

SERVICE CONTRACT COMPREHENSIVE COVERAGE

SERVICE CONTRACT

This document sets forth the entire Contract between the Service Contract Administrator 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 Solutions, LLC ("Service Net") is contractually obligated to You to provide service under this Contract where in accordance with, and as allowed by state law. **If this Contract is purchased in Florida, General Fidelity Insurance Company is contractually obligated to You to provide service under this Contract.** If this Contract is purchased in Oklahoma, Service Net Solutions of Florida, LLC ("Service Net") is contractually obligated to You to provide service under this Contract.

TO OBTAIN AUTHORIZATION FOR REPLACEMENT:

- You must obtain authorization prior to the receipt of a replacement product.
- Call the toll free number listed on the reverse side of this Service Net Contract.
- Have this Contract, Your Contract number, and the original product receipt available.
- Instructions on obtaining replacement will be given.
- Once authorization is obtained You may be required, at Your expense, to return the product to Service Net.
- This product is not to be taken to the Retailer.
- At Our determination, You will receive a replacement product of like grade and quality. In all cases where a replacement cannot be made, You will receive reimbursement for the original purchase price, excluding sales tax.
- All contractual obligations are considered fulfilled upon product replacement, reimbursement or Contract term expiration.
- Service Net reserves the right to replace the product with a remanufactured or refurbished product.
- The replacement Product will be mailed to You at no cost.

1. WAIT PERIOD. Customers will be subjected to a 30 day wait period if the Contract is purchased after the manufacturer's warranty, or a previous extended service plan covered by Us, expires.

2. ACCIDENTAL DAMAGE FROM HANDLING (ADH). ADH pertains to You if listed on the reverse side of this Contract. Your product is protected against accidental damage from handling. ADH will end prior to the expiration date when We have, as a result of service provided to You, replaced Your product or incurred costs under this plan and all other coverage equal to the original purchase price of Your product (as indicated on your invoice). ADH only covers operational or mechanical failure caused by an accident from handling and does not include protection against normal wear and tear, theft, mysterious disappearance, misplacement, negligence, viruses, reckless, abusive, willful or intentional conduct associated with handling and use of the product, cosmetic damage and/or other damage that does not affect the unit functionality, damage caused during shipment between You and Our service providers and any other limitations listed in the Limitations of Coverage section. Any resultant damage from this type of treatment is NOT covered by this ADH program. The use of this coverage requires an explanation of where and when the accident occurred as well as a detailed description of the actual event. Failure to provide this information will result in claim denial

3. TERM OF COVERAGE. Coverage extends from the expiration of the manufacturer's product warranty for the period indicated on the reverse side of this Contract.

4. IMPORTANT NOTE. Repairs recommended by the repairing facility not necessitated by mechanical breakdown are not covered unless specifically authorized by Us. We reserve the right to inspect the items to be covered, or the items covered, as the case may be, prior to coverage or during the coverage period. Model number, serial number and original date of purchase of all items to be covered must be provided to execute application for service. If You request a service call for a non-covered repair, You will be responsible for all costs associated with the repair. In the event You are unable to meet the servicer, You must call to cancel the appointment one (1) business day prior to the agreed upon time of service. You may be responsible for paying the second trip charge for the subsequent rescheduled repair. If the product is found to be performing to the manufacturer's specifications, it will be returned to You.

5. LIMIT OF LIABILITY. Maximum liability under this Contract shall be the cost of: (I) one replacement with a Product of equal value or (II) reimbursement of the retail price paid for the products minus the sales tax. This Contract provides for only the one-time replacement of the product with another product of like grade and quality. This Contract will expire at the time of this replacement or reimbursement for replacement or term expiration.

6. DEDUCTIBLE. No deductible applies to this Contract.

7. RENEWABILITY. This Contract is not renewable.

8. LIMITATIONS OF COVERAGE – This Contract Does Not Cover:

a. Any equipment located outside the United States and Canada.

b. Damage or other equipment failure due to causes beyond Our control including, but not limited to, repairs necessary due to operator negligence, the failure to maintain the equipment according to the owner's manual instructions, abuse, vandalism, theft, fire, flood, wind, freezing, power failure, inadequate power supply, unusual atmospheric conditions, or acts of war or acts of God.

c. Any utilization of equipment that is inconsistent with either the design of the equipment or the way the manufacturer intended the equipment to be used. Any installation that prevents normal service. Any and all cases in which the manufacturer of the equipment would not honor any warranty regarding the equipment.

d. Expendable, lost, or consumable items such as, but not limited to: For Computers, Laptops, and Peripherals: removable data storage, accessory cables, batteries, and media disks. For Printers, Copiers, and Multifunctional Equipment: ink, fuser, roller kits, maintenance kits, and any toner/cartridge. Nonfunctional parts: including but not limited to: light bulbs, nonfunctional plastic, porcelain, or enamel parts, vacuum cleaner belts and bags, drip pans or grates, exterior/interior finishes, knobs, dials, or handles (unless critical to the function of the Product), trim, and/or appearance parts or accessory items such as water or electrical connections and venting equipment, filters, batteries and other operation supplies or consumable items. For all products: Telephone or other lines connecting to the equipment. Items that are considered consumable by the manufacturer.

e. In-warranty parts not provided or shipped by the manufacturer. Operational or mechanical failure covered by manufacturer's warranty, manufacturer's recall, improper construction, or factory bulletins, (regardless of whether or not the manufacturer is doing business as an ongoing enterprise). Defects in the equipment due to the manufacturer's error or improper construction of the equipment.

f. Operational or mechanical failure covered by an insurance policy (in such case, this Contract will cover any applicable deductible.)

g. Operational or mechanical failure which is not reported prior to expiration of this Contract.

h. Any software, including but not limited to, application programs, network programs, upgrades, formatting of any kind, databases, files, drivers, source code, object code or proprietary data, or any support, configuration, installation or reinstallation of any software or data.

i. Equipment sold without a manufacturer's warranty or sold "as is". Refurbished products with less than an original ninety (90) days manufacturer's parts and labor limited warranty. Refurbished equipment with an original ninety (90) day warranty must have at least thirty (30) days remaining in that warranty to qualify for coverage. New products with less than thirty (30) days left on the original manufacturer's warranty. Unless sold under the Out of Warranty Program.

j. Normal, periodic or preventative maintenance, customer education and cleanings.

k. Consequential damage to or spoilage of CD's, film, or recording tapes as a result of the malfunctioning of or damage to an operating part, or as a result of any repairs or replacement under this agreement.

l. Loss or damage as a result of violation of existing federal, state and municipal

codes including repairs to products not complying with said codes.

m. Pre-existing conditions (incurred prior to the effective date of coverage), known to You.

n. Consequential damages or delay in rendering service under this agreement, or loss of use during the period that the product is at the authorized service center or otherwise awaiting parts. You are responsible for creating back-ups of all Your Data and software on a regular basis.

o. Equipment where the serial plate attached to the equipment is removed, defaced or made illegible.

p. Television or personal computer monitor screen imperfections, including 'burn in' or burned CRT phosphor, caused by video games, prolonged display of one or more signal(s), or other abuse. Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein. All display products that are used in an application that requires continuous and/or business operation.

q. Equipment over 10 years of age.

r. Damage which is not reported prior to the expiration of this Contract.

s. Installation, removal, or reinstallation of any equipment.

t. Any cost recoverable under any other warranty, guarantee, or under an insurance policy (in such case, this Contract will cover any applicable deductible).

9. CANCELLATION AND REFUND. You may cancel this contract at any time for any reason. If You cancel this Contract within sixty (60) days of the date purchased You will receive a refund of the full purchase price less any claims. If You cancel this Contract thereafter, You will be refunded the remaining days of coverage on a monthly prorated basis, less costs for service performed (if applicable). You nor the Dealer nor We are obligated to renew this Contract beyond the current term.

10. STATE VARIATIONS. Certain states have specific conditions; conditions listed on the front of this form apply to You.

11. NOVATION. If Service Net assigns another insurance carrier with an "AM Best" industry rating of A- or better under this Contract directly or indirectly, such new insurance carrier will carry the liability under this Contract.

12. RIGHT TO RECOVER FROM OTHERS. If We make any payment, We are entitled to recover what We paid from other parties. By accepting settlement of a claim, You transfer to Us your right to recovery against any other party.

13. TRANSFERABILITY. You may transfer this Agreement to any person by sending written notice to: Service Net, P.O. Box 1411, Jeffersonville, IN 47131-1411.

14. COVERAGE AND TERM. This is not an insurance policy. As the Administrator, We will assist You in understanding Your warranty and coverage benefits from the day You purchase Your Plan. If Your product needs repair for operational or mechanical failure, You are required to call the toll free number listed on the front of this Contract or submit Your claim in writing to Service Net, 650 Missouri Ave., Jeffersonville, IN 47130. With any correspondence, please provide Your daytime phone number and claim number if applicable. If We fail to pay or provide service on a claim within 30 days after proof of loss has been filed, or in the event We are no longer a going concern, You are entitled to make a written claim directly against the Insurer, General Fidelity Insurance Company, 201 North Tryon Street, NC1-022-05-01, Charlotte, NC 28255. The telephone number is (866)-763-7790. Please enclose a copy of Your plan when sending correspondence to the Insurer. The expiration date and price of this Contract are listed on the face of this Contract. There are some limitations of coverage. You should review the limitations of coverage paragraph for details.

15. ENTIRE CONTRACT. This is the entire Contract and no other oral modifications are valid.

16. LIMITATION OF LIABILITY. THE DEALER/RETAILER, SERVICE NET, THEIR AGENTS, CONTRACTORS OR LICENSEES WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, LOST DATA RESULTING FROM THE BREAKDOWN OR FAILURE OF ANY EQUIPMENT OR FROM DELAYS IN SERVICING OR THE INABILITY TO RENDER SERVICE ON ANY COVERED EQUIPMENT. EXCLUSION IS MADE OF ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES MADE HEREIN.

If You have any questions, require customer service, or wish to report a claim, please contact: Service Net, 650 Missouri Ave., Jeffersonville, IN 47130, or call the toll free number listed on the reverse side of this Contract.