

# R.C. WILLEY CONSUMER PROTECTION PLAN

## 10 YEAR COMPRESSOR OR TRANSMISSION

2301 South 300 West, South Salt Lake City, Utah 84115

If you have purchased R.C. Willey's Consumer Protection Plan, your product will be covered from purchase date of product through the date indicated on your Sales Receipt and is inclusive of any limited manufacturer's warranty term. Your Sales Receipt is required whenever services is needed to verify consumer covered, product covered and term of coverage.

**COVERED:** The transmission or compressor in your new product is protected against operational failure for a period of ten (10) years from date of purchase. Service/Labor to replace covered part is also covered for a period of ten (10) years from date of purchase of the appliance. If the covered part fails within five (5) years after the expiration of the manufacturer's warranty due to reasons other than the unreasonable usage of the unit or operation under unreasonable conditions R.C. Willey Home Furnishings ("RCW") will pay for the covered part and labor to replace it. The internal operating parts in the new product described below are protected against operational failure, during normal use, due to defects in material and workmanship for a period of years as noted below from the date of original purchase, inclusive of the manufacturer's warranty. The service and labor to correct operating defects is also covered for the same period; provided that the failure of the product is due to factory defects, not due to adjustment of controls, routine maintenance, periodic cleaning, improper power levels or improper installation. There is a maximum benefit of \$3,000 per occurrence under this protection plan. RCW will pay for new or remanufactured parts which meet the manufacturer's standards as required to correct operating defects. The product must be serviced according to the original manufacturer's standards. Defective parts or unit must be available to send to RCW, IF DEMANDED, at the time of any claim hereunder. RCW will honor service hereunder through any service center it authorizes. If an authorized service center cannot be located, it is the consumer's responsibility to notify RCW, who will assist in locating service. RCW shall have no liability for service under this protection plan if necessary replacement parts are not distributed in the United States or are no longer available at the time of claim. In the event this protection plan is cancelled by RCW, return of premium shall be based upon 100 percent of unearned pro-rate premium. This protection plan is not valid unless paid for in its entirety. If the purchase was made on a R.C. Willey revolving charge account, the account must be in good standing for the plan to be valid.

**NOT COVERED:** The following items are not covered under this protection plan: product subjected to abuse, misuse, accidents, vandalism, negligence; natural disasters or Acts of God; water damage due to improper installation; plumbing or water supply, routine maintenance, periodic cleaning, rust or corrosion; products used in multifamily housing, products used for temporary loan, products used in commercial use, freight, transportation, and installation charges. RCW shall in no event be liable for any indirect, incidental or consequential damages resulting from the use of this product.

**NOTE:** Auto stereo units and built-in radar detectors must be installed by R.C. Willey or a professional installation center in order for RCW to pay for removal and reinstallation of the unit, should covered service be required. This protection plan does not apply to defects caused by unreasonable use, faulty repairs by others or by failure to provide reasonable and necessary maintenance. The manufacturer is not affiliated with RCW and is not responsible for RCW's performance hereunder. RCW will pay for 1/2 of trip charges out of our regular service area.

**NOTICE TO THE CONSUMER:** This protection plan is not insurance, but a service contract. It may only be obtained in connection with the purchase of your new product. This protection plan gives you specific rights and you may also have other rights which vary from state to state. For assistance call the store where you purchased your product.

Transferable by the original owner for a \$20 registration fee.

NON-PRORATED



## **Amendments to R.C. Willey's Consumer Protection Plan**

1. Service contracts are backed by the full faith and credit of R.C. Willey
2. The price of the service contract is printed on the sales receipt
3. Service contracts are transferrable with a \$20.00 fee and are NOT renewable
4. In order to obtain service on a product under R.C. Willey's protection plan, consumer must contact R.C. Willey at 1-877-315-0183. If the product has carry-in service, the consumer may take the product into any R.C. Willey location for repair. If the product has in-home service, contact R.C. Willey for a servicer referral. For consumers who live out of the state, please contact R.C. Willey before any service is done to your merchandise at the above toll free number or (801) 464-2340 - Utah, (702) 856-8060 - Nevada, (208) 288-4160 - Boise, ID.
5. If the service contract relates to items essential to the health and safety of the consumer (i.e. air conditioners, evaporative coolers, central air, etc.), repairs will commence within 24 hours of the reported claim.
6. The service contract will not be in effect if the purchase of the protection plan was made on an R.C. Willey revolving charge account and the account is not in good standing. The contract can be voided for violation of any condition of the service contract which occurred after the effective date of the contract. No cancellation of a service contract may become effective until at least 15 days after the notice of cancellation is mailed to the consumer.
7. R.C. Willey Home Furnishings allow a full refund of the protection plan if the customer cancels within 30 days of the purchase. After 30 days, the consumer will receive a prorated refund less the cost of any service received. Nevada residents will receive a prorated refund with no deductions if service was rendered.

## **Warranty Buy-Back Program**

When you purchase a Qualifying Warranty from R.C. Willey and do not use the warranty in any form, you may qualify to receive an in-store gift certificate at the end of the warranty term equal to 50% of the cost of the warranty. Please read the following details.

1. The warranty must be expired to receive the Buy-Back.
2. The Buy-Back must be claimed within 90 days after the warranty has expired. It is the customer's responsibility to notify the R.C. Willey warranty department that the warranty has expired to receive the Buy-Back. (SLC 801-464-2340; Boise 208-288-4160; Nevada 702-856-8060)
3. The Warranty Buy-Back will be in the form of an R.C. Willey gift certificate equal to one-half the actual cost of the warranty paid by the customer. No cash, checks or credit to the customer account will be issued. After the customer notifies the warranty department and the customer qualifies, the gift certificate will be mailed to the customer. This gift certificate may be used to purchase any merchandise at R.C. Willey.
4. The customer's account must be in good standing before the gift certificate can be issued.
5. The warranties that qualify for the 50% Buy-Back are: all 5 year warranties, 3 year computer, 3 year treadmill, 3 year DSS and 10 year compressor and transmission warranties.
6. If any claims in any form have been made against the warranty, customer does not qualify for the Buy-Back program.
7. The customer must have purchased the Qualified Extended Warranties after July 15, 1999.
8. Warranty plan must have been purchased from R.C. Willey at the time of the product purchase. Warranties purchased through telemarketing programs do not qualify.
9. The Buy-Back program applies to the original purchase and is non-transferable.