This document sets forth the entire Contract between the Service Contract Administrator and Obligor, hereinafter referred to as We, Us, and Our, and the Purchaser, as You and Your. No representations or warranties, except as those stated herein, are given. It is understood that the terms and conditions of this Agreement are binding upon AIG WarrantyGuard, Inc. ("AWG") is contractually obligated to You to provide service under this Contract where in accordance with and as allowed by state law. If this Contract is purchased in a state which does not recognize warranties, the obligation of the state ("AWSF") is contractually obligated to You to provide service under this Contract. AWG, (800)-343-4441 and AWSF, (800)-250-3819 can be contacted at 650 Missouri Avenue, Jeffersonville, IN 47130. AWG and AWSF collectively referred to as AIG.

1. WHAT IS COVERED. We will furnish labor, parts, and/ or replacement equipment (or pay for same) necessary to repair operational or mechanical failure of Your refrigerator or freezer up to $250 per appliance over the life of the Service Contract.
2. TO OBTAIN SERVICE. If service is needed, prior authorization is required. You can call the toll free number shown on the front of this Contract, 24 hours a day, 7 days a week, and explain the problem. Your service provider will arrange for service and schedule an appointment for the first available time.
3. WAIT PERIOD. NO WAIT PERIOD IS REQUIRED IF THE COVERED PRODUCT IS RETURNED TO A MANUFACTURER'S SERVICE CENTER. NO WAIT PERIOD IS REQUIRED UNDER THIS CONTRACT, EXCEPT UNLESS OTHERWISE STATED, A WAIT PERIOD OF UP TO SIXTY (60) DAYS MAY BE REQUIRED FOR SERVICE OF ANOTHER SERVICE CONTRACT AS OF THE DATE THIS CONTRACT HAS ENDED BEFORE THE PURCHASE DATE OF THIS CONTRACT, A SIXTY (60) DAY WAIT PERIOD IS REQUIRED. CLAIMS OR LOSSES THAT OCCUR PRIOR TO THE DATE YOUR CONTRACT BECAME IN EFFECT ARE NOT COVERED BY YOUR CONTRACT.
4. AVAILABILITY OF SERVICE. Neither Us nor the Dealer, Manufacturer, or Retailer shall be liable for any damages whatsoever arising out of delays, either before or after a day or time of service is agreed upon.
5. SERVICE REPAIR PARTS. If the product or a unit, component, part or subassembly require repair, We may, at Our option and discretion, repair or exchange it with a comparable product, unit, component, part or subassembly that is new or restored to the original factory standards. Getell Water and Ice Sales, Inc. is authorized service provider.
6. ACCESSIBILITY OF PRODUCT. If service is required, You agree to make the product reasonably accessible to the repair person. If the product is not accessible, the repair person will have the right to decline to provide service. Additional charge for making the product accessible, commensurate with the difficulty in working on the product.
7. PARTIAL PAY PLANS. Partial Pay Plans are defined as fixed term payment plans for repair of products that are not covered under a warranty or the coverage of another extended service contract. If the repair is not completed within the agreed upon time frame, We will not pay for parts or labor for repairs performed under Particular Pay Plans, if payment is not received by the specified date(s), Your Contract will be suspended until payment is received and is subject to a new or additional Service Fee. This Contract must be paid in full prior to services being rendered.
8. IMPORTANT NOTE. Repairs recommended by the repairing facility not necessitated by mechanical breakdown are not covered under this service agreement. We, Us, Our, Our Company, Our Representatives and Obligor will not be liable for additional charges for non-issused or replacement labor covered under the manufacturer's warranty, lack of maintenance, labor or parts not labor covered under the manufacturer's warranty service plan, lack of maintenance, labor, or parts not labor covered under the manufacturer's warranty. We reserve the right to inspect the product and any related documentation to verify the warranty or the cause of the failure.
9. TIME FOR SERVICE. Service will be performed during the hours of 8:00 a.m. to 5:00 p.m. local time Monday through Friday. Service will be furnished during the regular business day and will be performed upon receipt by Us of the required in processing a service call.
10. SERVICE EVENT. When You request service, You authorize Us to perform service on the Covered Equipment. When You request service, a service call will be made by Us. If Your Product requires repair, service will be provided by an authorized service provider. If You wish to renew this Contract, please call the toll free number shown on the front of this Contract. Pre-existing conditions and are not covered by Your Contract.
11. SUBCONTRACTING. Service will be performed by an authorized service provider using parts and labor covered under the manufacturer's warranty, lack of maintenance, labor, or parts not labor covered under the manufacturer's warranty service plan, lack of maintenance, labor, or parts not labor covered under the manufacturer's warranty.
12. UNAUTHORIZED ALTERATIONS. If We determine that We are unable to repair Your Product or We determine that a replacement is necessary, We will Exchange or Buyout Your Product as provided in Section 20. In all cases where parts or technical information are on extended service contract. We will determine if an Exchange or Buyout will be made. All contractual obligations for the specified Product are fulfilled, in lieu of repairs, service will be provided by the surrendering any interest in the surrendering Product.
13. SERVICE FEE. If this is a Service Fee plan, as identified on the Certificate of Coverage You must pay the Service Fee amount for each service call per your service contract. The Service Fee is for each occurrence where We approved a claim. A separate Service Fee is required for each Product repaired. No additional Service Fee will be required if same service performed on same Product within a 90 day period. We will not pay for service performed by anyone other than an authorized service provider.
14. RENEWABILITY. This Contract is renewable at Our sole discretion. If You wish to renew this Contract, please call the toll free number shown on the front of this Contract.
15. LIMITATIONS OF COVERAGE. This Contract Does Not Cover:
A. Any product located or manufactured for use outside the continental United States, Alaska or Hawaii (US Only).
B. Service required as a result of any alteration of the equipment, or repair required due to operator negligence, the failure to maintain the equipment according to the owner's manual instructions, accident, mishandling, vandalism, theft, fire, flood, lightning, normal, periodic or preventative maintenance, unusual atmospheric conditions, or acts of war or acts of God.
D. Service necessary because of improper storage, improper ventilation, any utilization of the equipment that is inconsistent with either the design or the way the manufacturer intended the equipment be used.
E. Any and all cases in which the manufacturer of the equipment would not honor an extended service contract.
F. Products used in a commercial environment, which is defined as nonresidential, multiuser, communal or industrial use. Equipment used in recreational vehicles, boats, groups homes, animal shelters, or for profit enterprises.
G. Cosmetic defects, damage, or failures of non-operational components that do not inhibit the proper operation and performance of the covered items.
H. Consumable items, defined as any part that is considered consumable by the manufacturer or any item that is designed to be consumed (wear out) during the life of the Product, regardless if it is consumer replaceable or not. Consumable items include, but are not limited to, filters, pads, other parts, cables, chains, wheels, belts, batteries, belts, batteries, switch or control knobs, light bulbs, lamps, filters, remotes and batteries.
I. Repairs to Product, including parts, or Product replacement covered by the manufacturer's warranty, manufacturer's recall, or similar manufacturer's extended service program (regardless of whether or not the manufacturer is doing business as an ongoing enterprise).
J. CONSEQUENTIAL DAMAGES as a result of malfunctioning of or damage to the Covered Equipment, including, but not limited to, food loss, repairs made by anyone other than an authorized service provider.
K. Damages caused by delays in rendering service or loss of use during the period that the product is awaiting parts or labor.
L. Damages or failure caused by bodily fluids, including but not limited to urine and vomit.
M. Operational or mechanical failure which is not reported prior to expiration of this Contract or within 30 days of product failure.
N. Refurbished equipment, equipment sold without a manufacturer's warranty or sold "as is".
O. Normal, periodic or preventative maintenance, including but not limited to, general cleaning and regular checkups or maintenance.
P. Loss or damage as a result of violation of existing federal, state and municipal codes including repairs to products not complying with said codes.
Q. Pre-existing conditions incurred prior to the effective date of coverage, and known to You. This includes situations where the Product was not taken out of the box or utilized prior to expiration of this Contract or within 30 days of product failure.
R. Subsequent trip charges may be paid to You if a second "no failure found" diagnosis is determined based on the same problem.
S. Service necessary because of improper storage, improper ventilation, accidental, mishandling, vandalism, theft, fire, flood, lightning, normal, periodic or preventative maintenance, unusual atmospheric conditions, or acts of war or acts of God.
V. Damage resulting from unauthorized repair; or electrical wiring

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23. INSURANCE SECURING THIS CONTRACT. This is not an insurance policy. As the Administrator, We will assist You in understanding Your warranty and coverage benefits from the day You purchase this Contract. We will perform any service that is covered by this Service Contract. If the cause of the breakdown or failure of the covered Product is due to: (a) intentional misconduct, operational or mechanical failure, You are required to: (c) if You return the Product to Us (or Our designee) at Our expense within 60 days of the date of purchase, You will receive a refund. 24. ENDING THE SERVICE CONTRACT. This is the entire Contract and no other oral modifications are valid. 25. INCIDENTAL/CONSEQUENTIAL DAMAGES AND WARRANTIES. US, THE DEALER/RETAILER, MANUFACTURER, AND THEIR AGENTS, CONTRACTORS, OR LICENSEES WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, LOST DATA, OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, LOST DATA RESULTING FROM THE BREAKDOWN OR FAILURE OF THE COVERED PRODUCT, OR THE INABILITY TO RENDER SERVICE ON ANY COVERED EQUIPMENT. EXCLUSION MADE OF ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. 26. STATE VARIATIONS. Certain states have specific conditions; conditions listed below apply to you. Alabama Residents: the use of non-original manufacturer’s parts is allowed under this Contract. If no claim has been made under this Contract, You may return this Contract within twenty (20) days of the date the Contract was mailed to You, or within ten (10) days of the date the Contract was delivered to You. In such a case, this Contract will be void and the Administrator will refund to You the full amount of the purchase price of this Contract. A ten percent (10%) penalty per month applies to any refund paid after the 20th day. Arizona Residents: the Cancellation and Refund section of this Contract is deleted in its entirety and replaced with the following: If You cancel this Contract, You will receive a refund after deducting for administrative expenses not to exceed twenty-five ($25) dollars associated with the cancellation. Further, We will not cancel or void this Contract due to preexisting conditions, prior use by another owner, or your purchase of this Contract directly from a nonoriginal manufacturer, manufacturer’s parts is allowed under this Contract. If no claim has been made under this Contract, You may return this Contract within twenty (20) days of the date the Contract was mailed to You, or within ten (10) days of the date the Contract was delivered to You. In such a case, this Contract will be void and the Administrator will refund to You the full amount of the purchase price of this Contract. A ten percent (10%) penalty per month applies to any refund paid after the 20th day. California Residents: If You cancel this Contract within sixty (60) days from the date of receipt, You will receive a full refund of the purchase price less the cost of any claims paid. If You cancel this Contract after sixty (60) days, You will receive a prorated refund of the purchase price less any claims paid. If You cancel this Contract, You must provide written notice of cancellation to the Administrator at the address below. In addition, the Administrator may assess a cancellation or administrative fee not to exceed ten (10%) percent of the price of the Service Contract or twenty-five ($25) dollars, whichever is less. California law requires the Dealer to be contractually obligated to You to provide service. The Administrator is AIGCW c/o 650 Missouri Ave., Jeffersonville, IN 47130, 1-800-343-4441. Connecticut Residents: This Contract is automatically extended while the product is being repaired. You may cancel this Contract if you return the product or the product is sold, lost, stolen, or destroyed in a theft or casualty. If you are unable to resolve disputes with You regarding this Contract, You may file a written complaint to the State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816. Among: 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 Provider is AIGCW c/o 650 Missouri Ave., Jeffersonville, IN,
A ten percent (10%) penalty per month will be based upon one hundred (100%) percent of unearned pro-rata premium. The rate charged for this Service Contract is not subject to the rates and weights established by the Office of the Insurance Commissioner of the State of Georgia.

**Florida Residents:** If you cancel this contract, return of premium will be based upon ninety (90%) percent of unearned pro-rata premium paid. If you cancel this contract at any time prior to the expiration of the first thirty (30) days of coverage on a monthly prorated basis, less costs for service performed. This Contract does not cover failure resulting from normal wear and tear.

**Michigan Residents:** If the performance of this Service Contract is interrupted by You or by the obligor, we may cease work and make other provisions to complete the work. This Contract cannot be extended for the period of the strike or work stoppage.

**New Mexico Residents:** You may return this service contract within thirty (30) days from the date of purchase. You will receive a refund of all premiums paid to You and to less or within ten (10) days if the service contract was delivered to You at the time of sale. If you made no claim, the service contract is void. The full purchase price of the service contract will be refunded to You. A ten (10%) percent per month penalty will be added to a refund that is not paid within sixty (60) days of Your return of service contract. If you cancel this contract thereafter, you will be refunded the remaining days of coverage on a monthly prorated basis for services performed. These provisions apply only to the original purchaser of the service contract.

**Virginia Residents:** You are entitled to a “Free Look” period for this Contract, which refers to the time period between the date of purchase, which is the first effective date of the current Contract, which causes the travel covered by the contract and which substantially and materially increases the risk when entering into the Contract; or (c) substantial breach of contract by the obligor, AIGWG is the party responsible for honoring cancellation and or buyout. These repairs. No deductions of any type shall be made from any calendar days, We will send You a report indicating the status of your claim. If these repairs cannot be completed within three (3) months, You will receive a pro-rata refund based on the days remaining, no percentage of unearned pro-rata premium. The rate charged for this Service Contract is not subject to the rates and weights established by the Office of the Insurance Commissioner of the State of Georgia.

**Illinois Residents:** If no claim has been made under this Contract, You may return this Contract within thirty (30) days of the date of contract purchase. Any cancellation of this Contract more than thirty (30) days remaining. No cancellations of this Contract may become effective if the contract holder is entitled to a ten (10%) percent per month penalty for the remainder of the term of the Contract. If cancelled by Administrator, refund will be on a pro-rata basis. Claims paid shall not be deducted from any refund owed.

**New York Residents:** Any refund not made within forty-five (45) days of the date of cancellation will be requested. In the event We cancel this Contract, We shall provide a pro-rata refund of the price paid for the unearned pro-rata premium. The Administrator is AIG Warranty Services of Florida, Inc., located at 650 Missouri Ave., Jeffersonville, IN 47130, (800)-343-4441. Oklahoma License Number 862465. The coverage afforded under this Contract is not guaranteed by the Property and Casualty Guaranty Association. The language in Section 12 is being replaced with the following: We can cancel this Contract during the first sixty (60) days of the contract term by mailing a cancellation notice to You at least thirty (30) days prior to the effective date of cancellation notice to You 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 has elapsed, we may cancel this Contact by mailing a cancellation notice to You at least thirty (30) days prior to the effective date of cancellation for cancellations due to any of the following reasons: (a) material misrepresentation or misstatement made to obtain this Contract; (b) material change in the nature or extent of the risk, occurring after the first effective date of the current Contract which causes the coverage afforded under this Contract to be materially increased beyond that contemplated at the time the Contract was issued or last renewed; (2) Discovery of material misrepresentation by the holder in obtaining the service contract, or in presenting a claim for service; (3) Any act or omission by You or a violation by You of any condition of the service contract, which occurred after the effective date of the service contract and which substantially and materially increases the risk when entering into the Contract; or (c) substantial breach of contract by the obligor, AIGWG is the party responsible for honoring cancellation request which notice shall state the effective date of cancellation and the reason for cancellation. Claims or questions about this Contract may be directed to the South Carolina Department of Insurance, P.O. Box 100105, Columbia, South Carolina 29202-3105, 1-803-737-6180.

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

**Texas Residents:** A ten (10%) penalty per month will be added to a refund that is not made within forty-five (45) days of the date of cancellation. If You cancel this Contract after thirty (30) days from purchase, You will receive a pro-rata refund based on the unearned pro-rata premium. If We cancel this Contract during the first sixty (60) days of the contract term by mailing a cancellation notice to You at least thirty (30) days prior to the effective date of cancellation notice to You at least thirty (30) days prior to the effective date of cancellation for cancellations due to any of the following reasons: (a) material misrepresentation or misstatement made to obtain this Contract; (b) material change in the nature or extent of the risk, occurring after the first effective date of the current Contract which causes the coverage afforded under this Contract to be materially increased beyond that contemplated at the time the Contract was issued or last renewed; (2) Discovery of material misrepresentation by the holder in obtaining the service contract, or in presenting a claim for service; (3) Any act or omission by You or a violation by You of any condition of the service contract, which occurred after the effective date of the service contract and which substantially and materially increases the risk when entering into the Contract; or (c) substantial breach of contract by the obligor, AIGWG is the party responsible for honoring cancellation request which notice shall state the effective date of cancellation and the reason for cancellation. Claims or questions about this Contract may be directed to the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711 (512) 463-6399 or (800) 805-9302 (in Texas); The Provider is AIGWG, c/o 650 Missouri Ave., Jeffersonville, IN 47130, 1-800-343-4441.

**Utah Residents:** This service contract or warranty is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Your agent or insurer in writing within thirty (30) days of the date of cancellation or buyout. This Contract is not guaranteed by the Property and Casualty Guaranty Association. The language in Section 12 is being replaced with the following: We can cancel this Contract during the first sixty (60) days of the contract term by mailing a cancellation notice to You at least thirty (30) days prior to the effective date of cancellation notice to You at least thirty (30) days prior to the effective date of cancellation for cancellations due to any of the following reasons: (a) material misrepresentation or misstatement made to obtain this Contract; (b) material change in the nature or extent of the risk, occurring after the first effective date of the current Contract which causes the coverage afforded under this Contract to be materially increased beyond that contemplated at the time the Contract was issued or last renewed; (2) Discovery of material misrepresentation by the holder in obtaining the service contract, or in presenting a claim for service; (3) Any act or omission by You or a violation by You of any condition of the service contract, which occurred after the effective date of the service contract and which substantially and materially increases the risk when entering into the Contract; or (c) substantial breach of contract by the obligor, AIGWG is the party responsible for honoring cancellation request which notice shall state the effective date of cancellation and the reason for cancellation. Claims or questions about this Contract may be directed to the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711 (512) 463-6399 or (800) 805-9302 (in Texas); The Provider is AIGWG, c/o 650 Missouri Ave., Jeffersonville, IN 47130, 1-800-343-4441.

**Arizona Residents:** If you cancel this contract, return of premium will be based upon the excess of the consideration paid over the full price of the service contract. The Administrator is AIG Warranty Services of Arizona, Inc., located at 2401 West Thomas Road, Phoenix, AZ 85073, (602)-274-4441. This Contract is not guaranteed by the Property and Casualty Guaranty Association. The language in Section 12 is being replaced with the following: We can cancel this Contract during the first sixty (60) days of the contract term by mailing a cancellation notice to You at least thirty (30) days prior to the effective date of cancellation notice to You at least thirty (30) days prior to the effective date of cancellation for cancellations due to any of the following reasons: (a) material misrepresentation or misstatement made to obtain this Contract; (b) material change in the nature or extent of the risk, occurring after the first effective date of the current Contract which causes the coverage afforded under this Contract to be materially increased beyond that contemplated at the time the Contract was issued or last renewed; (2) Discovery of material misrepresentation by the holder in obtaining the service contract, or in presenting a claim for service; (3) Any act or omission by You or a violation by You of any condition of the service contract, which occurred after the effective date of the service contract and which substantially and materially increases the risk when entering into the Contract; or (c) substantial breach of contract by the obligor, AIGWG is the party responsible for honoring cancellation request which notice shall state the effective date of cancellation and the reason for cancellation. Claims or questions about this Contract may be directed to the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711 (512) 463-6399 or (800) 805-9302 (in Texas); The Provider is AIGWG, c/o 650 Missouri Ave., Jeffersonville, IN 47130, 1-800-343-4441.
to make a claim directly against the Insurance Company.

**Virgin Island Residents:** For customers residing in a US Territory, service can only be rendered at a US depot facility. AIGWG will supply the name and address of a suitable depot facility and will pay for the costs of all covered parts and labor. The customer is responsible for all shipping costs to and from the depot facility.

**Vermont Residents:** If no claim has been made under this Contract, You may return the Contract within twenty (20) days of the date of receipt and receive a full refund of the purchase price of this Contract. If We cancel this Contract for any reason, We must mail You written notice of such cancellation at least twenty-one (21) days prior to the effective date of such cancellation and state the true and actual reason for the cancellation. You are not required to wait before filing a claim directly with the insurer of this contract.

**Washington Residents:** This right to void the Contract is not transferable and applies only to the original Contract purchaser. A ten (10%) percent penalty per month will be added to a refund that is not made within thirty (30) days of return of the Contract to Us. If We cancel this Contract for any reason, We must mail You written notice of such cancellation at least twenty-one (21) days prior to the effective date of such cancellation and state the true and actual reason for the cancellation. You are not required to wait before filing a claim directly with the insurer of this contract.

**Wisconsin Residents:** This Contract is subject to limited regulation by the Office of the Commissioner of Insurance. A service contract may be cancelled by a provider only for nonpayment of the provider fee, material misrepresentation by the contract holder to the provider or administrator, or substantial breach of duties by the service contract holder relating to the covered product or its use. You may, within twenty (20) calendar days of the delivery of this Contract, reject and return this Contract for a full refund if no claim has been made. If We fail to credit a refund within forty-five (45) days after return of the service contract, a ten percent (10%) penalty per month applies to any refund not paid or credited. We will not deny your claim solely because you did not obtain preauthorization if we are not prejudiced by your failure to notify us. (a) The provider shall mail a written notice to the service contract holder at the last known address of the service contract holder contained in the records of the provider at least 5 days prior to cancellation by the provider. (b) The notice under par. (a) shall state the effective date of the cancellation and the reason for the cancellation. (c) If a service contract is cancelled by the provider for a reason other than nonpayment of the provider fee or if You should cancel this contract anytime during the contract period or after a claim has been made, the provider shall refund to the service contract holder 100 percent of the unearned pro rata provider fee, less any claims paid. The Provider may charge a reasonable administrative fee for the cancellation which may not exceed 10% of the provider fee. In the event of a total loss of property, You can cancel this contract and receive a pro rata refund, less any claims paid. The “Right To Recover From Others” section does not apply to Wisconsin residents. The Service Contract Provider is Service Net Warranty, LLC, located at 650 Missouri Ave., Jeffersonville, IN 47130. Obligations of the provider under this service contract are insured under a service contract reimbursement insurance policy.

**Wyoming Residents:** Service contracts shall require the provider to permit the original service contract holder to return the service contract within twenty (20) days of the date the service contract was mailed to the service contract holder or within ten (10) days of delivery if the service contract is delivered to the service contract holder at the time of sale or within a longer time period permitted under the service contract. Upon return of the service contract to the provider within the applicable time period, if no claim has been made under the service contract prior to its return to the provider, the service contract is void and the provider shall refund to the service contract holder, or credit the account of the service contract holder, with the full purchase price of the service contract. If we cancel this Contract for reasons other than nonpayment, a material misrepresentation made by You to Us or because of a substantial breach of duties by You relating to the product or its use, We will mail a written notice to you at least ten (10) days prior to cancellation. The notice of cancellation shall state the effective date of cancellation and the reason for cancellation. The right to void the service contract provided in this subsection is not transferable and shall apply only to the original service contract purchaser, and only if no claim has been made prior to its return to the provider. A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the service contract to the provider.