



ASURION COMPLETE PROTECT PROTECTION PLAN TERMS AND CONDITIONS

- ▶ [Obligor](#)
- ▶ [Definitions](#)
- ▶ [Instructions](#)
- ▶ [Term of Coverage](#)
- ▶ [What is Covered](#)
- ▶ [How to Make a Claim](#)
- ▶ [International Service](#)
- ▶ [Service Fee](#)
- ▶ [Payment](#)
- ▶ [Plan Limits of Liability](#)
- ▶ [Exclusions](#)
- ▶ [Renewal](#)
- ▶ [Transfer](#)
- ▶ [Cancellation](#)
- ▶ [Insurance Securing this Plan](#)
- ▶ [Changes to the Plan](#)
- ▶ [Limitation of Liability](#)
- ▶ [Force Majeure](#)
- ▶ [Non-waiver](#)
- ▶ [Arbitration or Small Claims Court Agreement](#)
- ▶ [State Changes](#)

TECH SUPPORT TERMS OF SERVICE

We, the administrator or the retailer of this Plan may make available additional products and services at a discount from time to time, for your consideration.

ASURION COMPLETE PROTECT

THESE SERVICE CONTRACT TERMS AND CONDITIONS (THE “PLAN”) CONSTITUTE A LEGAL CONTRACT BETWEEN YOU, US, AND THE ADMINISTRATOR (AS DEFINED BELOW). THIS PLAN REQUIRES YOU TO RESOLVE ANY DISPUTES WITH US THROUGH BINDING AND INDIVIDUAL ARBITRATION OR SMALL CLAIMS COURT, AND THE PLAN LIMITS OUR LIABILITY TO YOU. PLEASE READ THIS PLAN CAREFULLY AND COMPLETELY. IF YOU DO NOT AGREE WITH ANY OF ITS PROVISIONS, YOU MAY CANCEL THIS PLAN AS OUTLINED IN THE CANCELLATION SECTION BELOW. For more information on how to file a claim, please refer to the “HOW TO MAKE A CLAIM” section below.

This Plan is a service contract and is separate and distinct from any product or service warranty which may be provided by the manufacturer, importer, or seller, and does not extend the term of any original product or service warranty that the manufacturer, importer, or seller may have provided.

- I. **OBLIGOR:** The company obligated under this Plan in the District of Columbia and all states except Florida is: **Asurion Service Plans, Inc.**, who can be contacted at P.O. Box 805227, Chicago, IL 60680, or by phone at 1-866-856-3882. In Florida, the company obligated under this Plan is: **Asurion Service Plans of Florida, Inc.**, who can be contacted at P.O. Box 805227, Chicago, IL 60680, or by phone at 1-866-856-3882.
- II. **DEFINITIONS:** Throughout this Plan, the following words have the following meanings: (1) **“we,” “us”** and **“our”** mean the company obligated under this Plan, as stated in the **Obligor** section of this Plan; (2) **“you”** and **“your”** mean the individual that purchased this Plan for residential or personal purposes; (3) **“administrator”** means: (a) Asurion Services, LLC in the District of Columbia and all states, except Florida, and (b) Asurion Service Plans of Florida, Inc. in Florida. The administrator can be contacted at: P.O. Box 1340, Sterling, VA, 20167, or by phone at: 1-866-551-5924; (4) **“retailer”** means Amazon, the retailer of this Plan; (5) **“covered product(s)”** mean the item(s) purchased from Amazon listed in Section V.(a) of this Plan that are owned by you, that are customarily located at your enrolled service address, and are covered by this Plan; (6) **“breakdown”** means the mechanical or electrical failure of the covered products caused by: (i) defects in materials and/or workmanship; (ii) power surge; (iii) dust, heat or humidity; (iv) normal wear and tear; or (v) a drop, a liquid spill, or a cracked screen due to unintentional and accidental damage from handling as a result of normal use (“ADH”) for portable products (“portable product” refers to a product designed to be portable in nature and intended for portable use by the manufacturer, including but not limited to Laptops, Tablets, and Cameras) only; (7) **“enrolled service address”** means the physical residential location you have identified as the service address or your home address for this Plan; and (8) **“replacement product”** means a **NEW, REFURBISHED, OR REMANUFACTURED PRODUCT OF EQUAL OR SIMILAR FEATURES AND FUNCTIONALITY THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL COVERED PRODUCT.** Technological advances may result in a replacement product with a lower selling price than the original covered product.
- III. **INSTRUCTIONS:** This Plan, including the terms, conditions, limitations, and exclusions, and your receipt or enrollment confirmation, containing the commencement date of this Plan, constitute the entire agreement between you and us. Please keep this Plan and the receipt or enrollment confirmation for future reference; you may need them to obtain service. The covered products must be in good working condition prior to your enrollment in this Plan. You must follow the instructions in the owner's manual for proper use, care, and maintenance of the covered product. Failure to follow the manufacturer's maintenance and service guidelines may result in the denial of coverage under this Plan. We strongly recommend (but do not require as a condition of this Plan) the regular back up of data and software. If applicable, it is important that you back up all data files on your covered products prior to the commencement of service; repairs to your covered products may result in the deletion of such data files.
- IV. **TERM OF COVERAGE:** The term and monthly billing for this Plan begins on the date you enroll indicated on your receipt or enrollment confirmation and continues on a month-to-month basis unless cancelled.

This Plan is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty for which the manufacturer is responsible, and we may refer you to the manufacturer or retailer during this period. This Plan provides certain additional benefits during the manufacturer's warranty period, as described in Section V, and continues to provide some of the manufacturer's benefits, as well as certain additional benefits, after the manufacturer's warranty expires. In the event your covered product is being serviced by us when this Plan is cancelled, the term of this Plan will be extended until the covered repair has been completed and the covered product or a replacement or reimbursement has been delivered or provided to you.

 - a. **IF YOU RE-ENROLL OR MAKE CHANGES TO YOUR PLAN:** If you terminate this Plan and re-enroll at a later date, the cost of any claims made under this Plan within twelve (12) months of your re-enrollment date will remain on your account and apply to the aggregate claim limit when you re-enroll.
- V. **WHAT IS COVERED:** This Plan covers replacement costs or parts and labor costs to repair your covered products in the event it experiences a breakdown that is not covered under any insurance policy, warranty, or other service contract, up to the Plan Limits of Liability in Section X. If your covered product experiences a breakdown, we will, at our discretion: (1) repair the covered product, (2) replace the covered product with a replacement product, (3) reimburse you for authorized repairs to the covered product, or (4) reimburse you the purchase price of the covered product, excluding sales tax, as indicated on your receipt. All reimbursements will be made in the form of a gift card, electronic payment, or check subject to our sole discretion. The resolution paths described above may not be available for all claims or covered products. On-site, depot, or carry-in service may be available for repairs; the administrator will inform you what type of service your covered product qualifies for when you file your claim. Non-original parts may be used for repair of the covered product. **Please note: if your covered product is still in the manufacturer's warranty period, service under this Plan may result in service denial from the manufacturer's warranty.**
 - a. **BEGINNING ON THE DATE OF PURCHASE:**
 - i. **For all electronic products:** your coverage includes unlimited access to technical assistance and support for your covered products. You can access technical support for your covered products at 1-844-693-6231 during the term of this Plan. Asurion Tech Support terms of service can be accessed at page 11 or at <https://m.media-amazon.com/images/I/71Mc7v+UW3L.pdf>.

- ii. **Power surge coverage for your covered products.**
- iii. **ADH coverage for eligible portable electronic covered products only.**
- iv. **Repair or replacement of accessories included in the box by the manufacturer** (e.g. game controllers, additional camera lenses, 3-D glasses (for 3-D TVs and/or 3D Blu-ray players) and remote controls).
- v. **Battery replacement for laptops, cameras, and handheld electronic devices connected to a network:** this Plan will provide one (1) replacement of an embedded or rechargeable battery every twelve (12) months. The battery will qualify for replacement only if it fails to accept or hold a charge. NOTE: Disposable batteries (including but not limited to AA, AAA, C, LR44, DL123A) do not qualify for this benefit.
- vi. **For watches:** This Plan includes a one (1) time refurbishment of your product. The refurbishment will include the following: buffing of light scratches to the band, case and buckle, polishing and, when possible, re-plating of the case and band. This Plan also includes coverage for a breakdown due to watch crystal cracks or scratches, watch crowns, watch stems, bands, or bracelets.
- vii. **For jewelry:** This Plan also covers loss of diamond or gemstone due to a defect in the setting, as well as scratches, dents, prong re-tipping, broken chains, links, clasps, bands, and broken earring posts.
- viii. **For furniture, backpacks, rugs, and luggage:** This Plan includes coverage for seam separation and slippage, rips, tears, burns, or heat marks up to 1 inch, or punctures, unintentional stains attributed to a single occurrence, and unintentional dents and chips.
- ix. **For mattresses:** This Plan includes coverage for unintentional stains attributed to a single occurrence, rips, tears, burns, or heat marks up to 1 inch, and punctures.
- x. **For eligible electronic products:** This Plan may provide access to certain cybersecurity benefits provided by a third-party that is not affiliated with the Obligor, Administrator, or Retailer of this Plan. If available, these benefits will be provided at no additional charge to you and may include – but not limited to – email scanning, antivirus protection, and financial monitoring. These benefits are subject to change. Accessing, subscribing to, or using (“Using” or “Use”) these benefits is optional and choosing not to Use these benefits will not affect your Plan in any way. We are only providing access to these benefits at no cost to you and your Use of these benefits is separate and distinct from this Plan and there is no further affiliation with us. Your Use of the third party’s product(s) is governed by and subject to that third party’s terms and conditions and privacy policy, which you may be required to agree to prior to Using the benefits. If you choose to Use these benefits, you hereby agree that your Use of these benefits shall be deemed an assumption of all risks by you of any and all damage caused to your person or property, whether covered property or not, and in no way is the Obligor, Administrator, or Retailer liable for any such damage. Such damage may include – but is not limited to – data loss or theft, financial loss or theft, operational disruption, reputational damage, and property damage. Upon enrolling in this Plan, you may receive a unique, personalized URL or code that will direct you to the third party’s website for you to Use these benefits. Upon your cancellation of this Plan, you will no longer receive these third-party benefits through this Plan.
- xi. **For eligible registered products purchased on Amazon:** Beginning on the date of enrollment in this Plan, you will receive a one-time reimbursement of up to \$100 in every twelve (12) month period for the cost you incurred for a service listed below in relation to an eligible covered product. To be eligible, the covered product must be registered prior to filing a claim and is subject to the aggregate claim limit in Section X. Reimbursements are for services already provided and paid for during the applicable twelve (12) month period and no reimbursements will be provided for services in a prior twelve (12) month period or for a request for future services. You will be required to provide us with a copy of the sales receipt and any other documentation requested by us to obtain the reimbursement. We may offer to arrange for a third-party servicer to provide the services, and you will be responsible for any amount exceeding \$100 charged by the third-party servicer. The following services are eligible for reimbursement when the service is provided in connection with eligible registered products:
 - **Amazon Delivery, Setup/Assembly, and Installation Services:** Amazon’s White Glove Delivery, setup/assembly/configuration, installation, Room of Choice, and Deluxe Delivery of eligible covered products. Standard Amazon shipping charges, expedited shipping charges, or other related shipping charges are excluded.
 - **Haul-Away and Recycling Services:** Removal of eligible covered products that are no longer in good working order or removal of the old product(s) that your purchased eligible covered product(s) replace. This includes reimbursements for or scheduled third-party disposal and/or recycling of eligible products or products for which your purchased eligible covered product is replacing.
 - **Preventative Maintenance Parts and Services:** Select preventative maintenance parts and services which are limited to:
 - **Furniture:** Deep cleaning services for upholstery, leather conditioning, and/or wood polishing. Cosmetic upgrades – such as knobs, handles, and the like – are excluded.
 - **Major Appliances:** Parts and Services: Regular product tune-ups, parts or filters for product optimization, and performance optimization maintenance. Consumables – such as detergents, pods, batteries, stainless steel cleaners, and the like – are excluded.

If you choose a third-party servicer we arrange to provide reimbursable services pursuant to this Section xi., you agree that such services are not provided by the Obligor, Administrator, or Retailer. This benefit is for reimbursement only. You agree that we are not liable for any damage resulting from the reimbursable services conducted by you or any third party, nor shall any such damage to your person or property be deemed a covered breakdown under this Plan. Our reimbursement under this benefit shall not be deemed a waiver of any exclusions under this Plan. You agree to indemnify and hold us harmless for any and all damage caused to your person or property, whether covered property or not.

All other coverage provided by this Plan begins after the expiration of the manufacturer’s warranty or retailer return period for each covered product, whichever is later.

b. COVERED PRODUCTS: This Plan covers an unlimited quantity of the following products purchased through Amazon US, provided that the purchase date of such product(s) is not more than ninety (90) days before the date of purchase of this Plan, as indicated on your receipt or enrollment confirmation, until cancellation of this Plan;

A “Protection eligible” notation will appear on an individual product page on Amazon.com for eligible Covered Products.

Eligible Covered Products Include:

- i. Desktops and laptops.
- ii. Computer peripherals including external hard drives and routers.
- iii. Shredders, scanners, and printers.
- iv. TVs and DVD players.
- v. Gaming systems.
- vi. Speakers and headphones.
- vii. Audio/video streaming devices and sound recording devices.
- viii. Audio and Virtual Reality headsets.
- ix. Cameras and video cameras.
- x. Handheld electronic devices connected to a network, including but not limited to tablets and e-readers.
- xi. Major Appliances (excluding HVAC and water heaters): Refrigerators and freezers, Ovens, Ranges, Cook-tops, Microwaves, Washers and dryers (including washer/dryer combinations), Dishwashers, Air conditioners.
- xii. Smart Home Products such as Smart thermostats, Smart door locks, Smart home security cameras, Smart video doorbells, Smart device hubs, Smart light dimmers, Smart smoke detectors, Smart carbon monoxide detectors.
- xiii. Portable Electronic Devices, Personal Wearables and Personal Care Electronics including, but not limited to health and fitness bands, smart watches, hair dryers and hair irons, hair trimmers.
- xiv. Home improvement, Lawn and Garden Equipment and Tools including, but not limited to lawn mowers and leaf blowers.
- xv. Kitchen and Household Electronics including, but not limited to small kitchen appliances, grills, vacuums, humidifiers, floorcare devices, irons, power banks.
- xvi. Toys including, but not limited to drones, electronic games, ride-on toys.
- xvii. Auto-accessories including, but not limited to GPS.
- xviii. Jewelry and Watches,
- xix. Baby care and nursery products such as Breast pumps, Cribs, Strollers, Car Seats.
- xx. Luggage, Backpacks, Furniture, Rugs, Mattresses.
- xxi. Sporting Goods including, but not limited to exercise equipment and bikes (excluding gas-powered bikes).
- xxii. Musical Instruments.
- xxiii. Eyewear such as sunglasses.

c. CARRY-IN SERVICE: If a covered product requires service, we may instruct you to bring it to an authorized repair center for repair. Non-original parts may be used for the repair of the covered products.

d. REPAIR DEPOT SERVICE: If the covered product is not eligible for on-site service, it may be shipped to a designated repair depot for service. We will send you a prepaid shipping label and instructions for shipping your covered product to our authorized service center. Non-original parts may be used for repair of the covered product.

e. REPLACEMENT PRODUCTS & REIMBURSEMENTS: If we elect to provide you a replacement product, we reserve the right to take ownership of the original covered product. We may require that you return or send pictures of the original covered product to us for inspection as a condition to receiving a replacement product or reimbursement. We will pay shipping and handling costs associated with the return of the original covered product.

VI. HOW TO MAKE A CLAIM: In the event your covered product experiences a breakdown while coverage is in effect you may file a claim by going online to www.asurion.com/amazon twenty-four (24) hours a day, seven (7) days a week or by calling 1-866-551-5924. **You must file your claim with us prior to having service for coverage to apply; all repairs or replacements must be authorized in advance. Unauthorized repairs or replacements may not be covered.** We may require you to fill out a claim facilitation form and we will provide instructions on how to send the completed form along with your original sales receipt and/or provide a copy of your State or Federal issued photo I.D., other than a professional or student license or I.D., prior to approving or providing service on your claim. Any abuse of this Plan by you, or discovery by us of fraud or material misrepresentation made by you or with your knowledge in obtaining coverage or in the presentation of a claim, including but not limited to filing a claim for product not belonging to you, may result in claim denial and/or immediate cancellation of this Plan as set forth in Section XIV. The cost to repair or replace the covered product cannot exceed the available balance of funds under the aggregate claim limit as set forth in Section X. All claims under this Plan must be reported to us within sixty (60) days after cancellation of this Plan.

VII. INTERNATIONAL SERVICE: Service under this Plan is not available outside of the continental United States.

- VIII. SERVICE FEE:** There is no service fee required to receive service on your covered products.
- IX. PAYMENT:** You agree to pay the monthly fee for this Plan, which was disclosed to you at the time you enrolled in this Plan. The monthly fee plus applicable taxes, will be billed on a monthly basis to the credit or debit card you provided when you enrolled. It is your responsibility to maintain a valid credit or debit card to authorize Amazon to process payments, and failure to do so may result in cancellation of the Plan.
- X. PLAN LIMITS OF LIABILITY:**
- a. PER CLAIM LIMIT:** The maximum amount we will pay for any single claim is the purchase price of the covered product and claims-related costs for that covered product excluding sales tax and shipping not to exceed \$5,000, which may take up to ninety (90) days to be processed and applied to your account. Our liability in the event of any single claim is the least of the cost of: (i) authorized repairs, (ii) replacement with a replacement product, (iii) reimbursement for authorized repairs or replacement, or (iv) the purchase price of the covered product, excluding sales tax.
 - b. AGGREGATE CLAIM LIMIT:** The cost of any covered claims will apply toward the twelve (12) month rolling aggregate claim limit of this Plan of \$5,000. Please note, you are not guaranteed unlimited claims under this Plan; a claim on a covered product will only be approved if there is a sufficient balance in your aggregate claim limit to cover the cost of such claim. The twelve (12) month rolling period begins on the date of your first claim. There is no limit to the number of claims during the term of this Plan. Each covered claim will apply to your aggregate claim limit for twelve (12) months after the claim is completed, at which point that claim will roll off your account and that claim and the associated costs will be added back to your available aggregate claim limit balance.
 - c. IF YOU MEET OR EXCEED THE AGGREGATE LIMIT:** In the event you reach the aggregate claim limit and a covered product requires additional repairs, we may be able to provide you with information on how to get the covered products repaired, however, we will not be responsible for any costs related to these repairs. If you make a claim and the cost to repair or replace your covered product will exceed the remaining balance of your aggregate claim limit, we will either send you a check, electronic payment, or gift card upon calling 1-866-551-5924 for the remaining balance of your aggregate claim limit or complete the final repair or replacement of your covered products, at our sole discretion. A covered claim will apply to your aggregate claim limit for twelve (12) months after the claim is completed, at which point that claim will roll off your account and the associated costs will be added back to your available aggregate claim limit balance. You will continue to have access to technical assistance and support for the duration of your enrollment in this Plan, regardless of your aggregate claim limit balance.
- XI. EXCLUSIONS:** This Plan does not cover the following:
- a. Consequential, incidental, or indirect damages or losses, including but not limited to: loss of use, loss of business, loss of profits, loss of data, down-time, and charges for time and effort;**
 - b. Pre-existing conditions at the time of your enrollment in this Plan or breakdowns prior to your coverage effective date under this Plan;**
 - c. Cosmetic defects, damage to or failures of non-operational components that do not inhibit the proper operation and performance of a covered product, including but not limited to: appearance parts, decorative finishing, finish defects, nonfunctional plastic, trim, attachments and accessories (except as otherwise stated herein);**
 - d. Breakdown resulting from: improper installation or setup, use not approved in the manufacturer's specifications, unauthorized modifications, alterations, repairs or repair personnel;**
 - e. Breakdown due to any design flaw or systemic manufacturing defect, or breakdown covered by a manufacturer's warranty or manufacturer's recall in effect at the time of the failure;**
 - f. Breakdown caused by acts of God or other disaster (whether natural, man-made, local or catastrophic), abuse, acts of war, civil disorders, corrosion, dirt, mold, earthquake, fire, hail, insects or other animals, liquid immersion, malicious mischief, misuse, negligence, nuclear accident, riot, rust, sand, smoke, storm, terrorist attack, vandalism, and wind;**
 - g. Costs associated with installation or uninstallation of any covered product, with the exception of the costs that are directly associated with the services provided under this Plan;**
 - h. Products that are not owned or leased by you, leased and rented products, or products that are not customarily located in your enrolled service address or are not in your possession;**
 - i. Breakdown that occurs either while the covered product is in storage or in the course of transit, delivery, or redelivery, other than when the covered product is located at our designated repair location;**
 - j. Normal periodic or preventative maintenance, inspections, cleaning, or tune-ups, minor adjustments and settings outlined in the owner's manual that the user can perform, or costs related to any service request which results in customer education, or no problem found;**
 - k. Covered products whose serial number has been altered or removed;**
 - l. Theft or loss of the covered products;**
 - m. Liability or damage to property, or injury or death to any person arising out of the operation, maintenance, or use of the covered products;**
 - n. Special needs accessories including, but not limited to: handset boosters and visual ring indicators;**
 - o. Parts intended for periodic replacement including, but not limited to: adapters, bulbs, external power supplies, styluses, antennas, cartridges and batteries except as indicated in Section V.;**
 - p. Covered products located outside the continental United States;**

- q. Data or software of any kind that is deleted or damaged during a repair or replacement under this Plan;
- r. Support or repairs to software, loss or damage to software due to any cause, including but not limited to: computer virus, worm, Trojan programs, adware, spyware, firmware, or any other software program;
- s. Burned-in images and pixel failure within designed specifications or that do not materially alter the functionality of the covered product;
- t. PCs that do not have administrator's permissions. Covered PCs must be able to upload and download software;
- u. Interior and exterior pipes or plumbing;
- v. Breakdown resulting from failure to maintain proper levels of lubricants or coolants, or resulting from using contaminated or improper lubricants;
- w. Custom-built PCs;
- x. Products for business or commercial use; and
- y. Products not listed in Section V.b. Covered Products of this Plan.

XII. RENEWAL: This Plan renews month-to-month unless cancelled.

XIII. TRANSFER: This Plan is not transferable.

XIV. CANCELLATION: This Plan is provided on a month-to-month basis and can be cancelled by you at any time for any reason by notifying the administrator at P.O. Box 1340, Sterling, VA 20167 or via amazon.com/yourmembershipsandsubscriptions or by calling 1-866-551-5924. This Plan may be cancelled by us or the administrator for any reason by notifying you in writing at least thirty (30) days prior to the effective date of cancellation, which notice will state the effective date and reason for cancellation. If you fail to make any payment for this Plan or any charge required under this Plan, this Plan will be cancelled on the date the payment was due. We may cancel this Plan immediately if we discover any abuse of this Plan, or any fraud or material misrepresentation made by you or with your knowledge in obtaining coverage or in the presentation of a claim, including but not limited to filing a claim for a product not belonging to you. If this Plan is cancelled: (a) by you within thirty (30) days of the receipt of this Plan, you will receive a full refund of all monthly Plan payments made by you under this Plan, including sales tax, less the cost of any claims that have been paid or repairs that have been made; or (b) by you after thirty (30) days of the receipt of this Plan, or cancelled by us or the administrator at any time, you will receive a refund equal to 100% of the pro-rata amount of the unearned portion of the monthly Plan fee, less the cost of any claims that have been paid or repairs that have been made. In Alabama, Arkansas, California, Colorado, District of Columbia, Georgia, Hawaii, Maine, Maryland, Massachusetts, Minnesota, Missouri, Nevada, New Jersey, New Mexico, New York, South Carolina, Texas, Washington, Wisconsin, and Wyoming, and any other jurisdiction(s) required by law, any refund owed and not paid or credited within thirty (30) days of cancellation will include a 10% penalty per month. All claims under this Plan must be reported to us within sixty (60) days after cancellation of this Plan.

XV. INSURANCE SECURING THIS PLAN: This Plan is not an insurance policy; however, our obligations under this Plan are insured under an insurance policy issued by Continental Casualty Company, 151 N. Franklin St., Chicago, IL 60606 in the following jurisdictions: AL, AR, CA, CO, CT, DC, FL, GA, HI, IL, IN, KY, ME, MA, MN, MO, MT, NV, NH, NJ, NY, NC, OH, OK, OR, SC, TX, UT, VT, VA, WA, WI, and WY and all other states required by law. If you have filed a claim under this Plan and we fail to pay, provide service, or provide you with a refund owed within sixty (60) days, you are otherwise dissatisfied, or if we become insolvent or otherwise financially impaired, you may contact Continental Casualty Company directly at 1-800-831-4262 to report your claim.

FULL FAITH AND CREDIT. Our obligations under this Plan that are not insured under an insurance policy are backed by the full faith and credit of the Obligor.

XVI. CHANGES TO THE PLAN: WE MAY CHANGE THE MONTHLY CHARGE FOR THIS PLAN, ADMINISTRATION OF THIS PLAN, OR THESE TERMS AND CONDITIONS FROM TIME TO TIME UPON THIRTY (30) DAYS WRITTEN NOTICE TO YOU. SUCH NOTICE MAY BE PROVIDED IN A SEPARATE MAILING OR EMAIL, OR BY ANY OTHER REASONABLE METHOD. IF YOU DO NOT AGREE TO THE MODIFIED CHARGES OR TERMS OF THIS PLAN, YOU MAY CANCEL THIS PLAN BY NOTICE TO US OR THE ADMINISTRATOR AT ANY TIME IN ACCORDANCE WITH THESE TERMS AND CONDITIONS. THE PAYMENT OF APPLICABLE CHARGES BY YOU, OR A REQUEST FOR SERVICE UNDER THIS PLAN, AFTER RECEIVING SUCH NOTICE OF A CHANGE IN THE CHARGES OR OTHER TERMS AND CONDITIONS, WILL BE DEEMED TO BE ASSENT BY YOU TO THE CHANGE(S) IN THE CHARGES, TERMS OR CONDITIONS.

XVII. LIMITATION OF LIABILITY: IN NO EVENT WILL THE PLAN OBLIGOR, ADMINISTRATOR, OR RETAILER BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, PERSONAL INJURIES OR LOSS OF INCOME ARISING OUT OF, OR CONNECTED TO, THE PROVISION OF THE PLAN, REPAIR OR REPLACEMENT OF COVERED PRODUCTS UNDER THE PLAN AND CAUSED BY NEGLIGENCE, ERROR, MISTAKE, OR OMISSION ON THE PART OF THE PLAN OBLIGOR OR ADMINISTRATOR OR THEIR RESPECTIVE PARENTS, SUBSIDIARIES, AFFILIATES, AGENTS, EMPLOYEES, SUBCONTRACTORS, SUCCESSORS, AND ASSIGNS.

XVIII. FORCE MAJEURE: We are not responsible for any delay or failure in performance of any part of this Plan to the extent that such delay or failure is caused by fire, flood, explosion, war, strike, embargo, government requirement, regulatory agency requirement, civil or military authority, acts of God, or other similar causes beyond our control.

XIX. NON-WAIVER: Our failure in any circumstance to require strict compliance with any term or condition in this Plan will not be deemed a waiver by us of any such term or condition under any other circumstance or of any other term or condition in this Plan.

XX. ARBITRATION OR SMALL CLAIMS COURT AGREEMENT: Please read this section carefully. It affects your rights. For the purposes of this Arbitration or Small Claims Court Agreement (referred to as the "A.A") only, references to "we" and "us" also include the respective parents, subsidiaries, affiliates, agents, employees, successors and assigns of the Obligor and administrator of this Plan (as defined above. Most of your concerns about this Plan can be addressed simply by contacting us at 1-866-551-5924. In the event we cannot resolve any dispute with you, **YOU AND WE AGREE TO RESOLVE THOSE DISPUTES THROUGH BINDING ARBITRATION OR SMALL CLAIMS COURT INSTEAD OF THROUGH COURTS OF GENERAL JURISDICTION. YOU AND WE AGREE TO WAIVE THE RIGHT TO A TRIAL BY JURY AND WAIVE THE RIGHT TO PARTICIPATE IN CLASS ACTIONS OR OTHER REPRESENTATIVE PROCEEDINGS.**

1. THIS A.A.:

- a. Survives termination of this Plan.
- b. Is governed by the Federal Arbitration Act.
- c. Covers any dispute you have with us concerning or related, directly or indirectly, to this Plan.
- d. Does not prevent you from bringing an individual action against us in small claims court instead of pursuing arbitration.
- e. Does not prevent you from informing any government agency of your dispute. They may be able to seek relief on your behalf.

2. ARBITRATION PROCESS:

- a. How to start arbitration.
 - Send a written Notice of Claim by certified mail to Legal Department, P.O. Box 110656, Nashville, TN 37122-0656.
 - Describe the dispute and relief sought in the Notice.
 - If the dispute is not resolved within thirty (30) days of receipt of the Notice, you may start an arbitration with the American Arbitration Association (“AAA”). You can contact the AAA and obtain a free copy of their rules and forms at www.adr.org or 1-800-778-7879.
- b. Arbitration will be conducted by the AAA following the Consumer Arbitration Rules (“Rules”). A court may decide the enforceability of this A.A. The arbitrator will decide all other issues. The arbitrator is bound by this A.A.
- c. Any hearing will take place in the county or parish of your mailing address unless you and we agree to a different location.

3. FEES:

- a. In most cases we will pay all filing, administration, and arbitrator fees. If the arbitrator finds that your dispute was filed to harass or is frivolous, the Rules govern payment of the fees.
- b. We will reimburse you for a filing fee paid to the AAA. If you are unable to pay a filing fee, we will pay it if you send us a written request.

4. ARBITRATION DECISION:

- a. You and we agree not to disclose any settlement offers to the arbitrator before the arbitrator issues a decision.
- b. If the arbitrator finds in your favor and the damages awarded are greater than the last settlement we offered, we will do the following.
 - We will pay you the greater of the damages or \$7,500.
 - We will also pay your reasonable attorney’s fees and arbitration expenses. You may not recover duplicate awards of fees and expenses.
- c. We waive any right we have to recover attorney’s fees and expenses from you if we win the arbitration.
- d. If you seek declaratory or injunctive relief, it can only be awarded as necessary to provide you relief.

YOU AND WE AGREE THAT EACH PARTY MAY BRING CLAIMS AGAINST THE OTHER ONLY IN AN INDIVIDUAL CAPACITY AND NOT IN A PURPORTED CLASS ACTION, CLASS ARBITRATION, OR REPRESENTATIVE PROCEEDING. Unless you and we agree otherwise, the arbitrator may not consolidate your dispute with any other person’s dispute and may not preside over any form of representative proceeding. If this specific provision is found to be unenforceable, then the entirety of this A. A. is null and void.

XXI. STATE CHANGES: IF YOU RESIDE IN ONE OF THE FOLLOWING STATES, THESE PROVISIONS APPLY TO YOU:

ARIZONA RESIDENTS: The pre-existing condition exclusion does not apply to conditions occurring prior to the sale of the consumer product by the retailer, its assignees, subcontractors, and/or representatives, or to any conditions that the Obligor or retailer knew or reasonably should have known. Pre-existing conditions are not covered under this Plan. The Arbitration Agreement of this Plan does not preclude you from contacting the Consumer Protection Division of the Arizona Department of Insurance and Financial Institutions. Item **d.** of Section XI. **EXCLUSIONS** is deleted and replaced with the following: **“Breakdown resulting from: improper installation or setup performed by someone other than us or our agent, use not approved in the manufacturer’s specifications, unauthorized modifications, alterations, repairs or repair personnel while owned by you.”**

CALIFORNIA RESIDENTS: For all products other than home appliances and home electronic products, the fourth sentence of **Section XIV. CANCELLATION** is deleted and replaced with the following: **“If this Plan is cancelled by you: (a) within sixty (60) days of the receipt of this Plan, you will receive a full refund of the price paid for the Plan, including sales tax less, the cost of any claims that have been paid or repairs that have been made, or (b) after sixty (60) days, you will receive a pro rata refund, less the cost of any claims that have been made or repairs that have been made. We may only cancel this Plan before the end of the agreed Plan term for nonpayment of the Plan fee, fraud, or material breach by you to us, or the Plan being discontinued by us or Amazon.”**

The term and monthly billing for this Plan begins on the date you enroll and continues to renew on a month-to-month basis unless cancelled. You may cancel this Plan at any time for any reason by contacting us at DepartmentC@asurion.com, 1-866-551-5924, by visiting amazon.com/yourmembershipsandsubscriptions, or by writing the administrator at: P.O. Box 1340, Sterling, VA 20167. This Plan is offered on a month-to-month basis, the retailer may offer other service contract programs and benefits which may be provided to you by the retailer. We obtained your affirmative consent to the continuous monthly term of this Plan when you enrolled in the Plan.

In California, the form number for use under this Plan is as follows:

627 (11/24)
v. AMZ-1 PST

CONNECTICUT RESIDENTS: In the event of a dispute with us or the administrator that cannot be resolved, you may contact the State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs. The complaint must contain a description of the dispute, the purchase price of the covered product, the cost of repair of the covered product and a copy of this Plan.

FLORIDA RESIDENTS: The rate charged for this Plan is not subject to regulation by the Florida Office of Insurance Regulation.

GEORGIA RESIDENTS: We may only cancel this Plan before the end of its term on the grounds of fraud, material misrepresentation, or nonpayment. The cancellation will be in writing and dated at least thirty (30) days to the effective date of cancellation. The fourth sentence of **Section XIV. CANCELLATION** is deleted and replaced as follows: "If this Plan is cancelled: (a) by you within thirty (30) days of the receipt of this Plan, you will receive a full refund of all monthly Plan payments made by you under this Plan, including sales tax, or (b) by you after thirty (30) days of the receipt of this Plan, you will receive a refund equal to 100% of the pro-rata amount of the unearned portion of the term Plan fee." This Plan excludes coverage for incidental and consequential damages and pre-existing conditions only to the extent such damages or conditions are known to you or reasonably should have been known to you. As stated in **Section XX. ARBITRATION OR SMALL CLAIMS COURT AGREEMENT** of this Plan, either party may bring an individual action in small claims court. **Section XX. ARBITRATION OR SMALL CLAIMS COURT AGREEMENT** does not preclude you from bringing issues to the attention of federal, state, or local agencies or entities of your dispute. Such agencies or entities may be able to seek relief on your behalf. You and we agree to waive the right to a trial by jury and waive the right to participate in class actions and class arbitrations or other similar proceedings. Nothing contained in the arbitration provision will affect your right to file a direct claim under the terms of this Plan against Continental Casualty Company pursuant to O.C.G.A. 33-7-6.

MAINE RESIDENTS: The third sentence of Section XVI. **CANCELLATION** is deleted and replaced with the following: "If you fail to make any payment for this Plan or any charge required under this Plan, this Plan will be cancelled upon fifteen (15) days' notice to you." The third sentence of **Section XVI. CANCELLATION** is deleted and replaced with the following: "Upon fifteen (15) days' notice, we may cancel this Plan if we discover any abuse of this Plan, or any fraud or material misrepresentation in obtaining coverage or in the presentation of a claim, including but not limited to filing a claim for a product not belonging to you."

MINNESOTA RESIDENTS: The third sentence of Section XVI. **CANCELLATION** is deleted and replaced with the following: "If you fail to make any payment for this Plan or any charge under this Plan, coverage will cease upon five (5) days' notice to you." The third sentence of **Section XVI. CANCELLATION** is deleted and replaced with the following: "Upon five (5) days' notice, we may cancel this Plan if we discover any abuse of this Plan, or any fraud or material misrepresentation in obtaining coverage or in the presentation of a claim, including but not limited to filing a claim for a product not belonging to you."

NEVADA RESIDENTS: If the Plan is cancelled, we will not deduct the cost of any claims that have been paid or repairs that have been made from your refund. The third sentence of **Section XVI. CANCELLATION** is deleted and replaced with the following: "If you fail to make any payment for this Plan or any charge under this Plan, this Plan will be cancelled upon fifteen (15) days' notice to You." The fourth sentence of **Section XIV. CANCELLATION** is deleted and replaced with the following: "If this Plan is cancelled by you: (a) within thirty (30) days of the receipt of this Plan, you will receive a full refund of the monthly Plan payment made by you under this Plan, including sales tax; or (b) after thirty (30) days of the receipt of this Plan, you will receive a refund equal to 100% of the pro-rata amount of the unearned portion of the monthly Plan fee. If this Plan is cancelled by us at any time, you will receive a refund equal to 100% of the pro-rata amount of the unearned portion of the monthly Plan fee." If this Plan has been in force for a period of seventy (70) days, we may only cancel before the expiration of the Plan term due to the following reasons, in which case notice of cancellation will be made with fifteen (15) days' notice to you: 1) You engage in fraud or material misrepresentation in obtaining this Plan or in filing a claim for service under this Plan, including but not limited to filing a claim for a product not belonging to you; 2) You commit any act, omission, or violation of any terms of this Plan after the effective date of this Plan which substantially and materially increases the service required under this Plan; or 3) Any material change in the nature or extent of the required service or repair, including unauthorized service or repair, which occurs after the effective date of this Plan and causes the required service or repair to be substantially and materially increased beyond that contemplated at the time this Plan was purchased or last renewed. If we fail to pay the cancellation refund as stated in **Section XIV. CANCELLATION**, the penalty will be 10% of the purchase price for each thirty (30) day period or portion thereof that the refund and any accrued penalties remain unpaid. Any changes to these Terms and Conditions that are required to be filed in advance by us with the Nevada Division of Insurance must be approved by the Nevada Division of Insurance prior to becoming effective. The first sentence of **Section XIII. TRANSFER** is deleted and replaced with the following: "This Plan is not transferable." The following language is added to XI. **(d) EXCLUSIONS: "if the covered product is modified or altered without our authorization, we will only provide applicable coverage that is not related to the unauthorized modification or alteration or any damages arising therefrom, unless such coverage is otherwise excluded by this Plan."** If your claim involves the loss of plumbing, heating, or cooling and renders your dwelling unfit for a person to live in because of defects that immediately endanger the health and safety of the occupants of the dwelling: (i) repairs will commence within twenty-four (24) hours after you report your claim; and (ii) if we determine repairs cannot be practicably completed within three (3) calendar days after you report your claim, we will notify the Commissioner and send you a status report within three (3) calendar days after you report your claim. Contact us at 1-866-551-5924 with questions, concerns, or complaints about this Plan. In the event you do not receive satisfaction under this Plan, complaints or questions about this Plan may be directed to the Nevada Department of Insurance, telephone (888) 872-3234.

NEW HAMPSHIRE RESIDENTS: Contact us at 1-866-551-5924 with questions, concerns, or complaints about the Plan. If the Plan is cancelled by us, we will not deduct the cost of any claims that have been paid or repairs that have been made from your refund. In the event you do not receive satisfaction under this Plan, you may contact the State of New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord, NH 03301, telephone number: 1-603-271-2261. **Section XX. ARBITRATION OR SMALL CLAIMS COURT AGREEMENT** is subject to Revised Statutes Annotated 542.

NEW MEXICO RESIDENTS: If this Plan has been in force for a period of seventy (70) days, we may not cancel before the expiration of the term or one (1) year, whichever occurs first, unless any of the following occurs, in which case notice of cancellation will be made with fifteen (15) days' notice to you: (1) you fail to pay any amount due; (2) you are convicted of a crime which results in an increase in the service required under the Plan; (3) you engage in fraud or material misrepresentation in obtaining this Plan or in the presentation of a claim, including but not limited to filing a claim for a product not belonging to

you; (4) you commit any act, omission, or violation of any terms of this Plan after the effective date of this Plan which substantially and materially increase the service required under this Plan; or (5) any material change in the nature or extent of the required service or repair occurs after the effective date of this Plan and causes the required service or repair to be substantially and materially increased beyond that contemplated at the time you purchased this Plan.

NORTH CAROLINA RESIDENTS: The purchase of this Plan is not required either to purchase or to obtain financing for the covered products. We may non-renew, but we may only cancel this Plan prior to the expiration of the term for non-payment by you or for violation of any of the terms and conditions of this Plan.

OKLAHOMA RESIDENTS: Coverage afforded under this Plan is not guaranteed by the Oklahoma Insurance Guaranty Association. Oklahoma service warranty statutes do not apply to commercial use references in this Plan. Oklahoma license number: 44199294.

OREGON RESIDENTS: Section XX. ARBITRATION OR SMALL CLAIMS COURT AGREEMENT is replaced with the following: "For the purpose of this Arbitration Agreement, references to "we" and "us" also include the respective parents, subsidiaries, affiliates, service contract insurers, agents, employees, successors and assigns of the Plan Obligor and administrator, as defined above; and the retailer and its wholly owned subsidiaries, affiliates, agents, employees, successors, and assigns. Most of your concerns about the Plan can be addressed simply by contacting us at 1-866-551-5924. In the event we cannot resolve any dispute, you and we may, in a separate agreement, consent to arbitration. YOU AND WE AGREE THAT EACH PARTY MAY BRING CLAIMS AGAINST THE OTHER ONLY IN AN INDIVIDUAL CAPACITY AND NOT AS A CLASS REPRESENTATIVE OR CLASS MEMBER IN ANY PURPORTED CLASS ACTION, CLASS ARBITRATION OR OTHER SIMILAR PROCEEDING. Any arbitration proceedings will be conducted within the state of Oregon."

SOUTH CAROLINA RESIDENTS: Contact us at 1-866-551-5924 with questions, concerns, or complaints about the program. In the event you do not receive satisfaction under this Plan, complaints or questions about this Program may be directed to the South Carolina Department of Insurance, Capitol Center, 1201 Main Street, Ste. 1000., Columbia, SC 29201, or (800) 768-3467.

TEXAS RESIDENTS: If you purchased this Plan in Texas, unresolved complaints concerning us or questions concerning us or questions concerning our registration may be addressed to the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, TX 78711, telephone number (512) 463-6599 or (800) 803-9202. You may apply for reimbursement directly to the insurer if a refund or credit is not paid before the forty-sixth (46th) day after the date on which the Plan is returned to us. Texas license number: 116.

UTAH RESIDENTS: NOTICE: This Plan is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. Coverage afforded under this Plan is not guaranteed by the Utah Property and Casualty Guaranty Association. The second and third sentences of **Section XIV. CANCELLATION** are deleted and replaced with the following: "This Plan may be cancelled by us or the administrator prior to the expiration of the term for: (i) material misrepresentation or substantial breaches of contractual duties, conditions, or warranties, by notifying you in writing at least thirty (30) days prior to the effective date of cancellation; or (ii) for nonpayment of premium by notifying you in writing at least ten (10) days prior to the effective date of cancellation. Such cancellation notifications will state the effective date and reason for cancellation. If you fail to make any payment or charge due under this Plan, we may cancel your coverage by notifying you in writing at least ten (10) days prior to the effective date of cancellation." The following sentence in **Section V. WHAT IS COVERED** is deleted: "Nonoriginal parts may be used for repair of the covered products." and replaced with: "Non-original parts may be used for repair of the covered products if original manufacturers' parts are unavailable." Failure to notify within the prescribed time will not invalidate your claim if you can show that notification was not reasonably possible. **Section XX. ARBITRATION OR SMALL CLAIMS COURT AGREEMENT** is replaced with the following: "For the purpose of this Arbitration Agreement, references to "we" and "us" also include the respective parents, subsidiaries, affiliates, service contract insurers, agents, employees, successors and assigns of the Plan Obligor and administrator, as defined above; and the retailer and its wholly owned subsidiaries, affiliates, agents, employees, successors, and assigns. Most of your concerns about the Plan can be addressed simply by contacting us at 1-866-551-5924. In the event we cannot resolve any dispute, you and we may, in a separate agreement, consent to arbitration. YOU AND WE AGREE THAT EACH PARTY MAY BRING CLAIMS AGAINST THE OTHER ONLY IN AN INDIVIDUAL CAPACITY AND NOT AS A CLASS REPRESENTATIVE OR CLASS MEMBER IN ANY PURPORTED CLASS ACTION, CLASS ARBITRATION OR OTHER SIMILAR PROCEEDING. Any arbitration proceedings will be conducted within the state of Utah."

VIRGINIA RESIDENTS: Contact us at 1-866-551-5924 with questions, concerns or complaints about this Plan. In the event you do not receive satisfaction under this Plan within sixty (60) days after your request, you may contact the Virginia Department of Agriculture & Consumer Services, Office of Charitable & Regulatory Programs to file a complaint. The Department website is www.vdacs.virginia.gov/food-extended-service-contract-providers.shtml.

WASHINGTON RESIDENTS: If we fail to act on your claim, you may contact Continental Casualty Company directly at 1-800-831-4262. You are not required to wait sixty (60) days before filing a claim directly with Continental Casualty Company. The third sentence of **Section XVI. CANCELLATION** is deleted and replaced with the following: "If you fail to make any payment for this Plan or any charge under this Plan, this Plan will be cancelled upon twenty-one (21) days' notice to you." The third sentence of **Section XIV. CANCELLATION** is deleted and replaced with the following: "Upon twenty-one (21) days' notice, we may cancel this Plan if we discover any abuse of this Plan, or any fraud or material misrepresentation in obtaining coverage or in the presentation of a claim, including but not limited to filing a claim for a product not belonging to you."

WISCONSIN RESIDENTS: THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE. We may only cancel this contract before the end of the agreed contract term, upon five (5) days' notice to you, on the grounds of nonpayment, fraud, a material misrepresentation, including but not limited to filing a claim for a product not belonging to you, made by you to us, or a substantial breach of duties by you relating to the covered product or its use. The fifth and sixth sentences of the first paragraph of **Section XX. ARBITRATION OR SMALL CLAIMS COURT AGREEMENT** are amended as follows: "**TO RESOLVE DISPUTES, YOU MAY CHOOSE EITHER BINDING ARBITRATION, PURSUANT TO THE ARBITRATION AGREEMENT PROVISION OF THIS CONTRACT, OR SMALL CLAIMS COURT. BY AGREEING TO THIS CONTRACT, YOU AND WE WAIVE THE RIGHT TO HAVE DISPUTES RESOLVED THROUGH COURTS OF GENERAL JURISDICTION, THE RIGHT TO TRIAL BY JURY, AND TO PARTICIPATE IN CLASS ACTIONS, CLASS ARBITRATIONS OR OTHER REPRESENTATIVE PROCEEDINGS.**" In **Section XX. ARBITRATION OR SMALL CLAIMS COURT AGREEMENT** the following sentence is deleted in its entirety: "Is governed by the Federal Arbitration Act."

WYOMING RESIDENTS: Prior notice is also not required if the reason for cancellation is a substantial breach of duties by you relating to the service or its use. **Section XX. ARBITRATION OR SMALL CLAIMS COURT AGREEMENT** is replaced with the following: “If there are disputes between you and us that are not resolved by negotiations, you and we may in a separate written agreement voluntarily consent to arbitration. Any arbitration proceedings will be conducted within the state of Wyoming. For the purpose of this Arbitration Agreement, references to “we” and “us” include the Plan Obligor and Administrator, as defined above, and their respective parents, subsidiaries, affiliates, service contract insurers, agents, employees, successors and assigns.”

Administered by:

Asurion Services, LLC

Asurion Service Plans of Florida, Inc.

P.O. Box 1340 • Sterling, VA 20167-1340

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TECH SUPPORT TERMS OF SERVICE

- ▶ Definitions
- ▶ Privacy Notice and Passwords
- ▶ Data-usage Charges
- ▶ Availability of the services
- ▶ Disclaimer of Warranties
- ▶ Limitation of Liability
- ▶ Arbitration Agreement
- ▶ Class action waiver
- ▶ Claim Limitation
- ▶ Third-party Content
- ▶ Intellectual Property Rights
- ▶ Indemnification
- ▶ Assignment
- ▶ Severability and Waiver
- ▶ Termination or Change of the Services
- ▶ Entire Agreement and Governing Law
- ▶ Geographic Restrictions
- ▶ Scope of the Services
- ▶ Representations and Authorizations
- ▶ Misuse
- ▶ Support Services Exclusions
- ▶ Communications
- ▶ Commercially Reasonable Efforts and Technical Problems
- ▶ Remote Access
- ▶ Back-up

ASURION TECH SUPPORT TERMS OF SERVICE

This Terms of Service Agreement for the Asurion Tech Support technical support (the “Services”) (collectively, the “Agreement”) governs your use of the Services.

PLEASE READ THIS AGREEMENT CAREFULLY AND COMPLETELY BEFORE USING THE SERVICES. THIS AGREEMENT IS A LEGALLY BINDING CONTRACT BETWEEN YOU AND ASURION. BY SELECTING THAT YOU AGREE, AND UTILIZING THE SERVICES YOU (A) ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTOOD THIS AGREEMENT; (B) REPRESENT THAT YOU ARE 18 YEARS OF AGE OR OF LEGAL AGE TO ENTER INTO A BINDING AGREEMENT; (C) ACCEPT THIS AGREEMENT AND AGREE THAT YOU ARE LEGALLY BOUND BY ITS TERMS.

THIS AGREEMENT CONTAINS A MANDATORY ARBITRATION PROVISION, WHICH REQUIRES THAT ANY DISPUTES THAT SHOULD ARISE FROM THE USE OF THE SERVICES SHALL BE RESOLVED EXCLUSIVELY BY AN ARBITRATOR, AND THIS AGREEMENT ALSO CONTAINS A WAIVER TO A JURY TRIAL OR ANY CLASS ACTION PROCEEDINGS. IF YOU DO NOT AGREE WITH ANY OF THE TERMS OF THIS AGREEMENT, YOU MAY NOT USE THE SERVICES.

ASURION TECH SUPPORT ALLOWS YOU TO ACCESS TECHNICAL SUPPORT SERVICES. THE SERVICES ARE PROVIDED TO YOU BY ASURION. CONTACT US AT TERMSOFUSE@ASURION.COM FOR INFORMATION ABOUT THE SERVICES OR ANY QUESTIONS RELATED TO THIS AGREEMENT.

- 1. DEFINITIONS.** In this Agreement: (a) the words “Asurion” and “Our” and “Us” and “We” mean Asurion Services, LLC, and their respective parents, subsidiaries, branches, affiliates, agents, employees, successors and assigns; and (b) the words “You” and “Your” mean a person who uses the Services and any person or entity represented by that individual; and (c) the word “Device(s)” means the products you purchased and which are covered by the Asurion Complete Protect plan.
- 2. PRIVACY NOTICE & PASSWORDS.** You acknowledge that when You utilize the Services, Asurion may use automatic means (including, for example, cookies and web beacons) to collect information about Your Devices and/or about Your access or use of the Services. You also may be required to provide certain information about yourself as a condition to using the Services and the Services may provide You with opportunities to share information about yourself with others. All information we collect through or in connection with the Services is subject to our Privacy Notice which is available at <https://www.asurion.com/privacy-notice/>, and explains Our policies with respect to the collection, use and disclosure of information related to or derived from Your use of the Services. Please read the Privacy Notice carefully and completely. It is incorporated by reference into this Agreement, and by using the Services, You consent to the collection, use and disclosure of Your information as set forth in that Notice. Because Asurion cannot guarantee the security of Your personal information, You acknowledge and agree that You provide it to Asurion at Your own risk. If You know or suspect that the passwords associated with or stored on Your Device have been available to or accessed by anyone as a result of Your use of the Services, You should immediately change or reset those passwords.
- 3. DATA-USAGE CHARGES.** You acknowledge and agree that You may need to purchase additional equipment or software to receive the full benefit of the Services, and that You may incur data usage or other fees or charges if You use the Service. You are solely responsible for the payment of those fees or charges, and any failure to pay them may result in suspension or termination of Your access to the Services.
- 4. AVAILABILITY OF THE SERVICES.** Asurion offers its Services for all eligible Devices twenty-four (24) hours a day, seven (7) days a week. Where applicable, the Services will be available to You for the term of Your applicable plan You may be required to provide identifying information including receipt information or contract number. You may be able to access the Services by calling 1-844-693-6231.
- 5. DISCLAIMER OF WARRANTIES.** THE FOLLOWING DISCLAIMER SHALL APPLY TO YOU TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. YOU ACKNOWLEDGE AND AGREE THAT THE SERVICES ARE PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS, AND THAT YOUR USE OF OR RELIANCE ON EITHER IS AT YOUR SOLE RISK AND DISCRETION. ASURION HEREBY DISCLAIMS ANY AND ALL REPRESENTATIONS, WARRANTIES AND GUARANTIES REGARDING THE SERVICES, WHETHER EXPRESS, IMPLIED OR STATUTORY, AND INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. FURTHERMORE, ASURION MAKES NO WARRANTY THAT (A) THE SERVICES WILL MEET YOUR REQUIREMENTS; (B) THE SERVICES WILL BE AVAILABLE, TIMELY, CURRENT, ACCURATE, RELIABLE, COMPLETE, SECURE OR ERROR-FREE; (C) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION OR OTHER MATERIAL ACCESSED OR OBTAINED BY YOU THROUGH THE SERVICES WILL BE AS REPRESENTED OR MEET YOUR EXPECTATIONS; OR (D) ANY ERRORS IN THE SERVICES WILL BE CORRECTED. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM ASURION OR THE SERVICES SHALL CREATE ANY REPRESENTATION, WARRANTY OR GUARANTY. FURTHERMORE, YOU ACKNOWLEDGE AND AGREE THAT ASURION HAS NO OBLIGATION TO SUPPORT OR MAINTAIN THE SERVICES. YOU ACKNOWLEDGE AND AGREE THAT ASURION MIGHT NOT BE ABLE TO OFFER THE SERVICES AT ALL, IN THE ABSENCE OF THE FOREGOING DISCLAIMERS AND LIMITATIONS. IN THE EVENT OF ANY FAILURE OF THE SERVICES TO CONFORM TO ANY APPLICABLE WARRANTY, YOU MAY NOTIFY ASURION AND ASURION WILL, AS YOUR SOLE AND EXCLUSIVE REMEDY, USE COMMERCIALY REASONABLE EFFORTS TO SATISFY THE WARRANTY. ASURION WILL HAVE NO OTHER WARRANTY OBLIGATION WHATSOEVER WITH RESPECT TO THE SERVICES, AND ANY OTHER CLAIMS, LOSSES, LIABILITIES, DAMAGES, COSTS OR EXPENSES ATTRIBUTABLE TO ANY FAILURE TO CONFORM TO ANY WARRANTY WILL BE YOUR SOLE RESPONSIBILITY.
- 6. LIMITATION OF LIABILITY.** THE FOLLOWING LIMITATIONS SHALL APPLY TO YOU TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. UNDER NO CIRCUMSTANCES SHALL ASURION BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES ARISING OUT OF OR IN CONNECTION WITH YOUR ACCESS OR USE OF OR INABILITY TO ACCESS OR USE THE SERVICES, WHETHER OR NOT THE DAMAGES WERE FORESEEABLE AND WHETHER OR NOT ASURION WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO TRANSMIT OR RECEIVE ANY DATA, LOSS, MISUSE OR DISCLOSURE OF DATA OR CONFIDENTIAL INFORMATION, BUSINESS INTERRUPTION, LOSS OF PRIVACY, ALTERATION, CORRUPTION OR LOSS OF THE DEVICE, DATA, HARDWARE, SOFTWARE OR FILES, FAILURE TO RECEIVE OR BACKUP YOUR DATA (OR ARCHIVED DATA) OR ANY OTHER PECUNIARY LOSS WHATSOEVER ARISING OUT OF OR IN ANY WAY RELATED TO THE SERVICES. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, ASURION’S AGGREGATE LIABILITY TO YOU (WHETHER BASED IN CONTRACT, NEGLIGENCE, STRICT LIABILITY, STATUTE OR

OTHER THEORY OF LIABILITY) SHALL NOT EXCEED THE AMOUNT OF THE FEES PAID BY YOU FOR THE SERVICES AS APPLICABLE, IF ANY, DURING THE TWO (2) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM, OR \$100.00, WHICHEVER IS GREATER. THE FOREGOING LIMITATIONS WILL APPLY EVEN IF THE ABOVE STATED REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

7. **ARBITRATION AGREEMENT.** Most of Your concerns about the Services can be addressed by contacting Asurion at TERMSOFUSE@ASURION.COM. For any dispute with Asurion, You agree to first contact us and attempt to resolve the dispute with us informally.
- A. **YOU AND ASURION AGREE TO RESOLVE ANY DISPUTES THROUGH BINDING ARBITRATION OR SMALL CLAIMS COURT INSTEAD OF THROUGH COURTS OF GENERAL JURISDICTION. YOU AND ASURION AGREE THAT ANY ARBITRATION WILL TAKE PLACE ON AN INDIVIDUAL BASIS ONLY. YOU AND ASURION AGREE TO WAIVE ALL RIGHTS TO A JURY TRIAL OR TO PARTICIPATE IN CLASS ACTIONS OR OTHER REPRESENTATIVE PROCEEDINGS.** This Arbitration Agreement (“ARB”) shall survive the termination of the Agreement and is governed by the Federal Arbitration Act. This ARB shall be interpreted broadly, and it includes any dispute You have with Asurion that arises out of or relates in any way to Your relationship with Asurion or the Services, whether based in contract, tort, statute, fraud, misrepresentation or otherwise. However, this ARB does not preclude You from bringing an individual action against Asurion in small claims court or from informing any federal, state or local agencies of Your dispute. Such agencies may be able to seek relief on Your behalf.
- B. To initiate arbitration, send a written Notice of Claim by certified mail to: Legal Department, P.O. Box 110656, Nashville, TN 37122-0656. The Notice must describe the dispute and the relief sought. If Asurion does not resolve the dispute within 60 days of receipt of the Notice, You may start an arbitration with the American Arbitration Association (“AAA”). You may contact the AAA and obtain a free copy of the rules and forms necessary to start an arbitration proceeding at www.adr.org or 1-800-778-7879. Asurion will reimburse You for a filing fee paid to the AAA, and if You are unable to pay a filing fee, Asurion will pay it if You send a written request by certified mail to the Legal Department.
- C. The arbitration shall be administered by the AAA in accordance with the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (“Rules”) in effect at the time the arbitration is started and as modified by this ARB AGREE. The arbitrator is bound by the terms of this ARB and shall decide all issues, with the exception that issues relating to the enforceability of this ARB may be decided by a court. If Your dispute is for \$10,000 or less, You may conduct the arbitration by submitting documents to the arbitrator or by telephone. If Your dispute is for more than \$10,000, Your right to hearings will be determined by the Rules. Unless otherwise agreed, any hearings will take place in the county/parish of Your mailing address. Asurion will pay all filing, administration and arbitrator fees for any arbitration, unless Your dispute is found by the arbitrator to have been frivolous or brought for an improper purpose under Federal Rule of Civil Procedure 11(b). In that case, the Rules govern payment of such fees.
- D. The arbitrator shall issue a decision including the facts and law upon which his/her decision is based. If the arbitrator finds in Your favor and issues a damages award that is greater than the value of the last settlement offer made by Asurion or if Asurion made no settlement offer, and the arbitrator awards You any damages, Asurion will: (1) pay You the amount of the award or \$2,500, whichever is greater; and (2) pay Your attorney, if any, the attorney’s fees and expenses reasonably incurred in the arbitration. While the right to the attorney’s fees and expenses discussed above is in addition to any right You may have under applicable law, neither You nor Your attorney may recover duplicate awards of attorney’s fees and expenses. Asurion hereby waives any right it may have under applicable law to recover attorney’s fees and expenses from You if it prevails in the arbitration.
- E. If You seek declaratory or injunctive relief, that relief can be awarded only to the extent necessary to provide You relief. **YOU AND ASURION AGREE THAT EACH PARTY MAY BRING CLAIMS AGAINST EACH OTHER ONLY IN AN INDIVIDUAL CAPACITY AND NOT IN A PURPORTED CLASS ACTION, CLASS ARBITRATION OR OTHER REPRESENTATIVE PROCEEDING.** Unless You and Asurion agree otherwise, the arbitrator may not consolidate Your dispute with the dispute of any other person and may not preside over any form of representative or class proceeding. If this specific provision of this ARB is found to be unenforceable, then the entirety of this ARB is null and void.
8. **CLASS ACTION WAIVER.** In furtherance of the ARB, any Claim arising out of or post cancelation or termination of this Agreement must be brought in the parties’ individual capacity, and not as a plaintiff or class member in any purported class, class arbitration, collective, representative, multiple plaintiff, or similar basis (“Class Action”), and the parties expressly waive any ability to maintain any Class Action in any forum whatsoever. The arbitrator shall not have authority to combine or aggregate similar claims or conduct any Class Action. Nor shall the arbitrator have authority to make an award to any person or entity not a party to the arbitration. Any claim that all or part of this Class Action Waiver is unenforceable, unconscionable, void, or voidable may be determined only in a court of competent jurisdiction and not by an arbitrator. The parties agree that this Class Action Waiver shall expressly survive cancelation or termination of the Agreement. **THE PARTIES UNDERSTAND THAT THEY WOULD HAVE HAD A RIGHT TO LITIGATE THROUGH A COURT AND TO HAVE A JUDGE OR JURY DECIDE THEIR CASE AND TO BE PARTY TO A CLASS OR REPRESENTATIVE ACTION, HOWEVER, THEY UNDERSTAND AND CHOOSE TO HAVE ANY CLAIMS DECIDED INDIVIDUALLY, THROUGH ARBITRATION.** If this specific provision of this ARB is found to be unenforceable, then the entirety of this ARB is null and void.
9. **CLAIM LIMITATION.** Unless otherwise allowed by applicable law, any claim related to the Services shall be brought within one year of the events giving rise to the claim. Failure to assert any such claim during that one-year period results in the claim being forever waived and barred.
10. **THIRD-PARTY CONTENT.** The Services may expose You to content, websites, products and services created or provided by parties other than Asurion (“third-party content”). Asurion does not review, endorse or assume any responsibility for third-party content and shall have no liability to You for access to or use of third-party content. You acknowledge and agree that Asurion is not responsible for third-party content, including their accuracy, completeness, timeliness, validity, copyright compliance, legality, decency, quality, or any other aspect thereof. Asurion does not assume and will not have any liability or responsibility to You or any other person or entity for any third-party content. Third-party content and links thereto are provided solely as a convenience to You, and You access and use them entirely at Your own risk and subject to such third parties’ terms and conditions. You access or use third-party content at Your own risk and discretion, and You understand that this Agreement and Privacy Notice do not apply to that third-party content.

- 11. INTELLECTUAL PROPERTY RIGHTS.** You agree that all copyrights, patents, trademarks, trade secrets and other intellectual property or proprietary rights associated with the Services are the exclusive property of Asurion, and all such rights not expressly granted to You in this Agreement are hereby reserved and retained by Asurion. If You submit comments or ideas about the Services, including ways to improve the Services or other products or services (“Ideas”), You agree that Your submission is gratuitous, unsolicited and without restriction. It does not place Asurion under any fiduciary or other obligation, and Asurion is free to use the Idea without compensation to You and/or to disclose the Idea to anyone on a non-confidential basis. You further acknowledge that Asurion does not, by acceptance of Your submission, waive any rights to use similar or related ideas previously known to Asurion, or developed by its employees or obtained from sources other than You.
- 12. INDEMNIFICATION.** You agree to indemnify, defend, and hold harmless Asurion from any claim, proceeding, loss, damage, liability or expense of any kind arising out of or in connection with the following: (a) Your use or misuse of the Services; (b) Your alleged or actual breach of this Agreement; (c) Your alleged or actual violation of any applicable rule, law or regulation; (d) Your negligence or willful misconduct; or (e) Your alleged or actual violation of the intellectual property or other rights of third parties. Asurion reserves the right, at Your expense, to assume the exclusive defense and control of any matter which You are required to indemnify, and You agree to cooperate in that defense.
- 13. ASSIGNMENT.** This Agreement and any rights or licenses granted hereunder may not be transferred or assigned by You, but may be transferred or assigned by Asurion, without restriction. Any attempted transfer or assignment in violation of this provision is null and void.
- 14. SEVERABILITY & WAIVER.** If any term of this Agreement is found to be invalid or unenforceable, that term should be modified to the extent possible to make it valid or enforceable without losing its intent and purpose. If no such modification is possible, the term should be severed from this Agreement. Any failure to enforce a right or term of this Agreement shall not be deemed a waiver of that right or term.
- 15. TERMINATION OR CHANGE OF THE SERVICES.** We reserve the right to modify this Agreement, and Your continued use represents Your agreement to those modifications. We reserve the right to suspend or terminate Your use of the Services at any time and for any reason, including for abuse, excessive usage or failure to pay any fees or charges. We also reserve the right to change the scope or extent of the Services at any time and for any reason. Any refund of fees or charges We may agree to pay in such circumstances will be limited to the fees You paid in the prior month for the Services as applicable.
- 16. ENTIRE AGREEMENT & GOVERNING LAW.** This Agreement and the documents incorporated by reference constitute our entire agreement with respect to the Services and supersede any prior or contemporaneous agreements. This Agreement and Your relationship with Asurion shall be governed by and construed in accordance with the laws of the State of Tennessee, without regard to conflicts of law provisions. The application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded.
- 17. GEOGRAPHIC RESTRICTIONS.** Asurion makes no representation that the Services are appropriate or available for use outside of the United States. We cannot guarantee that the Services are compliant with any laws outside of the United States.
- 18. SCOPE OF THE SERVICES.** The Services are developed and provided by Asurion. The Services include technical support for Your Device and the applicable operating systems and software applications either thereon or intended to be used thereon and technical support for the use of Your Device with other devices and services manufactured to be compatible with Your Device or intended to be connected thereto. . These Services may be subject to additional terms, and such information will be made available to You. All Services and their availability are subject to change at Our discretion and Your eligibility to receive the Services is dependent on, among other things, Your adherence to this Agreement and to the terms and conditions of the Asurion Complete Protect service contract. You may not be eligible to receive all of the Services.
- 19. REPRESENTATIONS & AUTHORIZATIONS.** When seeking the Services, You represent to Us that You are the owner and/or the authorized user of the Device at issue, as well as any software on the Device and any device connected to the Device. We reserve the right to refuse to provide You with the Services if We determine that You are not the owner and/or the authorized user of the Device or software. When seeking the Services, You represent to Us that any information or data disclosed to Asurion is not confidential or proprietary to You or any third party. When seeking the Services, You (a) expressly consent to technical support personnel remotely accessing Your Device and the data thereon through use of software or other means, and (b) authorize Us to effect changes to Your Device, software or device, to the extent necessary to provide the Services and acknowledge and agree that such changes may be permanent and irreversible.
- 20. MISUSE.** You shall not misuse the Services, including, without limitation, using the Services in any manner that: (a) interferes with or interrupts the Services or any hardware, software, system or network connected with the Services; (b) stalks, harasses, threatens or harms any person or is otherwise invasive of another’s privacy rights; (c) uses the Asurion Services on a device without permission; (d) tampers with or makes an unauthorized connection to any network; (e) disseminates viruses or other computer code, files or programs that interrupt, destroy or limit the functionality of the Services or any other computer software or hardware; (f) removes, disables, circumvents, or otherwise creates or implement any workaround to any copy protection, rights management, or security features in or protecting the Services; or (g) uses any robot, spider, or other automatic device, process, or means to use the Services.
- 21. SUPPORT SERVICES EXCLUSIONS.** The Services do not include, among other things, (a) assistance with third-party software or services that are not related to Your Device; (b) installation of third-party software or Original Equipment Manufacturer (“OEM”) drivers not supported by Your Device; (c) assistance with network coverage issues, such as dropped calls/data interruptions; (d) over-the-air updates to operating systems, firmware, or some software; (e) diagnostic support not related to Your Device; (f) modification of OEM software; (g) hardware and equipment setup and repair; (h) installation of non-sanctioned applications; (i) data migration between Devices; or (j) assistance with enterprise level software industry specific hardware or equipment.
- 22. COMMUNICATIONS.** You agree to receive electronic communications from Us related to Your use of the Services (“Core Communications”), and You cannot opt out of receiving those Core Communications. You also agree to receive electronic communications from Us related to Your Device, and the features available thereon, as well as Your use of that device (“Non-Core Communications”), and You can opt out of receiving those Non-Core Communications

by following the “unsubscribe” instructions included in them. You agree that You are solely responsible for any charges or fees associated with Core and Non-Core Communications.

- 23. COMMERCIALY REASONABLE EFFORTS & TECHNICAL PROBLEMS.** We will use commercially reasonable efforts to provide You with the Services. This means that if We are unable to resolve the issue related to Your Device after making commercially reasonable efforts, We have the right and sole discretion to refuse to take any further steps to resolve the issue related to Your Device. Additionally, in some instances, We may have limited information from vendors, manufacturers, and developers, and We may not have the ability to obtain the proprietary or other information required to resolve the issue related to Your Device. Some technical problems that You encounter when using Your Device may be the result of software or hardware errors not yet resolved by the hardware or software vendors, manufacturers or developers, in which case We may not be able to resolve Your specific issue. In these circumstances, You are still liable to Us for any fees or charges associated with the Services.
- 24. REMOTE ACCESS.** To receive the Services, You may be required to download and/or run certain software applications (“Software”) on Your Device and/or any device connected to or used in connection with Your Device. The Software may include tools that allow Us to remotely access Your Device through Our Software platforms or the platforms of our third-party providers, and We may access any device connected to Your Device, as well as the contents thereon. You may be required to close out or “hide” some content prior to permitting remote access to Us. You agree to comply with the terms and conditions applicable to the Software, and in the event of a conflict between those terms and conditions and this Agreement, the Software-specific terms and conditions will control with regard to the Software. You are prohibited from and agree not to alter or copy the Software or any other materials provided to You as a result of Your use of the Services.
- 25. BACK-UP.** It is Your responsibility to back-up the software and data that is stored on Your Device or other devices manufactured to be compatible with Your Device or intended to be connected thereto, and We shall not be responsible for any loss, alteration, or corruption of any hardware, software, data, or files. We may decline to provide the Services to You if We determine that appropriate back-up measures have not been taken by You regardless of the cause of any such loss or damage. You are responsible for any and all restoration and reconstruction of lost or altered files, data or programs.

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