

Electronics Extended Protection Plan

Terms and Conditions

Plan Name: Electronics Extended Protection Plan (EEPP-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 electronic product (e.g., televisions, laptops, tablets, audio equipment, and other consumer electronics). 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, and power surges that would have been covered under the manufacturer's warranty. Coverage mirrors the specific terms of the manufacturer's warranty unless otherwise stated herein. For televisions, image retention ("burn-in") is not covered.
- **Service Type:**
Service is primarily carry-in or mail-in to an authorized service center. In-home service is not provided under this Plan unless specifically offered under the manufacturer's warranty during its period. Customers are responsible for transporting or shipping the product to the service center (prepaid shipping labels may be provided at Our discretion).
- **Replacement:**
If the product 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 product. 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 product (excluding taxes, delivery, and accessories).
- **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 or our website www.estevanbrandsource.com
- Provide your Plan details, product 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 product?**
Yes, the Plan must be purchased within 30 days of the product purchase date.
- **Does the Plan transfer to a replacement product?**
No. If the product 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 service scheduling.

- **Commercial Use:**

This Plan is for residential use only. Commercial, rental, or business 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).
- Accidental damage from handling, drops, spills, or physical abuse.
- Damage due to misuse, abuse, neglect, accident, improper installation, unauthorized repairs or modifications, environmental factors, viruses, or software issues.
- Cosmetic damage (e.g., scratches, dents) that does not affect functionality.
- Consumable items (e.g., batteries, cables, remote controls, unless specified).
- Normal maintenance, cleaning, adjustments, setup, or software reprogramming.
- Data loss, software issues, or recovery of data.
- Image retention ("burn-in") or pixel failures on display products.
- Physical damage, water/liquid damage, foreign objects, or pest infestation.
- Products with altered or missing serial numbers.
- Used, refurbished, discontinued, or commercial-grade products.
- Consequential or incidental damages (e.g., loss of use, downtime losses).
- Over-the-counter exchanges or any benefits provided solely during the manufacturer's warranty.
- Damages from acts of nature, theft, or loss.
- Accessories not included on the original invoice.
- Unauthorized repairs or modifications may void this Plan.

Cancellation and Refund

- You may cancel this Plan within 30 days for a full refund if no claims have been made.
- After this period, refunds may be prorated minus any claims paid and an administrative fee.
- We reserve the right to cancel for fraud or misrepresentation.

General Terms

- This Plan is valid only for products purchased new and accompanied by proof of purchase.
- Coverage dates are based on the original product 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 or by calling 306-634-8813.

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

