



MAYURA JAYAM  
 4573 TERRA PL  
 SAN JOSE, CA 95121-3217

Dear MAYURA JAYAM,  
 Congratulations on your new purchase! This is your service agreement. Please read it carefully. If the need for service occurs, please call us for service instructions. The toll free number is shown below. Please see the reverse side for your terms and conditions.

AGREEMENT NO.	MANUFACTURER/PRODUCT	MODEL NO.	DATE OF PURCHASE	EFFECTIVE DATE	EXPIRATION DATES	TYPE OF SERVICE
W183132	BOSCH WASHER	WAS24460UC	01/03/2013	01/04/2014	Parts: 01/03/2018 Labor: 01/03/2018	Repair

Store: CUSTOMER SERVICE HOURS Form:SOEN-0311  
24 HOURS/7 DAYS ACCOUNT: 52913 A  
Warranty Price \$65.00

This Service Contract is not a contract of insurance; however the obligations under this Service Contract are insured by a contractual liability insurance policy provided by Dealers Assurance Company, 3518 Riverside Drive, PO Box 21185, Columbus, OH 43221-0185.

**State Required Provisions**

Many states have consumer specific requirements governing Service Contract provisions. Please refer to Your specific state's requirements listed below.

CALIFORNIA: If You live in CA, Bankers Warranty Group, Inc., 11101 Roosevelt Blvd. N, St. Petersburg, FL 33716 is the Administrator of the Service Contract and the Dealer is the Obligor, the company obligated under the Service Contract. If this Service Contract provides coverage for jewelry or watch product(s) as listed on the face of this Service Contract and/or purchase receipt, the Cancellation Provision within the contract is deleted and replaced with the following: CANCELLATION: You may cancel this contract for any reason at any time. To cancel Your Service Contract, contact the retailer from which You purchased the Service Contract. If You cancel this Service Contract within the first sixty (60) days after receipt of this Service Contract You will receive a full refund, less any claims paid, where allowed by law. If You cancel after the first sixty (60) days from receipt of this Service Contract, You will receive a pro rata refund based on the time remaining on Your Service Contract, less an administrative fee, not to exceed ten percent (10%) of the price of the Service Contract or twenty-five dollars (\$25.00), whichever is less, and less any claims paid, where allowed by law. If the Administrator cancels the Service Contract, You will be refunded the unearned pro rata purchase price of the Service Contract, less any claims paid, where allowed by law. If this Service Contract was inadvertently sold to You on a product which was not intended to be covered by this Service Contract, Your Service Contract will be cancelled and You will receive the full purchase price of the Service Contract. We may cancel this Service Contract at our option on the basis of fraud or misrepresentation.

**1-877-435-6337**





**DEFINITIONS:** "You" and "Your" indicates the purchaser of this service contract or the person to whom it was properly transferred. "We", "Us", and "Our" indicate the issuing Dealer, the company obligated under this service contract, except as otherwise indicated in the individual state disclosures. If You live in AL, AZ, UT or WY BWG Protection Plans, Inc., 11101 Roosevelt Blvd. N, St. Petersburg, FL 33716 is the Administrator of this service contract. If You live in HI or NY, BWG Protection Plans, 11101 Roosevelt Blvd. N, St. Petersburg, FL 33716 is the Administrator of this service contract. If You live in FL, Bankers Warranty Group of Florida, Inc., 11101 Roosevelt Blvd. N, St. Petersburg, FL 33716, is the Administrator of this service contract. If You live in OK, Bankers Warranty Group of Oklahoma, Inc., 11101 Roosevelt Blvd. N, St. Petersburg, FL 33716, is the Administrator of this service contract. In all other states, Bankers Warranty Group, Inc., 11101 Roosevelt Blvd. N, St. Petersburg, FL 33716 is the Administrator of this service contract. "Service Contract" indicates the terms and conditions, limitations, exceptions and exclusions included herein constitute the entire agreement. Rights under this Service Contract may vary from state to state.

**TERM AND COVERAGE:** The term of the Service Contract commences at the date indicated on the face of this Service Contract and/or Your purchase receipt. For Service Contracts that commence on the date of purchase of the eligible product, the term and coverage is inclusive of the manufacturer's warranty. This Service Contract does not replace the manufacturer's warranty, but provides certain additional benefits during the term of the manufacturer's warranty. After the manufacturer's warranty expires, this Service Contract continues to provide the manufacturer's benefits as well as certain additional benefits listed within this Service Contract. For Service Contracts that commence upon expiration of the manufacturer's original warranty, the term and coverage commence upon expiration of the shortest portion of the manufacturer's original warranty. There is no deductible for this Service Contract. **ALL CLAIMS MUST BE REPORTED PRIOR TO THE EXPIRATION DATE OF THE SERVICE CONTRACT.**

**IF YOU NEED SERVICE:** Call the toll free number listed on Your Service Contract and have Your Service Contract number available. A customer service representative will be available 24 hours a day, 7 days a week. The Administrator may perform a telephone diagnosis of the product failure. If Your covered product is deemed defective, at the Administrator's sole determination, You will be instructed as to the procedures for obtaining service applicable to Your covered product. You may be asked to provide proof of purchase as a condition for receiving service under this Service Contract.

**YOU SHOULD KEEP YOUR ORIGINAL PURCHASE RECEIPT WITH YOUR SERVICE CONTRACT IN A SAFE PLACE IN THE EVENT YOU NEED IT FOR REFERENCE.**

**WHAT IS COVERED:** Subject to these terms and conditions, this Service Contract provides coverage for Your eligible product for mechanical and electrical failures that occur during normal use and operation in accordance with the manufacturer's written specifications. Your product must be readily accessible in order for service to be performed.

**FOR NON-COMMERCIAL COVERAGE PLANS:** If You selected a non-commercial coverage plan, the Service Contract provides coverage for Non-Commercial-Grade Products utilized exclusively in residential property of which You are the primary resident. Non-Commercial-Grade Products are those products that are not deemed to be, in Our sole discretion, of a type or quality commonly used for commercial, industrial, governmental, or organizational purposes.

**FOR COMMERCIAL COVERAGE PLANS:** If You selected a Commercial Coverage Plan, the Service Contract provides coverage for products that are deemed to be, in Our sole discretion, of a type or quality commonly used for commercial, industrial, governmental, or organizational purposes. Except as provided below, nothing in this section modifies, alters, or amends the exclusions from coverage detailed in the "What Is Not Covered" section of this Service Contract, including, but not limited to, the exclusions for Commercial Purposes. However, a Commercial Coverage Plan provides coverage for televisions that are used and under the primary control of You and your agents incidentally in a commercial setting such as a hotel lobby, bar, or restaurant and that are not used or controlled by third parties or by the general public and provides coverage for fitness equipment utilized by patients in a hospital or rehabilitation setting. Examples of product uses that are covered by a Commercial Coverage Plan include:

- A commercial grade oven or range used in a private, single-family residence and for the personal use of the resident(s).
- A treadmill located in a hospital and used by patients for rehabilitative purposes.
- A television located in the lobby of a hotel that displays digital signage or a television signal but that is directly controlled solely by the hotel's employees.
- A television located in a bar or nightclub that is provided for customer entertainment but that is directly controlled solely by the establishment's employees.

**FOOD SPOILAGE COVERAGE:** The Administrator will reimburse You for food loss that results from a covered mechanical or electrical component failure. The Administrator's limit of liability for this coverage is two hundred fifty dollars (\$250.00) on refrigerator products per occurrence over a 12 month calendar period. Food loss that results from a loss or interruption of power is not covered. The Administrator reserves the right to request purchase receipts and/or a list of spoiled contents when making a claim. Food Spoilage coverage commences once product has been installed and functioning for a minimum of three days.

**POWER SURGE PROTECTION:** This Service Contract protects against operational or mechanical failure of a covered product resulting from a power surge while properly connected to a surge protector approved by the Underwriter's Laboratory. Your surge protector may be collected by the Administrator for examination. For Major Appliances, Fitness Equipment and Electrically powered Lawn and Garden equipment such as refrigerators, washing machines, clothes dryers, dishwashers, vacuum cleaners, treadmills, steppers, exercise bicycles, elliptical trainers, lawn mowers and trimmers; the use of an approved surge protector is not required in order to receive benefits under the surge protection feature of this Service Contract.

**NO LEMON COVERAGE:** If after the manufacturer's warranty period expires, Your covered product fails three (3) times due to the same parts failure, on an individual product, and that product requires a fourth repair, as determined by the Administrator, the Administrator may replace the failed product with a product of like kind and similar features or the Administrator may elect to pay You a cash settlement. The cash settlement amount shall not exceed the current retail cost of a replacement product, not to exceed the original purchase price You paid for the covered product excluding taxes, shipping and installation. You may be required to return the original defective product to Us at Your expense. Replacement of a covered product or payment of a cash settlement will fulfill this agreement in its entirety and will cancel and discharge further obligations under the Service Contract, where allowed by law. Preventative maintenance checks, cleanings, product diagnosis, customer education, accessory repairs or replacements are not considered repairs for the purposes of the No Lemon Coverage.

**THE FOLLOWING PRODUCTS ARE ELIGIBLE FOR COVERAGE UNDER THIS SERVICE CONTRACT:**

**MAJOR APPLIANCES:** Included but not limited to, clothes washers, clothes dryers, dishwashers, freezers, garbage disposals, microwave ovens, ovens, range hoods, exhaust systems, ranges, counter cook tops, refrigerators, room air conditioners, and trash compactors. All functional internal factory installed parts such as bearings, clocks and timers, compressors, hinges, electrical wiring, heating elements (except halogen and induction burners), internal hoses, motors, safety switches, sealed systems, seals and gaskets, switches, thermostats, belts on clothes washers, rollers on clothes dryers, and valves.

**TYPES OF SERVICE AND SERVICE LOCATION:** In the event that You purchased In-Home/On-Site service as indicated on the face of this Service Contract and/or Your purchase receipt, repairs will normally be performed at Your residence. In the case that some work must be completed at the repair center, the Administrator will reimburse You for transportation or shipping of Your product or component to the repair center. If You live beyond a thirty-five (35) mile radius of an authorized repair center (except where the shipment of the covered product is required by the service center as a condition of service regardless of Your proximity to the repair center), You may be required to ship/transport the product to the designated repair center; however shipping/transportation charges will be covered by the Service Contract. In-Home/On-Site service shall normally be available and rendered during the regular working hours and workweek of the authorized service provider. An adult of legal age must be present at the location where on-site service will be performed. You must provide a safe environment for the service provider in order to receive service.

If Your product qualifies for Depot Service/Mail In Service You will be responsible for shipping (postage pre-paid and insured) Your product to the designated service center. If authorized service is performed, the product will be shipped back to You at no additional cost.

If Your product qualifies for Carry-In Service You are responsible for transporting Your product to and from the designated service center. Once the repair is complete, You will be notified to pick up Your product. If We require You to ship Your product, any shipping charges You incur will be paid for by Us.

The Administrator's responsibility is to provide the service Your covered product was intended to receive under this Service Contract. If Your covered product originally qualified for Carry-In, Depot or Mail-In Service but has been built in and rendered as a permanent fixture inside or outside of Your location and You are unable to transport or ship the product according to Your Service Contract terms, You will be responsible for the On-Site service call charge. The service call charge is payable to the servicer at the time of service.

**SERVICE CONTRACT LIMITS OF LIABILITY; AGGREGATE LIMIT:** The total limit of liability under this contract shall not exceed the current retail cost of a replacement product, not to exceed the original purchase price You paid for the covered product less claims paid and excluding taxes, shipping and installation where allowed by law. Technological advances may result in a current retail cost of a replacement product with a lower retail price than the original purchase price of the product.

In the event that 1) the total of all authorized repairs or the combination of authorized repairs and cash settlement payments equal or exceed the current retail cost of the product; 2) the Administrator replaces the product or 3) the Administrator pays You a cash settlement amount for the product, the Administrator will have satisfied its obligation in its entirety.

**REPLACEMENT OPTION:** At the Administrator's sole option, Your covered product may be replaced with a new or reconditioned product of like kind and similar features, capacity and/or efficiency or the Administrator may elect to pay You a cash settlement. Technological advances may result in a replacement product with a lower retail price than the original purchase price of the product. The Administrator will not be responsible for product upgrades, matching brand or color or for any modifications or construction that may be necessary as a condition of service. The cash settlement amount shall not exceed the current retail cost of a replacement product, not to exceed the original purchase price You paid for the covered product less claims paid and excluding taxes, shipping and installation where allowed by law. You may be required to return the original defective product to the Administrator at Your expense. Replacement of a covered product or payment of a cash settlement will fulfill this agreement in its entirety and will cancel and discharge further obligations under the Service Contract, where allowed by law.

**YOUR RESPONSIBILITIES UNDER THE SERVICE CONTRACT:** For the Service Contract to remain valid and active, You must maintain Your covered product in accordance with the requirements set forth by the manufacturer's specifications, including maintenance and cleaning. You must provide proper electrical requirements as specified by the manufacturer. You must assure full cooperation with the Administrator and authorized service provider during any telephone diagnosis and repair of the covered product including accessibility of the covered product. If you request service for a non covered repair, You will be responsible for all costs associated with the repair.

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**WHAT IS NOT COVERED:**

- A.** Any new products with less than an original ninety (90) day manufacturer's parts and labor limited warranty and/or refurbished products.
- B.** Consumer replaceable items including but not limited to; lamps, bulbs and housings, fuses, replaceable fluids, hoses, belts (other than those belts specifically listed in the Major Appliance Section), bags, batteries, ribbons, cartridges, printer heads, or any other parts or materials which are designed to be consumed during the life of the product; all adaptors.
- C.** Any add-on accessories that were purchased in addition to and/or separate from the covered product. Any batteries such as but not limited to: internal batteries, external batteries, GPS batteries and rechargeable batteries whether consumer replaceable or not.
- D.** Failures of the following non-operational components such as but not limited to: cabinetry and cabinet frames, decorative finishing, door liners, glass, custom fronts for appliances, handles, knobs, masks, racks, rollers (other than those rollers specifically listed in the Major Appliance Section), wheels, shelves, software, media and cosmetic damage.
- E.** Damage resulting from unauthorized repair; improper gas or water connections, or electrical wiring and connections; damage caused during delivery, improper installation, or setup; user facilitated minor adjustments and settings outlined in the product's owners manual; inaccessible products or parts; negligence, misuse or abuse. Any physical or accidental damage including but not limited to damage from heat sources, scratching, denting or chipping sun fading, tarnishing, pitting, staining, punctures, tears, ink markings or cigarette burns, water or liquid marks or rings, cleaning stains caused by dyes, acids and corrosives.
- F.** Failures due to corrosion, rust, dust, animal or insect damage; Acts of God such as fire, lightning, water, windstorm, sand, dirt, hail or earthquake; civil disorders; riot; nuclear accident; accidental physical damage by any external cause; malicious mischief; theft or vandalism.
- G.** Your failure to follow the instructions described in the product's owner's manual, manufacturer's recommended maintenance procedures and requirements; failures related to installation of required software as indicated by the manufacturer and misuse or abuse of the product.
- H.** Image burn-in; pixel defects which are not covered by the original manufacturer's warranty or are considered acceptable under the manufacturer's specifications.
- I.** Payments for subsequent service calls, including trip charges which result in no problem found diagnosis, customer education and non-failures as determined by the Administrator whereby a repair is not required to return Your product to normal operating condition in accordance with the manufacturer's written specifications are not covered.
- J.** Failure, inoperability, or disruption of any product or product functions due to any manufacturer recall.
- K.** Products and/or components used for Commercial Purposes. For the purposes of this Service Contract, "Commercial Purposes" means any use of a product for rental, commercial, industrial, governmental, or organizational purposes; as a factor of production of any revenue-generating endeavor; in any setting in which the product is regularly used by any party other than You or your immediate family, including, but not limited to, use in "common areas" of multi-family residences or in any complex or community of residences. Commercial Purposes also includes any product that is used or controlled by third parties, other than You or your agents, or by the general public. Examples of uses that are Commercial Purposes and therefore are not covered include: 1) An oven or range used in a restaurant to cook food for sale to the restaurant's customers; 2) A television located in a hotel guest room for use by the hotel's guests; 3) A treadmill located in a fitness center or gym for use by the establishment's customers.
- L.** Conditions, which existed prior to Your purchase and delivery of the product or the Service Contract. Special, indirect, incremental, or consequential damages; loss of use.
- M.** Any service request or situation which may pose a health risk to Our technicians or service providers, including but not limited to insect infestation, mold, or fungus; whether or not such circumstances were a result of a covered failure.
- N.** Any cost associated with the demolition of walls, cabinetry, shelving, countertops, etc. to access the product, wiring, components, etc.
- O.** Any software or virus related issues; loss or damage to stored data, loss or damage due to computer viruses, items left in Your product, such as but not limited to, computer media, personal items and batteries and computer hardware or software that is added after the original purchase date As indicated on Your purchase receipt.

IN NO EVENT SHALL THE ADMINISTRATOR, OR OBLIGOR OF THIS SERVICE CONTRACT OR THE RETAILER FROM WHOM YOU PURCHASED THE SERVICE CONTRACT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES WHICH INCLUDE, BUT ARE NOT LIMITED TO, ANY DELAY IN RENDERING SERVICE, LOSS OF DATA, OR LOSS OF USE DURING THE REPAIR PERIOD OF THE PRODUCT (S) OR WHILE OTHERWISE AWAITING PARTS.

**REPLACEMENT PARTS:** Replacement parts utilized for repair service will be, at the Administrator's sole discretion, new, rebuilt or non-original manufacturer's parts that perform to the factory operational specifications of the product. In no event shall the Administrator be liable for damages as a result of the unavailability of repair parts. If We determine, at Our sole discretion, that We cannot repair Your product due to the unavailability of functional replacement parts or technical information, We may elect to pay You a cash settlement in accordance with the SERVICE CONTRACT LIMITS OF LIABILITY; AGGREGATE LIMIT Section above. Replacement of a covered product or payment of a cash settlement will fulfill this contract in its entirety and will cancel and discharge further obligations under the Service Contract, where allowed by law.

**REPEAT SERVICE:** If Your covered product should require service more than once within a sixty (60) day period, the service must be performed by the original authorized service provider.

**AVAILABILITY OF SERVICE AND DELAYS:** Service will normally be available during the normal work hours and workdays of the authorized service providers. The Administrator will make a reasonable effort to provide timely service or repair of Your product, however We cannot be held liable for service delays beyond the Administrator's control or any damages that may arise out of delays including but not limited to consequential damages. In the event that Your service is delayed more than thirty (30) business days, the expiration date of Your Service Contract will be extended by the repair time in excess of thirty (30) days. In the case of an emergency outside normal working hours, reasonable efforts will be made to expedite service for those situations. In the event you are unable to keep Your scheduled appointment with a service provider, You must call to cancel the appointment in advance of the agreed upon time of service or you may be responsible for paying the second tip charge for the subsequent rescheduled repair.

**MANUFACTURER'S WARRANTY:** For failures that occur during the manufacturer's warranty period, parts and services covered during the manufacturer's warranty period are the responsibility of the manufacturer and are not covered under this Service Contract, unless specifically stated otherwise. For failures that occur after the manufacturer's warranty expires, this Service Contract continues to provide the benefits provided by the manufacturer's warranty, as well as certain additional benefits as listed within the terms and conditions. We are not responsible for providing service for failures that occur during the manufacturer's warranty period, regardless of when such failures are reported to Us, the manufacturer, or any other entity.

**RENEWALS:** The Administrator may, at their option, renew Your Service Contract. The Administrator is not required or obligated to offer You another Service Contract. In the event You are offered a renewal Service Contract, You will be notified of the terms and conditions and the Service Contract fees that will apply to the renewal.

**TRANSFER:** This Service Contract may be transferred to an eligible party to whom You sell or give the equipment while this Service Contract is in force. This may be accomplished only if You notify the Administrator by mail with the name and address of the new owner within 15 days of the change of ownership.

**CANCELLATION:** You may cancel this contract for any reason at any time. To cancel Your Service Contract, contact the retailer from which You purchased the Service Contract. If You cancel this Service Contract during the manufacturer's warranty period, (minimum ninety (90) days), You will receive a full refund of the purchase price You paid for the Service Contract, less claims paid, where allowed by law. If You cancel after the manufacturer's warranty period (minimum ninety (90) days), You will receive a pro rata refund based on the time remaining on Your Service Contract, less an administrative fee, not to exceed ten percent (10%) of the price of the Service Contract or twenty-five dollars (\$25.00), whichever is less, and less any claims paid, where allowed by law. If the Administrator cancels the Service Contract, You will be refunded the unearned pro rata purchase price of the Service Contract, less any claims paid, where allowed by law. If the Administrator cancels the Service Contract, You will be refunded the unearned pro rata purchase price of the Service Contract, less any claims paid, where allowed by law. If this Service Contract was inadvertently sold to You on a product which was not intended to be covered by this Service Contract, Your Service Contract will be cancelled and You will receive the full purchase price of the Service Contract. We may cancel this Service Contract at our option on the basis of fraud or misrepresentation.