

**South Carolina Only:** The following statement is added to this Contract: If You purchased this Contract in South Carolina, complaints or questions about this Contract may be directed to the South Carolina Department of Insurance, P.O. Box 100105, Columbia, South Carolina 29202-3105, telephone number 803-737-6180.

**Texas Only:** The following statement is added to the "Cancellation" section of this Contract: If You cancel Your Contract within thirty (30) days of receipt of Your Contract, Your Contract will be voided. If Your Agreement is voided and You do not receive a refund or credit within thirty (30) days of receipt of the returned service contract, You may request a refund from Virginia Surety Company, Inc., 175 West Jackson Blvd, Chicago, Illinois 60604, and a ten percent (10%) penalty per month shall be applied to the refund. The following statement is added to this Contract: If You purchased this Contract in Texas, unresolved complaints or questions concerning the regulation of service contracts may be addressed to the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711, telephone number (512) 463-2906 or (800) 803-9202.

**Utah Only:** The following statement is added to the "Cancellation" section of this Contract: We can cancel this Contract during the first sixty (60) days of the initial annual term by mailing to You a notice of cancellation at least thirty (30) days prior to the effective date of cancellation except that We can also cancel this Contract during such time period for nonpayment of premium by mailing You a notice of cancellation at least ten (10) days prior to the effective date of cancellation. After sixty (60) days have elapsed, We may cancel this Contract by mailing a cancellation notice to You at least ten (10) days prior to the cancellation date for nonpayment of premium and thirty (30) days prior to the cancellation date for any of the following reasons (a) material misrepresentation, (b) substantial change in the risk assumed, unless We should reasonably have foreseen the change or contemplated the risk when entering into the Contract, (c) substantial breaches of contractual duties, conditions, or warranties. The notice of cancellation must be in writing to You at Your last known address and contain all of the following: (1) the Contract number, (2) the date of notice, (3) the effective date of the cancellation and, (4) a detailed explanation of the reason for cancellation. The "Dispute Resolution - Arbitration" section of this Contract is removed and replaced with: Any matter in dispute between You and Us may be subject to arbitration as an alternative to court action pursuant to the rules of the American Arbitration Association, a copy of which is available on request from the Company. Any decision reached by arbitration shall be binding upon both You and Us. The arbitration award may include attorney's fees if allowed by state law and may be entered as a judgement in any court of proper jurisdiction. The following statement is added to this Contract: Coverage afforded under this Contract is not guaranteed by the Utah Property and Casualty Guaranty Association. Proof of loss should be furnished by You to the Administrator as soon as reasonably possible. Failure to furnish such notice or proof within the time required by this Contract does not invalidate or reduce a claim. This Contract is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department.

**Washington Only:** The following statement amends the "Insurance" section of this Contract: If You have filed a claim in writing under this Contract and the Obligor fails to pay or provide service on a claim, or if You are otherwise dissatisfied, please submit Your claim in writing and a copy of the Contract and sales receipt for the Product to Virginia Surety Company, Inc., 175 West Jackson Blvd, Chicago, Illinois 60604, Attention: Service Contract Claims, 1-800-209-6206.

**Wisconsin Only:** In the "What is Not Covered" section of this Contract, exclusion (19) is removed. In the "To Obtain Service" section of this contract, the following statement is not applicable: We will not reimburse You for work done by unauthorized servicers or others. The following statement is added to the "Cancellation" section of this Contract: Claims paid or the cost of repairs performed shall not be deducted from the amount to be refunded upon cancellation of this Contract. The following statement is added to this Contract: **This Contract is subject to limited regulation by the Office of the Commissioner of Insurance of the State of Wisconsin.** You should furnish proof of loss to the Administrator as soon as reasonably possible and within one (1) year after the time required by this Contract. Failure to furnish such notice or proof within the time required by this Contract does not invalidate or reduce a claim. The following statements are removed from the "Arbitration" section of this Contract: You give up your right to resolve any controversy or claim arising out of or relating to this Contract by a judge and/or a jury. You also agree not to participate as a class representative or class member in any class action litigation, any class arbitration or any consolidation of individual arbitrations. The following statements are added to the "Arbitration" section of this Contract: No mandatory arbitration is allowed. Both parties must agree to participate. If one party disagrees to participate, this arbitration provision becomes null and void.

**Wyoming Only:** The following statement is added to the "Arbitration" section of this Contract: In the state of Wyoming, arbitration can only be final and binding if agreed to by the parties involved, in a separate written agreement.

**TO OBTAIN A LARGE-TYPE COPY OF THE TERMS AND CONDITIONS OF THIS CONTRACT, PLEASE CALL 1-800-994-7267.**

Administered by:  
N.E.W.  
P.O. Box 1458 · Sterling, VA 20167 · (800) 994-7267

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(Rev. 09/10)

### 2-Year Service Plans

|   |                  |
|---|------------------|
| <b>\$19<sup>88</sup></b><br>Coverage for items<br>\$150-\$249.99      | 7 29515 100427 2 |
| <b>\$29<sup>85</sup></b><br>Coverage for items<br>\$250-\$499.99      | 7 29515 100428 9 |
| <b>\$59<sup>88</sup></b><br>Coverage for items<br>\$500-\$999.99      | 7 29515 100429 6 |
| <b>\$119<sup>93</sup></b><br>Coverage for items<br>\$1,000-\$1,499.99 | 7 29515 100430 2 |
| <b>\$159<sup>78</sup></b><br>Coverage for items<br>\$1,500-\$2,999.99 | 7 29515 100431 9 |
| <b>\$399<sup>03</sup></b><br>Coverage for items<br>\$3,000-\$9,999.99 | 7 29515 100432 6 |

Contract Holder Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Purchase Date: \_\_\_\_\_ Store Location: \_\_\_\_\_  
 Covered Product Description: \_\_\_\_\_  
 Product Catalog Number: \_\_\_\_\_  
 Product Price: \_\_\_\_\_ Plan Price: \_\_\_\_\_  
 Transaction Number: \_\_\_\_\_


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### 3-Year Service Plans

|   |                  |
|---|------------------|
| <b>\$24<sup>88</sup></b><br>Coverage for items<br>\$150-\$249.99      | 7 29515 100433 3 |
| <b>\$39<sup>85</sup></b><br>Coverage for items<br>\$250-\$499.99      | 7 29515 100434 0 |
| <b>\$79<sup>96</sup></b><br>Coverage for items<br>\$500-\$999.99      | 7 29515 100435 7 |
| <b>\$179<sup>93</sup></b><br>Coverage for items<br>\$1,000-\$1,499.99 | 7 29515 100436 4 |
| <b>\$229<sup>78</sup></b><br>Coverage for items<br>\$1,500-\$2,999.99 | 7 29515 100437 1 |
| <b>\$569<sup>03</sup></b><br>Coverage for items<br>\$3,000-\$9,999.99 | 7 29515 100438 8 |

### 1-Year Replacement Plans

|   |                  |
|---|------------------|
| <b>\$5<sup>72</sup></b><br>Coverage for items<br>\$0-\$99.99    | 7 29515 100425 8 |
| <b>\$9<sup>72</sup></b><br>Coverage for items<br>\$100-\$149.99 | 7 29515 100426 5 |

10%  
Recycled Fiber 



## Member Service you can count on

If your covered product fails, we arrange to have it repaired or replaced at no cost to you. See Terms and Conditions.

**We're here when you need us, weekends or weekdays.**

Should the unexpected happen, all it takes is a quick toll-free phone call to:  
**1.800.994.7267**  
or visit  
**scsolutioncenter.com**

**We'll take care of the rest.**



The following is not covered: "AS IS" items (items without a manufacturer warranty) are not eligible for a Replacement or Service Plan. Additional exclusions apply. See Terms and Conditions for details.

## Replacement and Service Plans



as low as  
**\$5<sup>72</sup>**

## Protect the things you use every day



Savings Made Simple



## Service Plans\*

| Purchase Price     | 2-Year Plan | 3-Year Plan |
|--------------------|-------------|-------------|
| \$150-\$249.99     | \$19.88     | \$24.88     |
| \$250-\$499.99     | \$29.85     | \$39.85     |
| \$500-\$999.99     | \$59.88     | \$79.96     |
| \$1,000-\$1,499.99 | \$119.93    | \$179.93    |
| \$1,500-\$2,999.99 | \$159.78    | \$229.78    |
| \$3,000-\$9,999.99 | \$399.03    | \$569.03    |

Sam's Club Plus® Members receive **12 months additional** coverage with plan purchase



\* Coverage begins after the manufacturer's labor warranty. Replacement Plans available for products under \$150.

\*\* Limitations and exclusions apply. See the Terms and Conditions for complete details of the coverage.

## TERMS & CONDITIONS

**Obligors:** The companies obligated under this Contract are as follows: If this Contract is purchased in Maine: the retailer from which You purchased this Contract and the Product; if purchased in any other state (except Arizona, Florida, Oklahoma, Texas or Wisconsin) or District of Columbia: **National Product Care Company**, 175 West Jackson Blvd, Chicago, Illinois 60604; If purchased in Arizona, Oklahoma and Wisconsin: **Service Saver, Incorporated**, 175 West Jackson Blvd, Chicago, Illinois 60604; in Florida: **National Electronics Warranty Corporation of Florida** (a Service Warranty Association), P.O. Box 1458, Sterling, VA 20167; if purchased in Texas: National Product Care Company, dba Texas National Product Care Company, 175 West Jackson Blvd, Chicago, Illinois 60604.

**Instructions:** You must keep this Contract and a copy of Your receipt, as You may be required to produce them to obtain service. This Contract, including the terms, conditions, limitations, exceptions and exclusions, and the sales receipt constitute the entire agreement. Your rights under this Contract may vary from state to state.

**To Obtain Service:** Contact N.E.W. online at [www.scsolutioncenter.com](http://www.scsolutioncenter.com) or toll-free at 1-800-994-7267, 24 hours a day, seven days a week, for instructions on obtaining repair or replacement of, or reimbursement for, Your Item or to file a claim. Please have Your Contract number handy and be prepared to tell Us which item needs service and the nature of the problem. You must call N.E.W. prior to having service; all repairs must be authorized in advance. We will not reimburse You for work done by unauthorized servicers or others. There is no deductible required to obtain service for Your covered Item. Foreign language assistance is available for Your convenience.

### What Is Covered:

**For Members who purchased a Replacement Contract:** For any Product with a purchase price up to \$149.99, for which a Replacement Contract has been purchased, We will reimburse You for the original purchase price indicated on Your sales receipt including sales tax, in the form of a check or gift card, at Our discretion. The Replacement Contract will cover Breakdowns, including those experienced during normal wear and tear, and those manifesting from power surges which are not concurrently covered under any other warranty or service contract. N.E.W. will pay for the shipping costs of Your Product to the authorized service center for replacement.

**For Members who purchased a Service Contract:** For any Product with a purchase price of \$150 and up: This Contract covers parts and labor costs resulting from a mechanical or electrical failure of the Product caused by defects in workmanship and/or materials, including those experienced during normal wear and tear. If in-home service is provided for the full term of Your manufacturer's warranty, it will be provided under this Contract. If in-home service is not provided, except for televisions and computers, You will be responsible for delivery or the cost of delivery of the Product to the service center for repair or replacement. You are responsible for backing up all computer software prior to commencement of any repairs. We are not responsible for restoring software to Your Product. This Contract also covers commercially used Products. We will repair or replace the Product, or reimburse You for authorized repairs to or replacement of the Product, at Our discretion, when required due to a Breakdown which is not covered under any other warranty or service contract, or under any insurance policy. This Contract covers the cost of one annual head cleaning on VCR's and Camcorders for each year of Contract coverage. If We determine that We cannot service Your Product as specified in this Contract, We may replace it with a NEW, REMANUFACTURED, OR A PRODUCT OF LIKE KIND AND QUALITY THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL PRODUCT or we may at our discretion issue You a gift card or check for the original purchase price of the Product including taxes, as indicated on your sales receipt. Non-original manufacturer's parts may be used for repair of the Product if the manufacturer's parts are unavailable or more costly.

### This Contract includes the following enhanced coverage:

- Power surge protection, beginning from the Product purchase date.
- Annual documented food loss protection up to one hundred dollars (\$100.00) caused by a Breakdown and not covered by any other warranty or service contract for all refrigerators and freezers.

### For Members who purchase a Computer Contract, the following enhanced coverages apply:

On-line access to "How-to guides" for new PC setup and configuration.

- One (1) year of access to free anti-virus software. NOTE: This Contract does not cover loss or damage resulting from a computer virus, including but not limited to damage to stored data.
- One (1) year of access to free online backup service. Note: This Contract does not cover loss or damage resulting from loss of data.

This software coverage is provided by N.E.W., and is not insured by Virginia Surety Company.

**No Lemon Policy:** During the term of this Contract, after three (3) service repairs have been completed on an individual Product, for the same defect, and that Product requires a fourth repair, as determined by Us, We will replace it, at Our discretion, with a new or remanufactured product of like kind and quality or issue a check for the original purchase price of that product including taxes. Repairs performed while the Product is under Manufacturer's warranty do not apply. This lemon policy does not apply to renewal contracts. We shall have satisfied all obligations owed under this contract upon replacement or reimbursement of Your Product.

### Term of Coverage:

**For Members who purchased a Replacement Contract:** Your term and coverage begin upon the expiration of the manufacturer's labor warranty and continue for a period of one (1) year.

**For Members who purchased a Service Contract:** This Contract provides either two (2) or three (3) years of coverage, as indicated on Your receipt, following expiration of the manufacturer's labor warranty. In the event Your Product is being serviced by an Authorized Service Center when the Contract expires, the term of the Contract will be extended until the covered repair has been completed.

**Sam's Club® Plus® Members:** Add an additional 12 months of coverage to the Contract purchased. Example: 3-year Service Contract purchase will provide the 3 year face value plus an additional one (1) year of coverage

as a **Sam's Club Plus** Member for a total of four (4) years of coverage beyond the manufacturer's labor warranty.

**Limit of Liability:** For any single claim, the limit of liability under this Contract is the least of the cost of (1) The total authorized repairs up to the purchased price of the covered product, (2) replacement with a product of similar features, (3) reimbursement for authorized repairs or replacement, or (4) the price that You paid for the Product. The total liability under this Contract is the purchase price You paid for the Product; in the event that the total of all authorized repairs exceeds the purchase price paid for the Product or We replace the Product with another of equal or greater value, We shall have satisfied all obligations owed under this Contract.

**WHAT IS NOT COVERED:** (1) INCIDENTAL OR CONSEQUENTIAL DAMAGES, (EXCEPT FOR UP TO \$100 FOR FOOD SPOILAGE IN FREEZERS AND REFRIGERATORS THAT EXPERIENCE A BREAKDOWN) INCLUDING BUT NOT LIMITED TO ANY DELAY IN RENDERING SERVICE UNDER THIS CONTRACT, FOR LOSS OF DATA, OR FOR LOSS OF USE DURING THE PERIOD THAT THE PRODUCT IS AT A REPAIR CENTER OR OTHERWISE AWAITING PARTS; (2) ANY AND ALL PRE-EXISTING CONDITIONS THAT OCCUR PRIOR TO THE EFFECTIVE DATE OF THIS CONTRACT; (3) DAMAGE FROM ACCIDENT, ABUSE, MISUSE, INTRODUCTION OF FOREIGN OBJECTS INTO THE PRODUCT, UNAUTHORIZED PRODUCT MODIFICATIONS OR ALTERATIONS; (4) FAILURE TO FOLLOW THE MANUFACTURER'S INSTRUCTIONS; (5) THIRD PARTY ACTIONS (FIRE, COLLISION, VANDALISM, THEFT, ETC.); (6) PARTS NORMALLY DESIGNATED TO BE REPLACED PERIODICALLY BY YOU OR CONSUMED DURING THE LIFE OF THE PRODUCT (I.E., PROJECTOR BULBS/LAMPS, OTHER PRODUCT BULBS/LAMPS, BATTERIES, RIBBONS, TONER CARTRIDGES, DRUMS, VIDEO CASSETTES, DVD AND COMPACT DISCS, ETC.) (7) THE ELEMENTS OR ACTS OF GOD; (8) WAR, INVASION OR ACT OF FOREIGN ENEMY, HOSTILITIES, CIVIL WAR, REBELLION, RIOT, STRIKE, LABOR DISTURBANCE, LOCKOUT OR CIVIL COMMOION; (9) DAMAGE CAUSED BY DEFECTIVE BATTERIES, POWER SURGES CAUSED BY DEFECTIVE BATTERIES OR REPLACEMENT OF DEFECTIVE BATTERIES, WITH THE EXCEPTION OF DAMAGE MANIFESTING FROM POWER SURGES; (10) DAMAGE COVERED BY ANY OTHER WARRANTY OR SERVICE CONTRACT; (11) PREVENTATIVE MAINTENANCE; (12) DAMAGE WHICH IS NOT REPORTED WITHIN 30 DAYS AFTER EXPIRATION OF THIS CONTRACT; (13) COST OF INSTALLATION, REMOVAL OR REINSTALLATION OF THE PRODUCT; (14) PERIODIC CHECKUPS AND/OR MAINTENANCES DIRECTED BY THE MANUFACTURER; (15) ANY LOSS OTHER THAN A COVERED BREAKDOWN OF THE PRODUCT; (16) PRODUCTS NOT ORIGINALLY COVERED BY A MANUFACTURER'S WARRANTY; (17) NONFUNCTIONAL OR AESTHETIC PARTS INCLUDING BUT NOT LIMITED TO PLASTIC PARTS OR KNOBS; (18) SCRATCHES, PEELING AND DENTS; (19) UNAUTHORIZED REPAIRS AND/OR PARTS; (20) PARTS FAILURE DUE TO A MANUFACTURER RECALL REGARDLESS OF THE MANUFACTURER'S ABILITY TO PAY FOR SUCH REPAIR; (21) OTHER THAN THE REMOTE CONTROLS, ACCESSORIES USED IN CONJUNCTION WITH A COVERED PRODUCT; (22) DAMAGE, WARPING OR RUSTING OF ANY KIND TO THE HOUSING, CASE OR FRAME OF THE PRODUCT OR ANY NON-OPERATING PART; (23) DAMAGE INCURRED DURING TRANSPORTATION; (24) LOSS OR DAMAGE RESULTING FROM THE FAILURE TO PROVIDE MANUFACTURER'S RECOMMENDED MAINTENANCE; (25) IMPROPER INSTALLATION OF COMPONENTS OR PERIPHERALS; (26) BURNED-IN PHOSPHOR IN CATHODE RAY TUBES OR ANY OTHER TYPE OF DISPLAY; (27) ANY DAMAGE CAUSED BY A COMPUTER VIRUS; (28) ANY DAMAGE TO RECORDING MEDIA, INCLUDING ANY SOFTWARE PROGRAMS, DATA, OR CONFIGURATION/SETUP INFORMATION RESIDENT ON ANY MASS STORAGE DEVICES SUCH AS HARD DRIVES, CD-ROM DRIVES, DVD DRIVES, FLOPPY DISKETTES, MEMORY STICKS, TAPE DRIVES OR TAPE BACKUP SYSTEMS, AS A RESULT OF THE MALFUNCTIONING OR DAMAGE OF AN OPERATING OR NON-OPERATING PART, OR AS A RESULT OF ANY REPAIRS OR REPLACEMENT UNDER THIS CONTRACT; (29) PRODUCTS WITH REMOVED OR ALTERED SERIAL NUMBERS; (30) ALL SOFTWARE, INCLUDING CUSTOMIZED OR PROPRIETARY SOFTWARE, AND THOSE SOFTWARE ERRORS THAT CONFIRM IMPROPERLY FUNCTIONING OR DEFECTIVE SOFTWARE EXCEPT FOR THE ENHANCED COVERAGES INCLUDED WHEN A COMPUTER CONTRACT IS PURCHASED; (31) LOSS OR CORRUPTION OF DATA AND/OR THE RESTORATION OF SOFTWARE AND OPERATING SYSTEMS EXCEPT FOR THE ENHANCED COVERAGES INCLUDED WHEN A COMPUTER CONTRACT IS PURCHASED; (32) PRODUCT REPAIRS WHICH SHOULD BE COVERED BY A MANUFACTURER'S WARRANTY; AND (33) PRODUCTS SOLD "AS-IS" INCLUDING BUT NOT LIMITED TO FLOOR MODELS (UNLESS COVERED BY A FULL MANUFACTURER'S WARRANTY ON YOUR DATE OF PURCHASE) AND DEMONSTRATION MODELS. (34) ANY PRODUCT USED TO DIRECTLY GENERATE REVENUE SUCH AS IN RESTAURANT STORES, SELF-SERVICE APPLICATIONS (LAUNDROMATS, COPY CENTERS, GYMS, ETC); (36) COLOR FADING OF PICTURE FOR ANY TELEVISION, UNLESS SUCH FADING IS BEYOND EXPECTED NORMAL WEAR AND TEAR OVER THE LIFE OF THE PRODUCT; AND (37) SERVICE THAT OCCURS OUTSIDE OF THE 50 UNITED STATES OF AMERICA AND THE DISTRICT OF COLUMBIA.

**Definitions:** (1) **We/Us/Our:** The company obligated under this Contract, as follows referenced in the "Obligor" section of this Contract; (2) **N.E.W.:** The administrator of this Contract, namely: In all states (except AL, AZ and FL) and DC: National Electronics Warranty, LLC; In FL: National Electronics Warranty Corporation of Florida; in AL and AZ: N.E.W. Warranty Services, Inc.; (3) **Breakdown:** The mechanical, electrical or physical failure of the Product caused by defects in workmanship and/or materials; (4) **Product:** The consumer item(s) which You purchased concurrently with and is covered by this Contract; (5) **You/Your/Warranty Holder:** The individual who purchased the Product and this Contract, or the approved Transferee.

**Transfer:** This Contract may be transferred to a new owner. You may transfer by contacting N.E.W. at P.O. Box 1818, Sterling, VA 20167-1818 or at the telephone number, specified herein. Information provided by You must include the Contract number, date of transfer, new owner's name, complete address, and telephone number.

**Renewal:** The Service Contract is renewable at Our discretion. The Replacement Contract is not renewable.

**Cancellation:** You may cancel this Contract at any time by surrendering it or providing written notice to the retailer at the address where You purchased this Contract. You may also cancel this Contract by surrendering it or providing written notice to N.E.W. at P.O. Box 1818, Sterling, VA 20167-1818. This Contract may be canceled by You for any reason. In the event You cancel this Contract within thirty (30) days of receipt of this Contract, You shall receive a full refund of any payments made by You under this Contract. In the event You cancel this Contract after thirty (30) days of receipt of this Contract, You shall receive a pro rata refund of any amount paid based upon elapsed time less an administrative fee not to exceed ten percent (10%) of the price of this Contract or twenty-five dollars (\$25), whichever is less, and less any claims that have been paid or repairs that have been made. We or N.E.W. may not cancel this Contract except for fraud, material misrepresentation or non-payment by You; or if required to do so by any regulatory authority. If We or N.E.W. cancels this Contract, You shall receive a refund of one hundred percent (100%) of the pro rata unearned portion of the Contract price less any claims which have been paid. We or N.E.W. may not cancel this Contract without providing You with written notice at least thirty (30) days prior to the effective date of cancellation. Such notice shall include the effective date of cancellation and the reason for cancellation. In Alabama, Arkansas, Hawaii, Maryland, Minnesota, Missouri, Nevada, New York, South Carolina, Washington and Wyoming: If You cancel Your Contract within thirty (30) days of receipt of Your Contract and do not receive a refund or credit within thirty (30) days of receipt of the returned service contract, a ten percent (10%) penalty per month shall be applied to the refund.

**Insurance:** This is not a contract of insurance. Obligations of the Obligor under this Contract are insured under a service contract reimbursement insurance policy issued by Virginia Surety Company, Inc. In AL, AR, AK, AZ, CT, GA, IL, KY, MO, MT, NH, NC, NY, OH, OR, TX, UT, WA, WI, and WY only: If You have filed a claim in writing under this Contract and the Obligor fails to pay or provide service on a claim within sixty (60) days of filing such a claim, or if You are otherwise dissatisfied, please submit Your claim in writing and a copy of this Contract and the sales receipt for the Product to Virginia Surety Company, Inc., 175 West Jackson Blvd, Chicago, Illinois 60604, Attention: Service Contract Claims, 1-800-209-6206.

**Dispute Resolution - Arbitration:** To the extent permitted by applicable law, any controversy or claim arising out of or relating to this Contract, or breach thereof, will be settled by binding arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Under this Arbitration provision, You give up your right to resolve any controversy or claim arising out of or relating to this Contract by a judge and/or a jury. You also agree not to participate as a class representative or class member in any class action litigation, any class arbitration or any consolidation of individual arbitrations. The laws of the state of Illinois (without giving effect to its conflict of laws principles) govern all matters arising out of or relating to this Contract and all transactions contemplated by this Contract, including, without limitation, the validity, interpretation, construction, performance and enforcement of this Contract. A judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. The parties specifically agree to the binding nature of the arbitration.

### State Variations:

The following state variations shall control if inconsistent with any other terms and conditions:

**Arizona Only:** The following statement is added to the "Cancellation" section of this Contract: No claim incurred or paid will be deducted from the amount to be returned in the event of cancellation. In the "WHAT IS NOT COVERED" section of this Contract, exclusion (2) does not apply in the state of Arizona. The following statement is added to the "Dispute Resolution - Arbitration" section of this Contract: Arbitration does not preclude the Arizona consumer's right to file a complaint with the Arizona Department of Insurance, Consumer Affairs Division 800-325-2548.

**Arkansas Only:** The following statement is added to the "Insurance" section of this Contract: A claim submitted to Virginia Surety Company, Inc. may include a claim for return of the unearned premium in the event of a cancellation. The following statement is added to this Contract: This Contract does not exclude pre-existing conditions.

**California Only:** The following statement is added to the "Dispute Resolution - Arbitration" section of this Contract: This arbitration provision does not prohibit a California resident from following the process to resolve complaints as outlined by the California Bureau of Electronic and Appliance Repair (BEAR). To learn more about this process, You may contact BEAR at 1-800-952-5210, or You may write to Department of Consumer Affairs, 3485 Orange Grove Avenue, North Highlands, California, 95660, or You may visit their website at [www.bear.ca.gov](http://www.bear.ca.gov). The following statement amends the "Cancellation" section of this Contract: In the event You cancel this Contract within sixty (60) days of receipt of this Contract, You shall receive a full refund of any payments made by You under this Contract. In the event You cancel this Contract after sixty (60) days of receipt of this Contract, You shall receive a pro-rata refund of any amount paid based upon elapsed time less an administrative fee not to exceed ten percent (10%) of the price of this Contract or twenty-five dollars (\$25.00), whichever is less, and less any claims that have been paid or repairs that have been made.

**Connecticut Only:** The following statement is added to this Contract: If You purchased this Contract in Connecticut, You may pursue arbitration to settle disputes between You and the provider of this Contract. You may mail Your complaint to: State of Connecticut, Insurance Department, P.O. Box 816, Hartford, Connecticut 06142-0816, Attention: Consumer Affairs. The written complaint must describe the dispute, identify the price of the Product and cost of repair, and include a copy of this Contract.

The following statement is added to the "Term of Coverage" section of this Contract: The term of this Contract will be automatically extended for the period during which the Product is in the custody of a service center for repair. The following statement is added to the "Cancellation" section of this Contract: You may cancel this Contract if You return the Product or the Product is sold, lost, stolen, or destroyed.

**Florida Only:** The following statement is added to the "Cancellation" section of this Contract: In the event this Contract is cancelled by the Warranty Holder, return of the premium shall be based upon ninety percent (90%) of the unearned pro-rata premium less any claims that have been paid or less the cost of repairs made on behalf of the Warranty Holder. In the event this Contract is cancelled by N.E.W., return of premium shall be based upon one hundred percent (100%) of the unearned pro-rata premium. The "Dispute Resolution - Arbitration" section of this Contract is not applicable. The following is added to the "What is Covered section." You will be reimbursed in the form of a replacement product or check for the original purchase price plus applicable taxes.

**Georgia Only:** The following statement is added to the "Cancellation" section of this Contract: If You cancel after thirty (30) days of receipt of Your Contract, You will receive a pro rata refund of the Contract price. Cancellation will comply with Section 33-24-44 of the Code of Georgia. Claims paid and administrative fees shall not be deducted from any refund owed as a result of cancellation. We or N.E.W. may not cancel this Contract except for fraud, material misrepresentation, or non-payment by You. Any refund owed and not paid as required is subject to a penalty equal to twenty-five percent (25%) of the refund owed and interest of eighteen percent (18%) per year until paid; however, such penalty shall not exceed fifty percent (50%) of the amount of the refund. In the "What is Not Covered" section of this Contract, exclusion (2) is removed and replaced with: Any and all pre-existing conditions known by You that occur prior to the effective date of this Contract. The "Dispute Resolution - Arbitration" section of this Contract is removed.

**Michigan Only:** The following statement is added to this Contract: If performance under this Contract is interrupted because of a strike or work stoppage at Our place of business, the effective period of the Contract shall be extended for the period of the strike or work stoppage.

**Missouri Only:** The following statement is added to the "Insurance" section of this Contract: A claim submitted to Virginia Surety Company, Inc. may include a claim for return of the unearned premium in the event of a cancellation.

**Nevada Only:** The following statement is added to the "Cancellation" section of this Contract: No claim incurred or paid will be deducted from the amount to be returned in the event of cancellation.

**New Hampshire Only:** The following statement is added to this Contract: In the event You do not receive satisfaction under this Contract, You may contact the New Hampshire Insurance Department, 21 South Fruit Street, Concord, NH 03301, (603) 271-2261.

**New Mexico Only:** The following statement is added to the "Cancellation" section of this Contract: If this Contract has been in force for a period of seventy (70) days, We may not cancel before the expiration of the Contract term or one (1) year, whichever occurs first, unless: 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 Contract; 3) You engage in fraud or material misrepresentation in obtaining this Contract; or 4) You commit any act, omission, or violation of any terms of this Contract after the effective date of this Contract which substantially and materially increase the service required under this Contract. If You cancel Your Contract within thirty (30) days of receipt of Your Contract and do not receive a refund or credit within sixty (60) days of receipt of the returned service contract, a ten percent (10%) penalty per month shall be applied to the refund.

**North Carolina Only:** The following statement is added to the "Cancellation" section of this Contract: We or N.E.W. may not cancel this Contract except for nonpayment by You or for violation of any of the terms and conditions of this Contract. The following statement is added to this Contract: You understand that the purchase of this Contract is not required to purchase or to obtain financing for the Product.

**Oklahoma Only:** The "Cancellation" section is deleted and replaced by the following: You may cancel this contract at any time by surrendering it or providing written notice to the retailer at the address where You purchased this Contract. You may also cancel this Contract by surrendering it or providing written notice to N.E.W. at the address listed below. You may cancel this Contract for any reason. In the event You cancel this Contract within 30 days of receipt of the Contract, You shall receive a full refund of any payments made by You under this Contract. In the event You cancel this Contract after 30 days of receipt of this Contract, You shall receive a refund based upon 100% of the unearned pro-rata premium less an administrative fee not to exceed 10% of the unearned pro-rata premium or twenty-five (\$25) dollars, whichever is less, less the cost of claims paid. We or N.E.W. may not cancel this Contract except for fraud, material misrepresentation or non-payment by You; or if required to do so by any regulatory authorization. If we or N.E.W. cancel this Contract, You shall receive a refund of 100% of the unearned pro-rata premium. We or N.E.W. may not cancel this Contract without providing You with written notice at least thirty days prior to the effective date of cancellation. Such notice shall include the effective date of cancellation and the reason for cancellation. The following sentences are added to this contract: Coverage afforded under this contract is not guaranteed by the Oklahoma Insurance Guaranty Association. Statutes do not apply to commercial use references in service warranty contracts.

**Oregon Only:** The "Arbitration" section of this Contract is removed.

# Televisions



The more you  
**use it,**  
The more you  
**need it.™**

Enjoy all of the benefits our service plans have to offer, including:\*\*

- In-home service or prepaid shipping to an authorized service facility
- Power surge protection (from day one)
- No lemon policy: If your television requires more than three repairs for the same defect during the term of your service plan, we replace it.\*
- 24/7 Member care
- Nationwide service
- Zero out-of-pocket expenses
- Remote control failure/malfunction

**Coverage includes protection due to:\*\***

- Mechanical and electrical breakdowns or failures including those experienced during normal wear and tear

**Visit our Solution Center to:†**

- Learn how to get the most from your product
- Get instant troubleshooting support
- Manage all your replacement and service plan needs online at [scsolutioncenter.com](https://scsolutioncenter.com)

† Coverage provided by NEW.

# Computers

**Included**  
for an entire year<sup>†</sup>

- Antivirus software
- Online backup



## Service Plans\*

| Purchase Price     | 2-Year Plan | 3-Year Plan |
|--------------------|-------------|-------------|
| \$150-\$249.99     | \$19.88     | \$24.88     |
| \$250-\$499.99     | \$29.85     | \$39.85     |
| \$500-\$999.99     | \$59.88     | \$79.96     |
| \$1,000-\$1,499.99 | \$119.93    | \$179.93    |
| \$1,500-\$2,999.99 | \$159.78    | \$229.78    |
| \$3,000-\$9,999.99 | \$399.03    | \$569.03    |

**No deductibles,  
no hidden fees**

**If your computer fails, we arrange to have it repaired at no cost to you.**

### Plan features include:\*\*

- Prepaid shipping to an authorized service facility for laptop computer repairs
- In-home service or prepaid shipping for desktop computer repairs
- No lemon policy: If your computer requires more than three repairs for the same defect during the term of your service plan, we replace it.
- Power surge protection (from day one)
- PC Solution Center:<sup>†</sup> Keep your irreplaceable photos, music, e-mail, and financial records safe with our PC Care Center tools, available for download at [scsolutioncenter.com](http://scsolutioncenter.com)

### Coverage includes protection due to:\*\*

- Mechanical and electrical breakdowns or failures including those experienced during normal wear and tear
- Defects in workmanship and materials

Sam's Club Plus® Members receive **12 months additional** coverage with plan purchase



**Your Service Plan protects all the hardware that comes with your new computer system.**

Includes bundled components such as computer, monitor, keyboard, mouse and up to two peripherals.\*\*

\* Coverage begins after the manufacturer's labor warranty. Replacement Plans available for products under \$150.

\*\* Excludes software and/or peripherals not bundled with system. Additional limitations and exclusions apply. See the Terms and Conditions for complete details of the coverage.

<sup>†</sup> Coverage provided by NEW.

## Everyday Products



### Service Plans\*

| Purchase Price     | 2-Year Plan | 3-Year Plan |
|--------------------|-------------|-------------|
| \$150-\$249.99     | \$19.88     | \$24.88     |
| \$250-\$499.99     | \$29.85     | \$39.85     |
| \$500-\$999.99     | \$59.88     | \$79.96     |
| \$1,000-\$1,499.99 | \$119.93    | \$179.93    |
| \$1,500-\$2,999.99 | \$159.78    | \$229.78    |
| \$3,000-\$9,999.99 | \$399.03    | \$569.03    |

### Service Plans are available on a wide variety of the products you use every day.

Anything that is powered by electricity, battery or fuel or is mechanical in nature including:

- Televisions
- Computers
- Bicycles
- Small Appliances
- Video and Audio Equipment
- Video Game Systems
- Cameras
- Digital Frames
- Telephones
- Toys
- Exercise Machines
- Power Tools
- MP3 Players
- Power Wheel Cars
- Radio Control Cars
- Major Appliances
- GPS Devices

\* Coverage begins after the manufacturer's labor warranty. Replacement Plans available for products under \$150.

## Enjoy peace-of-mind product protection

### Enjoy all of the benefits that our Service Plans have to offer.

We are here to take away the worry in case your covered product fails unexpectedly due to:\*\*

- Defects in workmanship and materials
- Power surge protection (from day one)
- Mechanical and electrical breakdowns or failures including those experienced during normal wear and tear

Sam's Club Plus® Members receive **12 months additional coverage** with plan purchase



\*\* Limitations and exclusions apply. See the Terms and Conditions for complete details of the coverage.

# Replacement Plan



## Replacement Plans\*

| Purchase Price | 1-Year |
|----------------|--------|
| \$0-\$99.99    | \$5.72 |
| \$100-\$149.99 | \$9.72 |

Sam's Club Plus®  
Members receive  
**12 months**  
*additional*  
coverage with  
plan purchase



## Enjoy your purchase worry-free

Enjoy all of the benefits that our  
Replacement Plan has to offer.\*\*

No need to return your item to the Club. Simply call our toll-free hotline and you will be given instructions to have your qualifying item's purchase price refunded.

- Full purchase price reimbursed if a covered failure occurs
- Prepaid shipping to our authorized returns facility
- All electrical, mechanical, fuel or battery powered items qualify

### Here's how it works:

1. Purchase a Replacement Plan.
2. If your covered product fails, contact **NEW** at **1.800.994.SAMS (1.800.994.7267)** to submit your claim or visit **scsolutioncenter.com**
3. When approved, **NEW** sends you a check or a Sam's Club® Gift Card for the full retail price paid including sales tax.

\* Coverage begins upon expiration of the manufacturer's labor warranty.

\*\* Limitations and exclusions apply. See the Terms and Conditions for complete details of the coverage.



## Online Tools and Support

### Visit our Solution Center

[scsolutioncenter.com](http://scsolutioncenter.com)

- Learn how to get the most from your product
  - Community forums
  - Self-help tools and guides
  - Instant troubleshooting support
- Manage all your Replacement and Service Plan needs online.

### For Members who purchased a PC Service Plan:\*

We protect more than just your computer. We protect your valuable data and keep your irreplaceable photos, music, e-mail, and financial records safe. We do this by providing:

**One-year online backup protection** for all your valuable files. Securely stores your valuable photos, files and documents.

**One-year Antivirus** and anti-spyware protection.  
Powered by  **McAfee**

**Additional Solution Center tools** and video guides to help fine-tune and protect your computer.  
Powered by **BlueRealm**

\* Begins on date of registration. Coverage provided by NEW.

[scsolutioncenter.com](http://scsolutioncenter.com)