

ASURION® HOME+ ENTERTAINMENT TERMS OF SERVICE

Last updated November 3, 2022

This Terms of Service Agreement for the Asurion Home+ Entertainment web platform ("PLATFORM") and technical support and benefits included in the Asurion Home+ Entertainment Services (the "Services") (collectively, the "Agreement") governs your use of the PLATFORM and Services. This Agreement does not cover the service contract, which is available in the Service Contract Terms and Conditions. Other services, features, and/or mobile applications available with home+ may be subject to additional terms, and You are solely responsible for acceptance and adherence to those terms.

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.

HOME+ ENTERTAINMENT ALLOWS YOU TO ACCESS TECHNICAL SUPPORT SERVICES AND IN-HOME AND IN-STORE SERVICES. THE SERVICES AND PLATFORM ARE PROVIDED TO YOU BY ASURION. CONTACT US AT TERMSOFUSE@ASURION.COM FOR INFORMATION ABOUT THE SERVICES OR ANY QUESTIONS RELATED TO THIS AGREEMENT.

Terms and Conditions Applicable to PLATFORM and the Services

1. DEFINITIONS. In this Agreement: (a) the words "We" and "Our" and "Us" mean Asurion Service Warranty, Inc. and its 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/or PLATFORM and any person or entity represented by that individual; and (c) the word "Device(s)" means those eligible devices generally connected to other devices or networks via different wireless protocols such as Bluetooth, NFC, Wi-Fi, LiFi, 5G, etc., used by You and any additional devices as updated in Our sole discretion.

2. PRIVACY POLICY. You acknowledge that when You utilize the Services and/or PLATFORM, 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/or PLATFORM and the Services and/or PLATFORM may provide You with opportunities to share information about yourself with others. All information we collect through or in connection with the Services and/or PLATFORM is subject to our Privacy Policy which is available at <https://www.asurion.com/privacy-policy/>, and explains Our policies with respect to the collection, use and disclosure of information related to or derived from Your use of the Services and/or PLATFORM. Please read the Privacy Policy carefully and completely. It is incorporated by reference into this Agreement, and by using the Services and/or PLATFORM, You consent to the collection, use and disclosure of Your information as set forth in that Policy. 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, or incur data usage or other fees or charges if You use the Service and/or download and use the PLATFORM. 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 and/or PLATFORM.

4. COMMUNICATIONS. You agree to receive electronic communications from Us related to Your use of the PLATFORM and 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, the PLATFORM, the Services, and additional Asurion products and services ("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. Communications may be made in several formats, including email or in-app/in-platform.

5. 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.

6. MONITORING. Some of the PLATFORM functions and/or Services may include continuous monitoring or scanning of Your information and Devices in order to provide the Services. Those features will advise You in the engagement flows whether continuous monitoring is available, and information may be provided to You in reports or upon request.

7. FAMILY PLAN. If available, You may be able to add authorized members to Your plan and coverage. Such authorized members may receive the same services You receive under Your applicable plan, or it may be a limited version of Your plan. If You provide us with information about individuals You wish to add to your plan, You are warranting that You are authorized to provide Us with that information, and it is Your responsibility to ensure all authorized members have read and agreed to this Agreement and its accompanying Privacy Policy.

8. 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 AND PLATFORM 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. WE HEREBY DISCLAIM ANY AND ALL REPRESENTATIONS, WARRANTIES AND GUARANTIES REGARDING THE SERVICES AND/OR PLATFORM, WHETHER EXPRESS, IMPLIED OR STATUTORY, AND INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. FURTHERMORE, WE MAKE NO WARRANTY THAT (A) THE SERVICES AND/OR PLATFORM WILL MEET YOUR REQUIREMENTS; (B) THE SERVICES AND/OR PLATFORM 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 AND/OR PLATFORM WILL BE AS REPRESENTED OR MEET YOUR EXPECTATIONS; OR (D) ANY ERRORS IN THE SERVICES AND/OR PLATFORM WILL BE CORRECTED. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM US OR THE SERVICES AND/OR PLATFORM SHALL CREATE ANY REPRESENTATION, WARRANTY OR GUARANTY. FURTHERMORE, YOU ACKNOWLEDGE AND AGREE THAT WE HAVE NO OBLIGATION TO SUPPORT OR MAINTAIN THE SERVICES AND/OR PLATFORM. YOU ACKNOWLEDGE AND AGREE THAT WE MIGHT NOT BE ABLE TO OFFER THE SERVICES AND/OR PLATFORM AT ALL, IN THE ABSENCE OF THE FOREGOING DISCLAIMERS AND LIMITATIONS. IN THE EVENT OF ANY FAILURE OF THE SERVICES AND/OR PLATFORM TO CONFORM TO ANY APPLICABLE WARRANTY, YOU MAY NOTIFY US AND WE WILL, AS YOUR SOLE AND EXCLUSIVE REMEDY, USE COMMERCIALY REASONABLE EFFORTS TO SATISFY THE WARRANTY. WE WILL HAVE NO OTHER WARRANTY OBLIGATION WHATSOEVER WITH RESPECT TO THE SERVICES AND/OR PLATFORM, AND ANY OTHER CLAIMS, LOSSES, LIABILITIES, DAMAGES, COSTS OR EXPENSES ATTRIBUTABLE TO ANY FAILURE TO CONFORM TO ANY WARRANTY WILL BE YOUR SOLE RESPONSIBILITY.

9. LIMITATION OF LIABILITY. THE FOLLOWING LIMITATIONS SHALL APPLY TO YOU TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. UNDER NO CIRCUMSTANCES SHALL WE 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 AND/OR PLATFORM, WHETHER OR NOT THE DAMAGES WERE FORESEEABLE AND WHETHER OR NOT WE WERE 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 AND/OR PLATFORM. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, OUR 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 AND/OR PLATFORM 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.

10. ARBITRATION AGREEMENT. Most of Your concerns about the Services and/or PLATFORM can be addressed by contacting Us at termsofuse@asurion.com. For any dispute with Us, You agree to first contact us and attempt to resolve the dispute with us informally.

A. YOU AND WE AGREE TO RESOLVE ANY DISPUTES THROUGH BINDING ARBITRATION OR SMALL CLAIMS COURT INSTEAD OF THROUGH COURTS OF GENERAL JURISDICTION. YOU AND WE AGREE THAT ANY ARBITRATION WILL TAKE PLACE ON AN INDIVIDUAL BASIS ONLY. YOU AND WE AGREE TO WAIVE ALL RIGHTS TO A JURY TRIAL AND 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 Us that arises out of or relates in any way to Your relationship with Us or the Services and/or PLATFORM, whether based in contract, tort, statute, fraud, misrepresentation or otherwise. However, this ARB does not preclude You from bringing an individual action against Us 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 We do 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. We will reimburse You for a filing fee paid to the AAA, and if You are unable to pay a filing fee, We 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. 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. We 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 Us or if We made no settlement offer, and the arbitrator awards You any damages, We 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. We hereby waive any right We 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 WE 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 We 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.

11. CLASS ACTION WAIVER. In furtherance of Section 15A to this Agreement, any Claim arising out of or post cancellation 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 Section 17 shall expressly survive cancellation 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.

12. CLAIM LIMITATION. Unless otherwise allowed by applicable law, any claim related to the Services and/or Platform 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.

13. THIRD-PARTY CONTENT. The Services and/or PLATFORM may expose You to content, websites, products and services created or provided by parties other than Us ("third-party content"). We do 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 Policy do not apply to that third-party content.

14. INTELLECTUAL PROPERTY RIGHTS. You agree that all copyrights, patents, trademarks, trade secrets and other intellectual property or proprietary rights associated with the Services and/or PLATFORM are Our exclusive property, and all such rights not expressly granted to You in this Agreement are hereby reserved and retained by Us. If You submit comments or ideas about the Services and/or PLATFORM, including ways to improve the Services and/or PLATFORM or other products or services ("Ideas"), You agree that Your submission is gratuitous, unsolicited and without restriction. It does not place Us under any fiduciary or other obligation, and We are 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 We do not, by acceptance of Your submission, waive any rights to use similar or related ideas previously known to Us, or developed by its employees or obtained from sources other than You.

15. INDEMNIFICATION. You agree to indemnify, defend, and hold Us harmless 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 and/or PLATFORM; (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. We reserve 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.

16. 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 Us, without restriction. Any attempted transfer or assignment in violation of this provision is null and void.

17. 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.

18. TERMINATION OR CHANGE OF THE PLATFORM AND SERVICES. We reserve the right to modify this Agreement, and Your continued use of the PLATFORM or Services represents Your agreement to those modifications. We reserve the right to suspend or terminate Your use of the PLATFORM or 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 PLATFORM or 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 for the PLATFORM or Services as applicable.

19. ENTIRE AGREEMENT & GOVERNING LAW. This Agreement and the documents incorporated by reference constitute our entire agreement with respect to the Services and PLATFORM and supersede any prior or contemporaneous agreements. This Agreement and Your relationship with Us 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.

Terms specific to the PLATFORM

20. USE. The PLATFORM is developed and provided by Us. The PLATFORM is intended for Your use only. You may use the PLATFORM only if You can form a binding contract with Us and You are not a person who is barred from using the PLATFORM by laws of the United States or any other applicable jurisdiction. The PLATFORM is operated from facilities in the United States, and We make no representation that the PLATFORM is appropriate or available for use in other locations. We cannot guarantee that the PLATFORM is compliant with any laws outside of the United States. You should not use the PLATFORM when traveling outside the United States and instead should use the contact telephone number internationally.

21. LICENSE. We grant You a personal, revocable, non-transferable, non-exclusive limited right to access and use the PLATFORM solely as permitted by its functions. We grant You no other rights, beyond what is expressly granted to You herein, and We hereby reserve any and all other rights.

22. FUNCTIONS. The PLATFORM includes several functions and the ability to access several Services, and Your ability to access those functions depends upon Your Device and Your agreement with Us. We do not warrant that the PLATFORM will be compatible with or operable on Your Device or that any particular PLATFORM function will be available to You. You acknowledge and agree that not all of the PLATFORM functions may be available to You at all times or at any time. Your Device must be powered on and have internet access for the PLATFORM to operate. We reserve the right to change, suspend or discontinue the PLATFORM and/or any of its functions at any time, for any reason and without notice or liability to You. It is Your responsibility to accept any updates to the PLATFORM in order to access all of the PLATFORM's features. We will not assume any liability if You do not have the most current version of the PLATFORM on Your Device.

23. PASSWORD & ACCOUNT INFORMATION. You may be asked to provide an email address, mobile phone

number, and/or other identifying information and create a password in order to access certain features and functions. If required, you agree that you will provide Us with complete and accurate information when creating Your account and using the PLATFORM. You are solely responsible for any activity that occurs on or in relation to Your account and for keeping Your password confidential, and You are solely liable for any damages resulting from Your failure to do so. Anyone with access to Your account or password can use the PLATFORM on Your Device. If You believe that the confidentiality of Your account or password has been compromised, You should change Your password immediately.

24. RESTRICTIONS ON USE. You shall not use the PLATFORM in any way that violates any applicable rules, laws or regulations or infringes any copyright, trademark or other intellectual property right of any third party or discloses a trade secret or confidential information. You shall not: (a) decompile, reverse engineer, disassemble, derive the source code of or decrypt the PLATFORM; (b) make any modification, adaptation, improvement, enhancement, translation or derivative work from the PLATFORM; (c) redistribute, rent, lease, loan, resell, sublicense, distribute, or otherwise transfer the PLATFORM to any third party; or (d) remove, obscure, or alter any proprietary notices (including any notice of copyright or trademark) of the PLATFORM.

25. MISUSE. You shall not misuse the PLATFORM, including, without limitation, using the PLATFORM in any manner that: (a) interferes with or interrupts the PLATFORM or any hardware, software, system or network connected with the PLATFORM; (b) stalks, harasses, threatens or harms any person or is otherwise invasive of another's privacy rights; (c) uses the PLATFORM functions on a device without permission; (d) tampers with or makes an unauthorized connection to any network, including, without limitation, the network of any wireless carrier; (e) disseminates viruses or other computer code, files or programs that interrupt, destroy or limit the functionality of the PLATFORM or any other computer software or hardware.

26. OPEN SOURCE AND THIRD-PARTY SOFTWARE. The PLATFORM may include open source or third-party software, and Your use of the PLATFORM is subject to any licenses or agreements governing that software.

27. COMPLIANCE WITH U.S. EXPORT LAWS. By downloading the PLATFORM, You acknowledge that the PLATFORM is subject to U.S. Export law, and that You will comply with all domestic and international export laws and regulations that apply to the PLATFORM.

Terms specific to the Services:

28. SCOPE OF SERVICES. The Services are developed and provided by Us and include the PLATFORM functions listed in Section 18 ("Functions") of this Agreement. If available and depending on Your plan and Your area, the Services include various forms of in-home and/or in-store support for Your eligible Device(s) and technical support for the use of Your Devices with other devices and services manufactured to be compatible with Your Device or intended to be connected thereto. These in-home and in-store Services are subject to change at Our discretion and may be subject to additional terms and fees, and such information will be made available to You in customer engagement flows, marketing materials, and/or asurion.com/homeplus-entertainment. The in-home Services include the installation of certain Devices, the eligibility of which We determine in Our sole discretion. Please review the additional terms below which pertain to in-home Device installation. If available and as applicable, various in-store Services and their accompanying fees may be made available to You at participating locations. In-store Services are subject to change at Our discretion and may do so as frequently as monthly. Depending on the store location, in-store Services may include, but are not limited to, technical assistance with software removals or installations, data transfer, backup, and recovery, and Device health checks. Ask Your local store manager for information about available in-store Services, and when You will be eligible to receive those Services. All Services and their availability are subject to change at Our discretion and Your eligibility to receive the Services depends on, among other things, Your adherence to this Agreement and to the terms and conditions of the warranty product. You may not be eligible to receive all of the Services. For additional information, please visit asurion.com/homeplus-entertainment. The Services do not include, among other things, (a) assistance with network carrier coverage issues, such as dropped calls/data interruptions; (b) modification of Original Equipment Manufacturer ("OEM") software; (c) installation of third-party software or OEM drivers not supported by the Device; (d) peripheral setup, support or repair; or (e)

installation of non-sanctioned applications. If applicable, Your plan may include support for authorized family members. You are responsible for acquiring consent from the individual whose information You share with us in order to provide the Services.

- a. **IN-HOME DEVICE INSTALLATION.** If available and as applicable, We install certain types of televisions, the eligibility of which We determine in Our sole discretion. Installations require an appointment and Section 29 contains information on scheduling an appointment. After scheduling but prior to Your appointment, We will confirm the timing of your appointment and discuss the installation. Once in Your home, We will perform a preinstallation site survey and review the scope of work with You prior to starting the installation. We will then verify the location where You would like the device installed. Prior to performing the installation, We reserve the right at any moment to terminate the installation for any reason at no cost to Us. Once We install the television, if available and as applicable, We will connect it to Your existing wireless network. Please note, We will not install televisions that are not fully functional or do not have all of the manufacturer supplied parts and accessories. For television installations, You must provide Your own mounting bracket and any cable covers. We will not install Your television above a fireplace. We will not install Your television uncovered outside. We will not set up or configure a new wireless network. An available electrical outlet must be within 6 feet of the installation site. We will not make any modification of 110 volt or greater electrical systems. Any in-home Services require the presence of an authorized adult, 18 years of age or older, for the entirety of the in-home appointment. Pets must be restrained during the entirety of the installation. For additional information, please visit asurion.com/homeplus-entertainment.

29. AVAILABILITY OF SERVICES. The Services are developed and provided by Us or Our authorized third-party providers. Technical support Services are available 24/7 via telephone at 844-529-2692 and digital technical support Services are available 24/7 at asurion.com/homeplus-entertainment. If available and as applicable, the in-store Services are available during regular open hours of the applicable store. If available in Your area, the in-home Device installation Services are available by appointment only, between 9:00 am to 5:00 pm Monday-Saturday Central Time. You may schedule an appointment by calling Us at 844-529-2692 between 9:00 am to 5:00 pm Monday-Saturday Central Time. The Services are available only for Your Devices. To use the Services, the individual seeking service on Your behalf must provide information identifying himself or herself as Your owner, member, partner, director, manager, employee, or agent.

30. SERVICE FEES. The functions and Services are available to You upon payment, unless You are eligible for a free trial. You will be required to agree to a subscription plan in the Service Contract Terms and Conditions. Additional fees may apply to the Services made available to You outside of the service warranty plan in the Service Contract Terms and Conditions. In the event you do not make a required payment, Your use of the Services may be cancelled and/or terminated. If in-home Device installation is available, You must pay a fee that will be provided to You in the customer engagement flow, marketing material, and/or at the time of installation. We reserve the right to charge a \$50 fee if You schedule an installation and cancel the appointment within two hours of the scheduled installation. For additional information about applicable fee(s), please visit asurion.com/homeplus-entertainment.

31. AUTO RENEWAL TERMS. We will automatically renew your subscription where applicable and according to Your plan until the Service is cancelled. You will be provided with an option to cancel the renewal. To avoid renewal charges for the next period, auto-renewal must be cancelled prior to the renewal date. For additional information, please visit asurion.com/homeplus-entertainment.

32. USE OF SERVICE- NO CHARGE PERIOD. Your subscription may start with a time period where you may use the service at no charge ("No Charge Period). The No-Charge Period for Your subscription lasts for a limited time, as otherwise specified during sign-up, and is intended to allow new members and certain former members to try the Service. We may determine eligibility at Our sole discretion, and We may limit eligibility to prevent abuse. We reserve the right to end the No Charge Period and put Your account on hold in the event We determine that You are ineligible. Subscribers with an existing or recent subscription are ineligible. We may use information such as method

of payment or an account email address used with an existing or recent subscription to determine eligibility. For combinations with other offers, restrictions may apply. We will charge Your payment method for Your subscription fee at the end of the No-Charge Period unless You cancel Your subscription prior to the end of the No Charge Period. Within 7 days prior to the renewal date, You will be notified of the date You will be charged and exact amount You will be charged via email to the address We have on file. The Subscription may be cancelled at any-time after activation. To avoid being charged for the subscription price, the subscription must be cancelled prior to the last day of the No Charge Period.

33. CANCELLATION. You or We may cancel Your subscription to the Services at any time, however, You will continue to have access to the Service through the end of Your billing period. We do not provide refunds or credits for any partial membership periods. If Your subscription is cancelled, Your account will automatically close at the end of Your current billing period. For additional information, please visit asurion.com/homeplus-entertainment.

34. 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 further efforts 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.

35. REPRESENTATIONS & AUTHORIZATIONS. When seeking service, 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 service if We determine that You are not the owner and/or the authorized user of the Device, software or device. When seeking service, 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.

36. 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 at any time for any loss, alteration, or corruption of any 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.

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