

SERVICE CONTRACT COMPREHENSIVE COVERAGE

SERVICE CONTRACT

This document sets forth the entire Contract between the Service Contract Administrator hereinafter referred to as We, Us and Our, and, the Purchaser as You and Your. No representation, promise or condition herein shall modify these terms. Service Net Solutions, LLC ("Service Net") 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 Florida or Oklahoma, Service Net Solutions of Florida, LLC ("Service Net") is contractually obligated to You to provide service under this Contract.

TO OBTAIN AUTHORIZATION FOR REPLACEMENT ON REPLACEMENT CONTRACTS ONLY.

- Bring Your failed product back to a Micro Center store location.
- Have this Contract, Your Contract number, and the original product receipt available.
- Micro Center will verify that the product is defective and issue instructions on obtaining the replacement product.
- Authorization for replacement will be validated by Service Net at which time the defective product will become the property of Service Net and must be left at Micro Center for reclamation.
- You will receive a Micro Center gift card in the amount of the original purchase price, excluding sales tax.
- Contractual obligations are considered fulfilled upon replacement, reimbursement, or term expiration.

1. TERM OF COVERAGE. Coverage extends from the expiration of the manufacturer's product warranty for the term (1 or 2 years) purchased.

2. HARDWARE UPGRADE COVERAGE. This Contract will cover any internal hardware components, including memory and hard disk drive products purchased through a Dealer/Retailer and installed into equipment at the time of purchase. This Contract does not cover installation of hardware upgrades installed after the time of purchase.

3. NOVATION. If Service Net assigns another insurance carrier with an "AM Best" industry rating of A- or better under this Contract directly or indirectly, such new insurance carrier will carry the liability under this Contract.

4. IMPORTANT NOTE. Repairs recommended by the repairing facility not necessitated by mechanical breakdown are not covered unless specifically authorized by Us. We reserve the right to inspect the items to be covered, or the items covered, as the case may be, prior to coverage or during the coverage period. Model number, serial number and original date of purchase of all items to be covered must be provided to execute application for service. If You request a service call for a non-covered repair, You will be responsible for all costs associated with the repair. In the event You are unable to meet the servicer, You must call to cancel the appointment in advance of the agreed upon time of service. You may be responsible for paying the second trip charge for the subsequent rescheduled repair. If the product is found to be performing to the manufacturer's specifications, it will be returned to You.

5. LIMIT OF LIABILITY. Maximum liability under this Contract shall be the cost of: (I) one replacement with a Product of equal value or (II) reimbursement of the retail price paid for the products minus the sales tax. This Contract provides for only the one-time replacement of the product with another product of like grade and quality. This Contract will expire at the time of this replacement or reimbursement for replacement or term expiration.

6. 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, excluding holidays.

7. DEDUCTIBLE. No deductible applies to this Contract.

8. RENEWABILITY. This Contract is not renewable.

9. LIMITATIONS OF COVERAGE – This Contract Does Not Cover:

A. Any equipment located outside the United States of America, Canada, or Puerto Rico unless the International Plan was purchased as an adder to Your Service Contract.

B. Service required as a result of any alteration of the equipment, or repairs made by anyone other than a participating servicing dealer, an authorized service provider, its agents, distributors, contractors or licensees, or the use of supplies other than those recommended by the manufacturer.

C. Damage or other equipment failure due to causes beyond our control including, but not limited to, repairs necessary due to operator negligence, the failure to maintain the equipment according to the owner's manual instructions, abuse, vandalism, theft, fire, flood, wind, freezing, power failure, inadequate power supply, unusual atmospheric conditions, or acts of war or acts of God.

D. Service necessary because of improper storage, improper ventilation, reconfiguration of equipment, use of movement of the equipment, including the failure to place the equipment in an area that complies with the manufacturer's published space or environmental requirements.

E. Equipment used in industrial settings. Equipment used in industrial settings may be defined as: (I) Any utilization of equipment that is inconsistent with either the design of the equipment or the way the manufacturer intended the equipment to be used, (II) Any and all cases in which the manufacturer of the equipment would not honor any warranty regarding the equipment.

F. Expendable, lost, or consumable items such as, but not limited to: For Computers, Laptops, and Peripherals: removable data storage, accessory cables, batteries, and media disks. For Printers, Copiers, and Multifunctional Equipment: ink, fuser, roller kits, maintenance kits, and any toner/cartridge. Nonfunctional parts: including but not limited to: cases, cabinetry, exterior/interior finishes, knobs, dials, or handles, hinges, trim, and/or appearance parts or external accessory items such as electrical connections, batteries and other operation supplies or consumable items. For all products: Telephone or other lines connecting to the equipment. Items that are considered consumable by the manufacturer.

G. Any software, including but not limited to, application programs, network programs, upgrades, formatting of any kind, databases, files, drivers, source code, object code or proprietary data, or any support, configuration, installation or reinstallation of any software or data.

H. Equipment sold without a manufacturer's warranty or sold "as is". Refurbished products with less than an original ninety (90) days manufacturer's parts and labor limited warranty. Refurbished equipment with an original 90 day warranty must have at least 30 days remaining in that warranty to qualify for coverage.

I. Normal, periodic or preventative maintenance, customer education and cleanings.

J. Consequential damage to or spoilage of CD's, film, or recording tapes as a result of the malfunctioning of or damage to an operating part, or as a result of any repairs or replacement under this agreement.

K. Loss or damage as a result of violation of existing federal, state and municipal codes including repairs to products not complying with said codes.

L. Pre-existing conditions (incurred prior to the effective date of coverage), and known to You.

M. Equipment where the serial plate attached to the equipment is removed, defaced or made illegible.

N. Damage resulting from unauthorized repair; software virus; improper 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, external antenna or local reception problems, inaccessible products or parts, negligence, misuse or abuse whether willful or not.

O. Transit or delivery damage, damage caused by packing, unpacking, assembly, installation, or removal. Short circuit, loss of use, parts or labor covered under the manufacturer's warranty, lack of maintenance, bodily injury, pre-existing conditions, manufacturer's recall, periodic checkups or maintenance. We will not pay for adjustments or repairs required because of conditions at your location.

P. Products sold second hand including but not limited to floor models (unless covered by a full manufacturer's warranty on your date of purchase) and demonstration models.

Q. Operational or mechanical failure which is not reported prior to the expiration of the Contract or within thirty (30) days of product failure.

10. CANCELLATION AND REFUND. You may cancel this contract at any time for any reason. If You cancel this Contract within thirty (30) days of the date of purchase You will receive a refund of the full purchase price from the palce of purchase, less any claims. If You cancel this Contract thereafter, You are required to submit your request in writing to Service Net, Dealer Support, 650 Missouri Avenue, Jeffersonville, IN 47130. You will be refunded the remaining days of coverage on a monthly prorated basis, less costs for service performed (if applicable). You nor the Dealer nor We are obligated to renew this Contract beyond the current term.

11. STATE VARIATIONS. Certain states have specific conditions; please visit <http://www.eservicentral.com/microcenter> for a complete list of state variations.

12. TRANSFERABILITY. You may transfer this Agreement to any person by sending written notice to: Service Net, P.O. Box 1411, Jeffersonville, IN 47131-1411.

13. COVERAGE AND TERM. This is not an insurance policy. As the Administrator, Service Net will assist You in understanding Your warranty and coverage benefits from the day You purchase Your Plan. If Your product needs repair for operational or mechanical failure, You are required to call the toll free number listed on the front of this Contract or submit Your claim in writing to Service Net Solutions, LLC., 650 Missouri Ave., Jeffersonville, In 47130. With any correspondence, please provide Your daytime phone number and claim number if applicable. If We fail to pay or provide service on a claim within 30 days after proof of loss has been filed, or in the event We are no longer a going concern, You are entitled to make a written claim directly against the Insurer, Great American Insurance Company, 49 East 4th Street, 8th Floor, Cincinnati, OH 45202. Email address QAapproval@pls.com, Fax Number 1-800-901-1565. The telephone number is (800) 280-0352. Please enclose a copy of Your plan when sending correspondence to the Insurer. The expiration date and price of this Contract are listed on the face of this Contract. There are some limitations of coverage. You should review the limitations of coverage paragraph for details.

14. ENTIRE CONTRACT. This is the entire Contract and no other oral modifications are valid.

15. LIMITATION OF LIABILITY. THE DEALER/RETAILER, SERVICE NET, THEIR AGENTS, CONTRACTORS OR LICENSEES WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, LOST DATA RESULTING FROM THE BREAKDOWN OR FAILURE OF ANY EQUIPMENT OR FROM DELAYS IN SERVICING OR THE INABILITY TO RENDER SERVICE ON ANY COVERED EQUIPMENT. EXCLUSION IS MADE OF ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES MADE HEREIN.

If You have any questions, require customer service, or wish to report a claim, please contact: Service Net, 650 Missouri Ave., Jeffersonville, IN 47130.