

EXTENDED SERVICE CONTRACT

Please read this Contract carefully, as it describes the protection You will receive in return for Your payment of this Contract's Purchase Price. Please retain this Contract and the information page/sales receipt for the product You purchased, as they will both be required to obtain service pursuant to this Contract. Please verify that the information included in Your information page/sales receipt is accurate. **THIS IS NOT A CONTRACT OF INSURANCE, AND PURCHASE OF THIS CONTRACT IS NOT REQUIRED TO PURCHASE, LEASE OR FINANCE YOUR PRODUCT'S PURCHASE. THIS CONTRACT IS OPTIONAL AND CANCELLABLE AT ANY TIME FOR ANY REASON. COVERAGE AFFORDED UNDER THIS CONTRACT IS NOT GUARANTEED BY YOUR STATE'S PROPERTY AND CASUALTY GUARANTY ASSOCIATION.**

I. Definitions

"Provider," "Administrator," "We," "Us," and "Our": The company obligated to provide service under this Contract. In Florida and Washington, Generac Power Plan, Inc., S45W29290 Hwy 59, Waukesha WI 53189, 1 (888) - 436 - 3722, the manufacturer of Your Covered Product, is obligated to provide service under this Contract. In Oklahoma, Generac Power Systems, Inc. S45W29290 Hwy 59, Waukesha WI 53189, 1 (888) - 436 - 3722, the manufacturer of Your Covered Product, is obligated to provide service under this Contract. In all other states, Generac Services, Inc. S45W29290 Hwy 59, Waukesha WI 53189, 1 (888) - 436 - 3722, the manufacturer of Your Covered Product, is obligated to provide service under this Contract. **"You" and "Your":** The original purchaser of the Covered Generac Product or the owner of the Covered Product to whom this Contract was validly transferred pursuant to the requirements of this Contract. **"Contract":** These terms and conditions together with the information page/sales receipt. **"Claim":** A request for service under the provisions of this Contract sent by You. **"Covered Generac Product" or "Covered Product":** The authentic product(s) that You purchased that is/are listed and described on the information page/sales receipt of this Contract or otherwise registered with Us. **"Failure" or "Fails":** The breakdown of Your Covered Product and/or a part or component contained therein that results in Your Covered Product's inability to function as originally designed or intended. **"Independent Authorized Service Dealer":** The party authorized by Us to provide service pursuant to the terms of this Contract. **"Purchase Price":** The amount paid for the purchase of this Contract as shown on the information page/sales receipt for

Your Covered Generac Product. **"Seller":** The entity or person that sold You the Covered Product described in the information page/sales receipt and/or this Contract.

II. Territory

This Contract is valid and eligible for purchase only in the United States of America and the District of Columbia. Other United States territories are not eligible.

III. Term

The term of this Contract begins as indicated on the information page/sales receipt and continues until cancelled or terminated due to the expiration of this Contract or due to an exhaustion of the applicable limit of liability, if any. **This Contract is renewable at Our Sole Discretion.**

IV. Transfer

This Contract is transferable by You for the balance of the original term. To transfer this Contract, the subsequent owner must contact Us at 1 (888) - 436 - 3722, within thirty (30) days of change in Your Covered Product's ownership. We will require the date of new ownership, the new owner's name, a complete address for the new owner, and the new owner's telephone number along with the applicable Covered Product(s) serial number(s). There is no fee for transferring this Contract.

V. Entire Contract

The terms and conditions of this Contract constitute the agreement between Us and You relating to the provision of the service(s) and protection(s) described herein. No representation, promise or condition made by any person or entity which is not contained herein shall modify any of the terms or conditions of this Contract.

VI. Cancellation

Your Right to Cancel: You may cancel this Contract at any time for any reason and receive a full or partial refund, depending upon when You cancel and whether any Claims have been made. This Contract provides a thirty (30) day "free-look" period from the purchase date shown on the information page/sales receipt. Please note that, in some instances, Your purchase date may be the date that your preferred method of payment is charged, and this date may be subsequent to the date You elected to purchase this Contract and/or Your Covered Product. During the thirty (30) day "free-look" period, if You have not filed a Claim, You can cancel this Contract and receive a refund of the entire Purchase Price. If You have filed a Claim during the first (30) day period from the purchase date shown on the information page/sales receipt,

You can still cancel within that time, but Your refund will be calculated in accordance with the pro rata method, calculated based upon the lesser of Your Contract's remaining runtime hours or days remaining in Your Contract's term, less any Claims paid and a twenty-five dollar (\$25) cancellation fee. If You cancel after the first thirty (30) day period from the purchase date shown on the information page/sales receipt, Your refund will also be calculated in accordance with the pro rata method, calculated based upon the lesser of Your Contract's remaining runtime hours or days remaining in Your Contract's term, less any Claims paid and a twenty-five dollar (\$25) cancellation fee. **Our Right to Cancel:** We may cancel this Contract only for Your non-payment, a material misrepresentation by You, or a substantial breach of Your duties relating to Your Covered Product(s) and/or its/their use. If We cancel, We will provide written notice at least thirty (30) days prior to cancellation at Your last known address, stating the effective date for the cancellation and true and actual reason for the cancellation. Your refund will be equal to one-hundred (100%) percent of the unearned pro rata Contract Purchase Price paid, calculated based upon the lesser of Your Contract's remaining runtime hours or days remaining in Your Contract's term, less any Claims paid.

VII. Full Faith and Credit Guarantee

Our obligations to You are backed by the full faith and credit of the Provider. This Contract is not backed by a reimbursement insurance policy.

VIII. Limit of Liability

The limit of liability for any Covered Product under this Contract shall not exceed the Purchase Price of such Covered Product, as described on the information page/sales receipt, excluding sales tax, delivery, handling, and installation costs (if applicable).

IX. Subrogation

If You have a right to recover against another party for anything We have paid or provided for under this Contract, Your rights shall become Our rights, and You shall do whatever is reasonably necessary to enable Us to enforce these rights. We shall only recover the excess after You are fully compensated for Your loss.

X. Your Responsibilities

To receive service under this Contract, You agree to follow the instructions provided to You in accordance with the Section captioned "How to File a Claim" and any accompanying requests or directions We may provide as part of Our processing of Your

Claim. Further, You agree to perform or have performed all maintenance as may be required or recommended by Your Covered Product's manufacturer. It is highly recommended that scheduled maintenance, as outlined Your Covered Product's owner's manual and any component documentation, be performed and prepared by an Independent Authorized Service Dealer or branch thereof. This will allow Us to verify that required maintenance service(s) has/have been performed per manufacturer recommendations. You are required to maintain receipts or records of all maintenance performed. We may deny Your Claim if You are unable to provide records showing that all required maintenance has been performed. You Covered Product may carry separate manufacturer ("OEM") warranties, and unless otherwise stated, You are required to initially file Your claim with the appropriate component part OEM, as OEM warranties are primary to the coverage available under this Contract.

XI. Coverage

In accordance with the conditions set forth herein, in the event of a covered Claim for Your Covered Product, this Contract provides for the services described in the "Coverage Plan Options" Section below, as applicable to Your purchased plan(s) and Covered Generac Product(s). **Please note that any repaired Covered Generac Product shall be covered by this Contract for the remaining coverage term only.**

A. Coverage Plan Options

If You purchased one of the specific plans listed in this Section, then this Contract provides for the following, as applicable to Your plan:

1. Generac Residential and Commercial Standby Generator Protection Plan

When purchased, this plan provides as follows: If Your permanently wired and mounted Covered Generac Standby Generator Fails due to a defect in material or workmanship during the coverage term, We will, at Our discretion, repair, replace, or refund any part(s) which, upon evaluation, inspection and testing by Us or an Independent Authorized Service Dealer is/are found to be defective.

Additional Coverage Schedule

- If Your Claim is covered, We will provide a travel allowance up to a one-hundred and fifty (150) mile and three (3) hour maximum from the nearest Independent Authorized Service Dealer. **Any additional travel will not be covered.**

- If Your Claim is otherwise covered by this Contract, We will replace Your Covered Generac Standby Generator's damaged brush(es).

Plan-Specific Exclusions – What is not Covered

- **Damage to units sold, rated, or used for “Prime Power,” “Trailer Mounted” or “Rental Unit” applications as defined by Generac. Contact an Independent Authorized Service Dealer for definitions;**
- **Damage to units that are not permanently wired and mounted;**
- **Damage to enclosures due to corrosion occurring after the initial (1) year following Your purchase date as described on the information page/sales receipt;**
- **Damage due to incorrect installations; and**
- **Financial compensation for loss of profits during any loss of service, including preventative and corrective maintenance.**

2. Generac Portable Generator Protection Plan

When purchased, this plan provides as follows: If Your Covered Generac Portable Generator Fails due to a defect in material or workmanship during the coverage term, We will, at Our option, repair or replace any part(s) which, upon examination, inspection and testing by Generac or an Independent Authorized Service Dealer is/are found to be defective.

Additional Coverage Schedule

- If Your Claim is otherwise covered by this Contract, We will replace Your Covered Generac Portable Generator's damaged brush(es).

Plan-Specific Exclusions – What is not Covered

- **Damage to units sold, rated, or used for “Prime Power,” “Trailer Mounted” or “Rental Unit” applications as defined by Generac. Contact an Independent Authorized Service Dealer for definitions.**

3. Generac Power Washer Protection Plan

When purchased, this plan provides as follows: If Your Covered Generac Power Washer Fails due to a defect in material or workmanship during the coverage term, We will, at Our option, repair or replace any part(s) which, upon examination, inspection and testing by Generac or an Independent Authorized Service Dealer is/are found to be defective.

Additional Coverage Schedule

- We will, at Our option, reimburse shipment costs at ground shipment rates.

Plan-Specific Exclusions – What is not Covered

- **Damage to the Trigger Gun/Wand, Strainer/Filter, Unloader Valve or High Pressure Hose, which occurs after the initial 90 days of the coverage term;**
- **Damage to the Cart Assembly, Pulley, or Plumbing, which occurs after the initial 24-months of the coverage term;**
- **Damage to the Pump Packing, Spray Nozzles, Pump Valves, Detergent Valves, O-Rings, Quick Couplings/Screw Connects, Starting Batteries, Fuses, Filters, Light Bulbs, Engine Fluids, and/or Belts;**
- **Damage caused by the use of caustic liquids or by operation in abrasive or corrosive environments or under conditions causing pump cavitation;**
- **Damage caused by misapplication; and**
- **All transportation, pickup, and delivery costs, including return to the factory, unless otherwise expressly covered herein.**

4. DR Power Equipment Plan

When purchased, this plan provides as follows: If Your Covered DR Power Equipment fails due to a defect in material or workmanship during the coverage term, We will, at Our Option, repair or replace any part(s) which, upon examination, inspection and testing by Us or an Independent Authorized Service Dealer is/are found to be defective.

Additional Coverage Schedule

None

Plan-Specific Exclusions – What is Not Covered

- **Damage to Your Covered Product's batter(ies), tine(s), blade(s) (incl. scraper blade(s)), blade washer(s), blade adapter(s), cutting cord(s), bar & chain(s), chain(s), belt(s), spark plug(s), filter(s) (incl. Air and hydraulic filter(s)), coring time(s), bucket teeth, scarifying teeth, tire(s), hose(s), hammer(s) (incl. hammer shaft(s)), knife, PTO shaft(s), wear plate(s), bearing(s), brake component(s), debris shield(s), shear pull(ies), shear bolt(s), shear pin(s), wheel bushing(s), detent pin(s), skid(s) (incl. skid shoe(s)), wear edge(s), chain tensioner(s), coupling sleeve(s), bagger(s), mold board(s), mow-**

ball(s), trimmer guard(s), quick-lock head(s), pulley(s), roller(s), tire(s), wheel(s), wheel bearing(s), or winch cable(s); and

- Damage to Your Covered Spreader/Culti-Pack's 12-volt motor(s), disc(s) or impeller(s).

5. Generac PWRcell Inverter Protection Plan

When purchased, this plan provides as follows: If Your Covered permanently wired and mounted Generac PWRcell inverter Fails due to a defect in material or workmanship during the coverage term, We will, at Our option, repair or replace or refund You for any part(s) which, upon examination, inspection and testing by Generac or an Independent Authorized Service Dealer is/are found to be defective.

Additional Coverage Schedule

None

Plan-Specific Exclusions – What is not Covered

- Damage to Your Generac PWRcell inverter if Your Generac PWRcell inverter is not continuously connected to the internet; however, We will not exclude coverage if Your permanently wired and mounted Generac PWRcell inverter Fails due to a defect in material or workmanship unrelated to the Your permanently wired and mounted Generac PWRcell inverter's connectivity, or lack thereof, to the internet;
- Nicks, scrapes, dents, or scratches to the painted enclosure; and
- Financial compensation for loss of profits during any loss of service, including preventative and corrective maintenance.

XII. General Exclusions – What is not Covered

1. Damage to Your Covered Generac Product caused by corrosion if Covered Generac Product is installed in a harsh or saltwater environment;
2. Costs of normal maintenance (i.e. tune-ups, adjustments, associated part(s), loose/leaking clamps, updates, installation, and start-up);
3. Damage caused by Your failing to properly maintain Your Covered Generac Equipment in accordance with the manufacturer's recommendations, including Your failing to retain valid records or receipts evidencing that all required maintenance has been performed per manufacturer requirements;
4. Damage to Your Covered Generac Product caused by shipping, handling, or improper storage;
5. Damage/Failures caused by improper operation, operation outside of specified operating conditions, or with improper loads, pressure, or flow, as applicable;
6. Telephone, facsimile, cellular phone, satellite, internet, or any other communication expenses;
7. Damage caused by installations other than what is recommended or specified by the manufacturer;
8. Damage caused by contaminated fuels, oils, coolants/antifreeze or lack of proper fuels, oils, or coolants/antifreeze;
9. Failures due to normal wear and tear;
10. Failures due to an Act of God;
11. Failures due to accident;
12. Failures due to misuse, abuse, or neglect;
13. Failures due to rodent/insect/biological infestations;
14. Damage to any covered components caused by modifications or using parts not recommended or otherwise authorized by the manufacturer—Unauthorized modification/misapplication will not be covered by this warranty;
15. Repairs or services performed without a Claim authorization from Us;
16. Starting batteries, fuses, light bulbs, engine fluids, and any related labor;
17. Failures caused by any act of God or external cause including without limitation, fire, theft, freezing, war, lightning, earthquake, windstorm, hail, water, tornado, hurricane, or other force majeure events which are reasonably beyond the manufacturer's control;
18. Shipping costs associated with expedited shipping or overnight freight costs;

19. Overtime, holiday, or emergency labor costs;
20. Incidental, consequential, or indirect damages;
21. Superficial defects that do not affect performance of Your Covered Generac Product(s);
22. Product purchased from non-authorized vendors;
23. Labor or travel expenses related to diagnosis, repair, removal, or replacement of Your Covered Generac Product(s);
24. Living or travel expenses of person(s) performing service, except as specifically included herein;
25. Damage caused Your use of replacement parts that are not recommended by Your Covered Generac Product's manufacturer;
26. Rental equipment uses after Your Covered Generac Product's Failure, even if Your Covered Generac Product's Failure is otherwise covered by this Contract;
27. Repairs or diagnostics performed by individuals other than Us or Independent Authorized Service Dealers, unless authorized in writing by Generac;
28. Components that rust as a result of improper installation, in a harsh or saltwater environment, or are scratched where the integrity of applied paint is compromised;
29. Planes, ferries, railroad, buses, helicopters, snowmobiles, snowcats, off-road vehicles or any other mode of transport deemed nonstandard in Our discretion;
30. Sales tax, unless expressly required by applicable law;
31. Failed parts warranted and covered by the part's manufacturer; and
32. Costs related to "customer instruction" or "troubleshooting" if no Failure has occurred.

XIII. Deductible

You are not required to pay a Deductible prior to receiving service under this Contract.

XIV. How to File a Claim

Important: In order for Your Claim to be approved, You must contact an Independent Authorized Service Dealer for inspection of the equipment and for a Claim to be submitted on Your behalf. Unless otherwise provided in the state-specific Section contained herein, You are required to report any damage(s) to or Failure(s) of Your Covered Generac Product within thirty (30) days of discovery. We may deny Your Claim if You make or request unauthorized repairs. You must complete the following steps to have Your Claim considered under this Contract:

1. Call Us at 1 (888) - 436 - 3722 with this Contract and Your Covered Generac Product's receipt ready;
2. Explain the problem with Your Covered Generac Product and provide the date of discovery; and
3. Provide Us with any additional information/documentation We may need to process or validate Your Claim;

If Your Claim is covered, We will issue a Claim authorization along with additional information regarding how Your Covered Generac Product will be repaired or replaced or how You will be reimbursed for Your Claim, as may be applicable, based upon Your Covered Generac Product's particular protection plan. **IN THE EVENT THAT YOUR COVERAGE TERM EXPIRES DURING THE TIME OF AN APPROVED CLAIM, YOUR COVERAGE TERM WILL AUTOMATICALLY BE EXTENDED UNTIL THE DATE IN WHICH THE CLAIM IN PROGRESS HAS BEEN FULFILLED COMPLETELY IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THIS CONTRACT.**

Emergency Repairs: If You experience an emergency, please contact Us directly for assistance. Our toll-free number, 1 (888) - 436 - 3722, is staffed twenty-four (24) hours a day. If You experience an emergency Failure, which requires a repair to be made at a time when Our office is closed, please call Us with this Contract and Your Covered Generac Product's receipt ready, and We will begin to process Your Claim.

XV. Service Options

We will provide services to You through one or more of these options: Carry-in service: Carry-in service is available for Portable and Chore Covered Products. Return Your Covered Product to an Independent Authorized Service Dealer, as directed by Us. Service

will be performed for You by the Independent Authorized Service Dealer, or the Independent Authorized Service Dealer may send Your Covered Generac Product to an authorized site for service. You must promptly retrieve Your Covered Product, upon completion of all services. On-site (in-home) service: On site (in-home) service is not available on all Covered Products and is only provided if We determine, in Our discretion, that there is a covered Failure.

XVI. Disclaimers

IN NO EVENT SHALL WE BE LIABLE TO YOU OR ANY SUBSEQUENT ASSIGNEE FOR ANY INCIDENTAL, OR CONSEQUENTIAL DAMAGES. WE MAKE NO WARRANTIES AS TO THE IMPLIED WARRANTY OF MERCHANTABILITY OR THE IMPLIED WARRANTY FOR FITNESS FOR A PARTICULAR PURPOSE. OUR LIABILITY SHALL BE EXPRESSLY LIMITED TO THE COSTS OF REPAIR OR REPLACEMENT OF PART(S) AS STATED ABOVE. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to You. This Contract gives You specific legal rights. You also may have other rights that vary from state to state.

XVII. State Amendatory Sections

A. Alabama

Section IV. is amended as follows: If You cancel this Contract during the free-look period and have not filed a Claim, then this Contract is void. The right to void this Contract is not transferable and shall apply only to the original purchaser, and only if no Claim has been made prior to its return. A ten (10%) percent penalty per month shall be added to a refund that is not paid or credited within 45 days after return of the this Contact to Us. Regardless of when this Contract is canceled, if this Contract is canceled, no Claims will be deducted from any refund amount due. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions. We will only use original manufacturer parts in repairs provided pursuant to this Contract.

B. Alaska

None.

C. Arizona

Section IV. is amended as follows: The cancellation fee is hereby redefined to "administrative fee" in all instances herein. The administrative fee shall not exceed ten (10%)

percent of the Purchase Price of this Contract and shall not exceed any refund amount due to You. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract will not be voided or canceled due to any of the following: (i) any acts or omissions of Us, Our assignees or Our subcontractors for failing to provide correct information or for failing to perform the services and repairs provided in a timely, competent, and workmanlike manner; or (ii) misrepresentations by Us or the person selling this Contract to You. Notwithstanding anything to the contrary contained herein, parts or components repaired or replaced under this Contract are not excluded. We will not cancel or void coverage under this Contract for preexisting conditions that were known or that reasonably should have been known by Us or Our Seller.

D. Arkansas

Section IV. is amended as follows: If You cancel this Contract during the free-look period and have not filed a Claim, then this Contract is void. The right to void this Contract is not transferable and shall apply only to the original purchaser, and only if no Claim has been made prior to its return. A ten (10%) percent penalty per month shall be added to a refund that is not paid or credited within 45 days after return of the this Contact to Us. Section VII. is amended as follows: Obligations of the Provider under this Contract are backed only by the full faith and credit of the Provider and are not guaranteed under a service contract reimbursement insurance policy. A claim against the Provider shall also include a claim for return of the unearned Provider fee. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions.

E. California

Section IV. is amended as follows: You have a right to cancel this Contract for any reason including, but not limited to, if Your Covered Product is sold, lost, stolen, or destroyed. If You cancel this Contract and the refund due is not paid to You or credited to Your account within 30 days after We receive written notice of cancellation, then the refund or credit will bear interest, payable to You, at the rate of ten (10%) percent per annum for each additional thirty (30) days or fraction thereof. We will not deduct claims paid from any refund amounts due and any cancellation fee charged shall not exceed ten (10%) of the Contract Purchase Price. Section X. is amended as follows: Your failure to maintain Your Covered Product in accordance with manufacturer's recommendations may result in a denial of Your Claim. Unless expressly provided herein, in-home service is excluded, and the costs of transportation shall be borne by You, unless expressly stated otherwise herein.

F. Colorado

Section IV. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. Any cancellation fee charged shall not exceed ten (10%) percent of the Contract Purchase Price. We will only use original manufacturer parts in repairs provided pursuant to this Contract. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and pre-existing conditions.

G. Connecticut

Unless expressly provided herein, in-home service is excluded, and the costs of transportation shall be borne by You, unless expressly stated otherwise herein. Section IV. is amended as follows: You have a right to cancel this Contract for any reason including, but not limited to, if Your Covered Product is sold, lost, stolen, or destroyed.

H. Delaware

None.

I. District of Columbia

Section VII. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. A ten (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 Contract to the Provider. The cancellation fee is hereby redefined to “administrative fee” in all instances herein. Any administrative fee charged shall not exceed ten (10%) percent of the Contract Purchase Price. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions.

J. Florida

The rate charged for this Contract is not subject to regulation by the Florida Office of Insurance Regulation. Generac Power Plan, Inc., the entity described in this Section I., is licensed as a service warranty manufacturer. Its license number is 21-862754380, and its company code is 49822. You may request a mailed copy of this Contract by contacting Us using the contact information contained herein in Section I. Section VII. is amended as follows: No cancellation fee will be charged if You cancel. If You cancel after the free-look period, Your refund will be based on ninety (90%) percent of the unearned pro rata premium, less any Claims paid.

K. Georgia

None.

L. Hawaii

Section VII. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. If a refund for a voided Contract is not paid to You or credited to Your account, a ten (10%) percent penalty per month must be added to the refund amount due. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions.

M. Idaho

None.

N. Illinois

Section VII. is amended as follows: Any cancellation fee charged shall not exceed ten (10%) percent of the Contract Purchase Price. Section XII. is amended as follows: Unless expressly provided herein, Failure resulting from normal wear and tear is not covered.

O. Indiana

None.

P. Iowa

Section IV. is amended as follows: The cancellation fee is hereby redefined to “administrative fee” in all instances herein. The administrative fee shall not exceed ten (10%) percent of the Purchase Price of this Contract. If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. A ten (10%) percent penalty shall be added each month to a refund that is not paid to You within thirty days of the return of the Contract to Us. Section VII. is amended as follows: Our Obligations under this Contract are backed by the full faith and credit of Us and are not guaranteed under a reimbursement insurance policy. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions. You can reach the Iowa Insurance Division, 1963 Bell Avenue, Suite 100, Des Moines, IA 50315 at 515-654-6600.

Q. Kansas

None.

R. Kentucky

None.

S. Louisiana

None.

T. Maine

Section IV. is amended as follows: The cancellation fee is hereby redefined to “administrative fee” in all instances herein. The administrative fee shall not exceed ten (10%) percent of the Purchase Price of this Contract. If You cancel during the free-look period and have not incurred a Claim, the Contract is void, and We will refund to You the entire Contract Purchase Price and any sales tax refund required pursuant to state law. The right to void this Contract is not transferable and applies only to the original purchaser. A monthly penalty equal to 10% of the Provider fee outstanding must 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. Section VII. is amended as follows: Our Obligations under this Contract are backed by the full faith and credit of Us and are not guaranteed under a reimbursement insurance policy. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions.

U. Maryland

Section IV. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. We shall pay or credit Your account for any refund amount due on a voided Contract within forty-five (45) days after the cancellation. If We fail to do so, We will pay You an additional ten (10%) of the Contract Purchase Price for each month that the refund is not paid or credited. Section XIV. is amended to include as follows: This Contract is extended automatically if We fail to perform the services under this Contract. This Contract does not terminate until the services are provided in accordance with the terms of this Contract.

V. Massachusetts

Section IV. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. A ten (10%) percent penalty per month must be added to a refund that is not paid or credited within forty-five (45) days after return of this Contract to Us. Section XII. is

amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions.

W. Michigan

None.

X. Minnesota

Section IV. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. A ten (10%) percent penalty per month must be added to a refund that is not paid or credited within forty-five (45) days after return of this Contract to Us. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions.

Y. Mississippi

None.

Z. Missouri

Section IV. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. A ten (10%) percent penalty per month shall be added to a refund that is not paid within forty-five (45) days of return of the contract to the Provider. Section VII. is amended as follows: Obligations of the Provider under this Contract are backed only by the full faith and credit of the Provider (issuer) and are not guaranteed under a reimbursement insurance policy. A Claim against the Provider shall also include a claim for return of the unearned Purchase Price. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions.

AA. Montana

None.

BB. Nebraska

None.

CC. Nevada

Section IV. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. We shall refund to You the Purchase Price of this Contract within 45 days after this Contract is returned during

the free-look period. If We fail to refund the Purchase Price within that time, We shall pay to You a penalty of ten (10%) percent of the Purchase Price for each 30-day period or portion thereof that the refund and any accrued penalties remain unpaid. Notwithstanding anything to the contrary contained herein, We will not deduct claims paid from any refund amounts due. After seventy (70) days pass from the date of purchase, We may only cancel this Contract for nonpayment or the discovery of fraud or material misrepresentation by You in obtaining this Contract or presenting a Claim. No cancellation may become effective until at least fifteen (15) days after the notice of cancellation is mailed to You. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions, unless such preexisting conditions were known to Us or the seller.

DD. New Hampshire

Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions, unless such preexisting conditions were known to Us or the seller. In the event You do not receive satisfaction under this contract, You may contact the New Hampshire Insurance Department | 21 South Fruit Street, Suite 14 | Concord, NH 03301 | Phone 603 - 271 - 2261 | Fax 603 - 271 - 1406 | Consumer Hotline 1 - 800 - 852 - 3416.

EE. New Jersey

We will only use original manufacturer parts in repairs provided pursuant to this Contract. Section IV. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. If a refund for a voided Contract is not paid within forty-five (45) days of the Contract's cancellation, then We shall pay You a ten (10%) per month penalty, based upon the Purchase Price of the Contract.

FF. New Mexico

Section IV. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. If after sixty (60) days Your refund for Your voided Contract is not paid, We shall pay to You a penalty of ten (10%) of the Purchase Price for each thirty (30) day period or portion thereof that the refund and any accrued penalties remain unpaid. After seventy (70) days pass from the date of purchase, We may only cancel this Contract for nonpayment or the discovery of fraud or material misrepresentation by You in obtaining this Contract or presenting a Claim. No cancellation may become effective until

at least fifteen (15) days after the notice of cancellation is mailed to You. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions. If You have any concerns regarding the handling of Your Claim, You may contact the Office of Superintendent of Insurance at 1 - 855 - 427 - 5674.

GG. New York

Section IV. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. If a refund for a voided Contract is not paid within thirty (30) days of the Contract's cancellation, then We shall pay You a ten percent (10%) per month penalty. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions.

HH. North Carolina

Section IV. is amended as follows: The cancellation fee is hereby redefined to "administrative fee" in all instances herein. The administrative fee shall not exceed ten (10%) percent of the of the amount of the pro rata refund.

II. North Dakota

None.

JJ. Ohio

Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes Failures due to power surges or accidental damage from handling.

KK. Oklahoma

Section VII. is amended as follows: No cancellation fee will be charged if You cancel. If You cancel after the free-look period, Your refund will be based on ninety (90%) percent of the unearned pro rata premium, less any Claims paid. This is not an insurance contract. Coverage afforded under this contract is not guaranteed by the Oklahoma Insurance Guaranty Association.

LL. Oregon

None.

MM. Pennsylvania

None.

NN. Rhode Island

None.

OO. South Carolina

Section IV. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. If a refund for a voided Contract is not paid within forty-five (45) days of the Contract's cancellation, then We shall pay You a ten percent (10%) per month penalty. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions. In the event of a dispute with the Provider of this contract, You may contact the South Carolina Department of Insurance, Capitol Center, 1201 Main Street, Ste. 1000, Columbia, South Carolina, 29201 or by phone at (800) - 768 - 3467.

PP. South Dakota

None.

QQ. Tennessee

None.

RR. Texas

TDLR License No. Section VII. is amended as follows: If You have filed a Claim during the first thirty (30) day period from the purchase date shown on the information page/sales receipt, You can still cancel within that time, but Your refund will be calculated in accordance with the pro rata method, calculated based upon the lesser of Your Contract's remaining runtime hours or days remaining in Your Contract's term, less any Claims paid. If We fail to pay a refund or credit Your account before the forty-sixth (46th) day after the date notice of cancellation is received by Us, We are liable to You for a penalty for each month an amount remains outstanding equal to ten (10%) percent of the amount outstanding. This penalty is in addition to the full or prorated Purchase Price of the Contract that is owed to You under Section VII. The right to cancel this Contract is not transferable. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions. Unresolved complaints concerning Providers and Administrators or questions concerning the regulation of service contract Providers and Administrators may be addressed to the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711, Telephone: (512) 463-6599, Toll-Free (in Texas): (800) 803-9202.

SS. Utah

We will only use original manufacturer parts in repairs provided pursuant to this Contract.

TT. Vermont

None.

UU. Virginia

If any promise made in the contract has been denied or has not been honored within 60 days after Your request, You may contact the Virginia Department of Agriculture and Consumer Services, Office of Charitable and Regulatory Programs at www.vdacs.virginia.gov/food-extended-service-contract-Providers.shtml to file a complaint.

VV. Washington

Section IV. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. If a refund for a voided Contract is not paid within thirty (30) days of the Contract's cancellation, then We shall pay You a ten percent (10%) per month penalty. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions.

WW. West Virginia

None.

XX. Wisconsin

THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE. Section IV. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. If a refund for a voided Contract is not paid within forty-five (45) days of the Contract's cancellation, then We shall pay You a ten percent (10%) per month penalty of the refund amount outstanding which We shall add to the amount of the refund. The cancellation fee is hereby redefined to "reasonable administrative fee" in all instances herein. The administrative fee shall not exceed ten (10%) percent of the Purchase Price of this Contract. In the event of a total loss of property covered by a service contract that is not covered by a replacement of the property pursuant to the terms of this Contract, You shall be entitled to cancel the service contract and receive a pro rata refund of any unearned Provider fee, less any claims paid. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions.

YY. Wyoming

Section IV. is amended as follows: If You cancel during the free-look period and have not incurred a Claim, the Contract is void. The right to void this Contract is not transferable and applies only to the original purchaser. If a refund for a voided Contract is not paid within forty-five (45) days of the Contract's cancellation, then We shall pay You a ten percent (10%) per month penalty. Section XII. is amended as follows: Notwithstanding anything to the contrary contained herein, this Contract excludes consequential damages and preexisting conditions.