

# Appliance Extended Protection Plan

## Terms and Conditions

**Plan Name:** Appliance Extended Protection Plan - 5 YEAR (AEPP-5)

**Administrator:** Brandsource Estevan [New Image Electronics Ltd.] (hereinafter referred to as "We," "Us," or "Our")

**Effective Date:** This plan is effective upon purchase and provides coverage starting immediately after the expiration of the manufacturer's warranty.

**Total Coverage Period:** Up to 5 years total protection (manufacturer's warranty period + 4 additional years provided by this plan). This Extended Protection Plan (the "Plan") supplements the manufacturer's warranty on your covered appliance. During the manufacturer's warranty period, claims will be directed to the manufacturer. This Plan provides coverage for mechanical and electrical failures due to defects in materials or workmanship under normal residential use, mirroring the manufacturer's original warranty coverage, beginning after the manufacturer's warranty expires.

## Coverage Details

- **What is Covered:**

This Plan covers parts and labor costs for repairs due to normal wear and tear, mechanical or electrical breakdowns that would have been covered under the manufacturer's warranty. Coverage mirrors the specific terms of the manufacturer's warranty unless otherwise stated herein.

- **Service Type:**

In-home service will be provided where available under the manufacturer's warranty guidelines. For carry-in items or where in-home service is not applicable, the customer is responsible for transporting the appliance to an authorized service center. In-home service may be limited to areas within a reasonable distance (e.g., 100 km round trip) from an authorized servicer; additional travel fees may apply beyond this.

- **Replacement:**

If the appliance cannot be repaired, We will, at Our discretion, replace it with a new or refurbished unit of like kind and quality (based on similar features and functionality, not necessarily the original model, color, or current technology). Replacement fulfills all obligations under this Plan for the original appliance. The replacement unit is not eligible for new coverage under this Plan but may qualify for a separate purchase.

- **Maximum Liability:**

Our total liability under this Plan shall not exceed the original purchase price of the covered appliance (excluding taxes, delivery, and installation fees).

- **Transferability:**

This Plan is transferable to a subsequent owner at no charge. The original purchaser must contact Us to arrange the transfer.

- **Loss of Documentation:**

Loss of your purchase receipt or Plan certificate does not invalidate coverage, provided proof of purchase and Plan enrollment can be verified.

## How to File a Claim

- Contact Our service department at [contact@niestevan.com](mailto:contact@niestevan.com) or via [www.estevanbrandsouce.com](http://www.estevanbrandsouce.com)
- Provide your Plan details, appliance model/serial number, original purchase receipt, and a description of the issue.
- Claims must be initiated during the coverage period. If a claim is submitted while coverage is active, service will continue even if repairs extend beyond the Plan expiration.

## Frequently Asked Questions (FAQ)

- **Can I purchase the Plan after buying the appliance?**

Yes, the Plan must be purchased within 30 days of the appliance purchase date.

- **Does the Plan transfer to a replacement appliance?**

No. If the appliance is replaced under this Plan, obligations are fulfilled. You may purchase a new Plan for the replacement.

- **What if no fault is found?**

If no defect is found or the issue is not covered (e.g., user error or maintenance), you are responsible for any diagnostic, service, or shipping costs incurred.

- **How long do repairs take?**

Repairs typically take 1-4 weeks, depending on parts availability and servicer scheduling.

- **Commercial Use:**

This Plan is for residential use only. Commercial or rental applications are not covered.

## Exclusions (What is Not Covered)

This Plan does not cover:

- Claims during the manufacturer's warranty period (handled by the manufacturer).
- Damage due to misuse, abuse, neglect, accident, improper installation, unauthorized repairs or modifications, power surges, or environmental factors.
- Cosmetic damage (e.g., scratches, dents) that does not affect functionality.
- Consumable items (e.g., filters, batteries, bulbs unless specified).
- Normal maintenance, cleaning, adjustments, or setup.
- Removal/reinstallation of water/gas lines or accessibility issues (customer responsible for additional costs, e.g., plumbing for dishwashers or refrigerators).
- Physical damage, water damage, foreign objects, or pest infestation.
- Software issues, reprogramming, or alterations to settings.
- Products with altered or missing serial numbers.
- Used, refurbished, discontinued, or commercial-grade appliances.
- Consequential or incidental damages (e.g., food spoilage, downtime losses).
- Over-the-counter exchanges or any benefits provided solely during the manufacturer's warranty.
- Damages from acts of nature, theft, or loss.

Unauthorized repairs or modifications may void this Plan.

## Cancellation and Refund

- You may cancel this Plan within [e.g., 30 days] for a full refund if no claims have been made.
- After this period, refunds may be prorated.
- We reserve the right to cancel for fraud or misrepresentation.

## General Terms

- This Plan is valid only for appliances purchased new and accompanied by proof of purchase.
- Coverage dates are based on the original appliance purchase invoice.
- We will make reasonable efforts to repair in a timely manner but do not guarantee specific timelines.
- Terms are subject to change; refer to your Plan document or contact Us for the latest version.

By purchasing this Plan, you agree to these Terms and Conditions. For questions, contact us at [contact@niestevan.com](mailto:contact@niestevan.com) or by calling 306-634-8813.

Thank you for choosing Brandsource Estevan [New Image Electronics Ltd.] for your appliance protection needs!

