

The following summary should help clarify the details of our coverage. This “plain English” version is followed by the full Service Agreement itself.

Corevalus Systems, LLC Warranty and Service Agreement Summary

HOW LONG OUR COVERAGE LASTS:

- If your item is **NEW**, this Service Agreement begins on the day you purchased the item, and lasts for the number of years you choose at purchase time.
- If your item is **USED/REFURBISHED**, this Service Agreement begins after 45 days of this warranty purchase or after your manufacturer's warranty expires, whichever is longer. The agreement also lasts for the number of years you choose at purchase time.

WHAT WE COVER:

- Our Standard Warranty lasts for 1 year and covers parts and labor for manufacturing defects, mechanical and electrical failures.
- Our Standard Care Plan covers parts and labor for manufacturing defects, mechanical and electrical failures that occur during normal use for a period of 2 years in addition to our Standard Warranty of 1 year for a total of 3 years of coverage for parts and labor resulting from manufacturing defects, mechanical and electrical failures. Examples include hard drive failures, motherboard failures, or failed RAM. Your item is covered for up to its full replacement cost, excluding tax & shipping.

ABOUT ACCIDENTAL DAMAGE FROM HANDLING (ADH) COVERAGE:

- If you purchase Accidental Damage from Handling (ADH) Coverage, the Care Plan includes damage from item drops, liquid spills, or other accidental damage.
- If you purchase your Care Plan the same day as the item, your ADH coverage begins one (1) day after your Care Plan purchase and lasts the duration of the Standard Warranty of 1 year and the duration of the Standard Care plan of 2 years for a total of 3 years from the time of purchase..
- ADH does not cover willful damage, negligent use, theft, or loss.

HOW OUR COVERAGE WORKS:

If we Repair your item:

- For shippable items, we send you a pre-paid shipping label.
- Once we receive your item, we repair it within 5 days and then ship it back to you.

Reimbursements: Sometimes it's faster to reimburse you the cost of your item. If we reimburse:

- For most cases, you'll have a choice of payout options.
- If your item is shippable, we'll provide you with a pre-paid shipping label.
- Once we receive your item, we pay claims within 3-5 business days.

WHAT ISN'T COVERED:

There are 3 notable exclusions to your coverage. (Refer to the Service Agreement for a full list.)

1. **Accidental Damage:** Unless you purchase ADH coverage, we don't cover items that are damaged accidentally. This includes water immersion, drops, and spills.
2. **Cosmetic Damage:** We don't cover cosmetic damage that doesn't interfere with normal use of your item, like damage to cases.
3. **Accessories and Buyer-Replaceable Parts:** We don't cover accessories or parts that are meant to be replaced by the buyer, like cables.

THE VALUE OF YOUR COVERAGE:

The value of your Care Plan is in most cases equal to the purchase price of your item. Each time you file a valid claim, and we provide repair, the total value of your coverage is reduced by the cost of the repairs.

Then if you file another valid claim with us on the same item, and repairs are estimated to cost more than the remaining value of your Care Plan, the remaining value of your Care Plan will be offered instead.

HOW TO MAKE A CLAIM AND GET YOUR ITEM SERVICED:

1. Call us at 1.866.211.0610
2. Or email us at support@corevalus.com

You will need a copy of your receipt on file with us before a claim can be processed. The receipt must display the item's purchase date and price. You can email or fax us a copy of the receipt at any time.

You can transfer your Service Agreement at any time, at no cost.

Corevalus Systems

P.O Box 717
Georgetown, KY 40324

Issued to:

Buyer First Name, Buyer Last Name _____, _____

Buyer Address _____

Buyer Address 2 _____

City, State Zip _____, _____

SERVICE AGREEMENT

Congratulations on purchasing this Service Agreement. Please read these terms and conditions carefully so that you fully understand your coverage under this Agreement.

Please also review the Order Summary or purchase receipt provided to you at the time you purchased this Service Agreement. The Order Summary defines the Covered Product, Maximum Coverage Amount and Term of the Service Agreement.

1. DEFINITIONS:

"We", "Us" and "Our" shall mean Corevalus Systems, LLC. Located at P.O Box 717
Georgetown, KY 40324 1.877.211.0610

Administrator shall mean Corevalus Systems, LLC. The Administrator is located at P.O Box 717
Georgetown, KY 40324 1.877.211.0610

The following terms are used in the Order Summary

Care Plan Price: The price you paid for this Service Agreement.

Coverage Start Date: This is the date when coverage starts under this Service Agreement.

Waiting Period: This is the amount of time from the Service Agreement Purchase Date during which if any issues occur, they are considered pre-existing conditions and render the item ineligible for coverage under this Service Agreement.

Coverage Term: This is the years of coverage you receive under this Service Agreement, starting on the Coverage Start Date which begins after any Waiting Period. The Service Agreement is inclusive of any US manufacturer's warranty that may exist during the Coverage Term. It does not replace the manufacturer's warranty, but provides certain additional benefits during the term of the manufacturer's warranty. This term of this Agreement is extended for the duration of any time that the item is being repaired under this Service Agreement.

Covered Product: The product or type of product covered by this Service Agreement.

Coverage Amount: The maximum coverage amount of this Service Agreement.

Coverage Type: This defines the level of coverage such as whether your Service Agreement includes the optional Accidental Damage from Handling (ADH) coverage.

Deductible: The applicable deductible, if any, for claims.

2. WHAT IS COVERED:

This Agreement will cover a mechanical or electrical failure of the covered product(s) ("Product") during normal usage for the Term of this Service Agreement if the Product is not covered under any other warranty, insurance policy, or service contract.

This Service Agreement does not cover repair or replacement of the Product for any of the causes or provide coverage for any losses set forth in the section entitled **WHAT IS NOT COVERED** below.

3. OPTIONAL ACCIDENTAL DAMAGE FROM HANDLING (ADH):

If you elect to include accidental damage from handling (ADH) as an integral part of Your coverage program, it augments your Service Agreement by providing additional protection for damage from drops, spills and liquid damage associated with the handling and use of Your Product.

ADH does not provide protection against theft, loss, reckless, or abusive conduct associated with handling and use of the product, cosmetic damage and/or other damage that does not affect unit functionality, or damage caused during shipment between you and Our service providers.

5. WHAT TO DO IF A COVERED PRODUCT REQUIRES SERVICE:

Call us toll-free at 1.877.211.0610 and explain the problem. We will attempt to troubleshoot the problem you are experiencing. If we cannot resolve the problem, we will issue a return authorization.

6. HOW WE WILL SERVICE YOUR ITEM:

Depending on the item and failure circumstances, We will either:

A. Repair your Product, or

B. Provide a new or refurbished product of equal features and functionality.

7. PLACE OF SERVICE:

At our discretion, large items will receive On-Site Service and we will arrange to repair or replace the Product at Your location during normal business hours. On-Site Service may occasionally necessitate the Service Provider to bring the unit back to their shop to complete repairs.

For shippable items, We will provide a free prepaid shipping label to our authorized service facility for repair, replacement or settlement.

8. LIMIT OF LIABILITY:

The total amount that We will pay for repairs or replacement made in connection with all claims that You make pursuant to this Service Agreement shall not exceed the Coverage Amount of the Product. In the event that We make payments for repairs or replacements, which in the aggregate, are equal to the Coverage Amount, or provide a cash settlement reflecting the replacement cost of a new item of equal features and functionality, We will have no further obligations under this Service Agreement.

WE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, OR LOST DATA RESULTING FROM THE FAILURE OF ANY PRODUCT OR EQUIPMENT OR FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE.

9. YOUR RESPONSIBILITIES:

A. Provide us with a complete copy of proof of purchase. We can either store it for you or you can provide such proof of purchase at time of claim.

B. Properly maintain, store and use your item according to the manufacturer instructions.

10. WHAT IS NOT COVERED:

A. Any product fraudulently described or misrepresented by You;

B. Maintenance, repair, or replacement necessitated by loss or damage resulting from any cause other than normal use and operation of the product in accordance with the manufacturer's specifications and owner's manual, including but not limited to, theft or loss, exposure to weather conditions, failure to properly clean, maintain or lubricate, operator negligence, misuse, abuse, improper electrical/power supply, improper equipment modifications, attachments or installation or assembly, vandalism, animal or insect infestation, battery leakage, or act of nature or any other peril originating from outside the product.

C. Cosmetic damage to case or cabinetry or other non-operating parts or components which does not

affect the functionality or the covered product.

D. Television or personal computer monitor screen imperfections, including "burn-in" or burned CRT phosphor.

E. Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein;

F. Accidental or intentional damage, cracked or damaged monitor, laptop or display screens, liquid damage, lost buttons or knobs etc., unless optional accidental damage from handling (ADH) coverage was purchased with your service agreement;

G. Conditions that were caused by You or known by You prior to purchasing this Service Agreement;

H. Product(s) with removed or altered serial numbers;

I. Damage to computer hardware, software and data caused by, including, but not limited to, viruses, application programs, network drivers, source code, object code or proprietary data, or any support, configuration, installation or re-installation of any software or data;

J. Failures related to transportation damage, customer education, cleaning, preventive maintenance, "No Problem Found" diagnosis, non-intermittent issues that are not product failures;

K. Items sold in a private sale.

11. NO LEMON POLICY:

If Your Covered Product has three service repairs completed for the same problem, which repairs are covered by this Service Agreement, and a fourth such repair for the same problem occurs, as determined by Us, within any twelve (12) month period, the Covered Product will be replaced with a comparable product. This cost of the replacement will not exceed the original Product's purchase price.

12. POWER SURGE PROTECTION:

This Service Agreement protects against the operational failure of a covered Product resulting from a power surge while properly connected to an Underwriter Laboratories-approved surge protector. You may be asked to provide Your surge protector for examination.

13. SHIPPING:

This Service Agreement covers ground shipping charges from You to Us in the event of a return or repair. We will send you a shipping label for shipping to our repair facility.

14. TRANSFER OF SERVICE AGREEMENT:

This Service Agreement may be transferred to any person in the United States at no charge. Contact Us toll-free at 1.877.211.0610.

15. CANCELLATION:

We may cancel this Service Agreement at Our option on the basis of nonpayment, fraud, or misrepresentation by You. If We cancel Your Service Agreement, You will receive a pro rata refund. If this Service Agreement was inadvertently sold to You on a product which was not intended to be covered by this Service Agreement, We will cancel this Service Agreement and return the full purchase price of the Service Agreement to You and written notice including effective date and reason for cancellation will be mailed to You at least 30 days prior to termination. If We cancel this Agreement for nonpayment then We will provide notice at time of cancellation.

16. GUARANTEE:

This is not an insurance policy.

ENTIRE CONTRACT: This Service Agreement sets forth the entire contract between the parties and no representation, promise or condition not contained herein shall modify these terms.