Contract is secured by a reimbursement insurance policy provided by New Hampshire Insurance Company Inc., 175 Water Street, New York, NY 10282, telephone number 1-800-250-3819. The term “etc...” is stricken from this contract.

Oregon Residents: The Obligor and Administrator is Service Net Warranty, LLC located at 650 Missouri Ave., Jeffersonville, IN. 47130, Telephone number 1-800-343-4441.

Puerto Rico Residents: REFUND. If you disagree with this Contract, you may return this Contract within thirty (30) days of the date of this Contract or in the case that this Contract was sent by mail, You will have a period no longer than twenty (20) days from the mailing date to return it. Provided that You exercise such right, We will refund to You the purchase price less any claims that have been paid. A 10% penalty per month will be added to any refund that is not made within forty-five (45) days of the date cancellation was requested. In the event We cancel this Contract, we will provide prior notice of such cancellation at least fifteen (15) days before the effective date of cancellation. Such notice shall include the effective date of cancellation and the reason for the cancellation. Complaints or questions about this Contract may be directed to the Puerto Rico Insurance Department, P.O. Box 100105, Columbia, South Carolina 29202-3105, telephone number 803-737-9000.

Rhode Island Residents: Claims may only be made directly against the manufacturer or wholesaler company marketing the product. A claim for service shall only be made against the manufacturer or wholesaler company marketing the product. No claim may be made against any insurer identified in this Contract.

South Carolina Residents: This contract does not cover consequential damages or pre-existing conditions. A ten (10%) percent per month penalty will be added to any refund that is not made within forty-five (45) days of the date cancellation was requested. In the event We cancel this Contract, we will provide prior notice of such cancellation at least fifteen (15) days before the effective date of cancellation. Such notice shall include the effective date of cancellation and the reason for the cancellation. Complaints or questions about this Contract may be directed to the South Carolina Department of Insurance, P.O. Box 100105, Columbia, South Carolina 29202-3105, telephone number 803-737-9000.

Tennessee Residents: This Contract is automatically extended while the product is being repaired.

Texas Residents: Any refund not made within forty-five (45) days shall include a ten percent (10%) penalty per month. If no claim has been made under this Contract, You may return this Contract within thirty (30) days of the date of the services contract was mailed to You, or within ten (10) percent per month penalty will be added to any refund that is not made within sixty (60) days of Your return notice of such cancellation which notice shall include the effective date of cancellation. If We cancel this Contract, we shall provide prior notice of such cancellation at least fifteen (15) days before the effective date of cancellation. Such notice shall include the effective date of cancellation and the reason for the cancellation. Complaints or questions about this Contract may be directed to the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711 (512) 463-6599 or (800) 803-9202 (in Texas). The Provider is Service Net, 650 Missouri Ave., Jeffersonville, IN. 47130. This service contract or warranty is subject to the limitations of the Utah Guaranty Fund. We can cancel this Contract during the first sixty (60) days, if we have not begun to provide the service contract. If You return this service contract within thirty (30) days of the date of cancellation, You will receive a pro rata refund based on the days remaining of coverage on a monthly prorated basis, less costs for service provided. These provisions apply only to the original purchaser of the service contract.

Utah Residents: This service contract or warranty is subject to the limitations of the Utah Guaranty Fund. We can cancel this Contract during the first sixty (60) days, if we have not begun to provide the service contract. If You return this service contract within thirty (30) days of the date of cancellation, You will receive a pro rata refund based on the days remaining of coverage on a monthly prorated basis, less costs for service provided. These provisions apply only to the original purchaser of the service contract.

Washington Residents: If no claim has been made under this Contract, You may return this Contract within thirty (30) days of the date of return of the provider fee, material misrepresentation or nonperformance of the service contract. In case We fail to return the reimbursement of credit required under this clause.

Wisconsin Residents: This CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE. A service contract may be cancelled by a provider under the following circumstances: (1) the effective date of cancellation except that We can also cancel this Contract during this time period for nonpayment of premium and has not presented any claim under the service contract, it shall be null and We will reimburse or credit the complete fee corresponding to the service contract. In case We fail to return the reimbursement of credit required under this clause.

Wyoming Residents: This Contract is not subject to any governmental regulation. The Provider is Service Net, 650 Missouri Ave., Jeffersonville, IN. 47130. This service contract or warranty is subject to the limitations of the Utah Guaranty Fund. We can cancel this Contract during the first sixty (60) days, if we have not begun to provide the service contract. If You return this service contract within thirty (30) days of the date of cancellation, You will receive a pro rata refund based on the days remaining of coverage on a monthly prorated basis, less costs for service provided. These provisions apply only to the original purchaser of the service contract.
forty-five (45) days after return of the service contract, a ten percent (10%) penalty per month applies to any refund not paid or credited. We will not deny your claim solely because you did not obtain preauthorization if we are not prejudiced by your failure to notify us. The provider shall mail a written notice to the service contract holder at the last known address of the service contract holder contained in the records of the provider at least 5 days prior to cancellation by the provider, (b). The notice under par. (a) shall state the effective date of the cancellation and the reason for the cancellation, (c). If a service contract is cancelled by the provider for a reason other than nonpayment of the provider fee, the provider shall refund to the service contract holder 100 percent of the unearned pro rata provider fee, less any claims paid. In the event of a total loss of property, You can cancel this contract and receive a pro rata refund, less any claims paid. The “Right To Recover From Others” section does not apply to Wisconsin residents. The Service Contract Provider is Service Net Warranty, LLC, located at 650 Missouri Ave., Jeffersonville, IN 47130. Obligations of the provider under this service contract are insured under a service contract reimbursement insurance policy.

**Wyoming Residents:** Service contracts shall require the provider to permit the original service contract holder to return the service contract within twenty (20) days of the date the service contract was mailed to the service contract holder or within ten (10) days of delivery if the service contract is delivered to the service contract holder at the time of sale or within a longer time period permitted under the service contract. Upon return of the service contract to the provider within the applicable time period, if no claim has been made under the service contract prior to its return to the provider, the service contract is void and the provider shall refund to the service contract holder, or credit the account of the service contract holder, with the full purchase price of the service contract. If we cancel this Contract 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. The right to void the service contract provided in this subsection is not transferable and shall apply only to the original service contract purchaser, and only if no claim has been made prior to its return to the provider. 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 service contract to the provider.