

R.C. WILLEY CONSUMER PROTECTION PLAN Two Year Television Replacement

When you purchase R.C. Willey's Consumer Protection Plan, your product will be covered from purchase date through the date indicated on your Sales Receipt. Your Sales Receipt is required whenever service is needed to verify consumer covered, product covered and term of coverage. If the warranted product fails during the manufacturer's part of the warranty the product will be serviced by the manufacturer. Once the manufacturer's warranty has expired and the product fails, it will then be eligible for replacement. If your warranted product is replaced under the extended warranty, the extended warranty is then satisfied. You would need to purchase a new warranty for the replacement.

COVERED: The internal operating parts of your new product described below are protected against operational failure, during normal use, due to defects in material and workmanship. Provided that the failure of the product is due to factory defects, not due to adjustment of controls, antenna problems, routine maintenance, periodic cleaning, improper power levels or improper installation. (The consumer is responsible for delivery and pickup of the product.) This protection plan is not valid unless paid for in its entirety. If the purchase was made on an 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: Products subjected to abuse, misuse, accidents, vandalism, negligence, natural disasters or Acts of God, fuses, cable boxes, outside antennas, external speakers, wiring, connectors, accessories, housing, cabinetry, surface finishes, routine maintenance, periodic cleaning, rust or corrosion, improper maintenance or storage, damage caused by bug infestation, or products altered or modified or products in use other than that specified in the owner's manual, products used in multi-family housing, products used for temporary loan, products 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. Still pictures, include logos, video games, computer images, teletext, etc., this permanent imaging is not covered under the warranty.

NOTE: 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. If your warranted product was purchased AS IS or well below the normal R C Willey retail selling price and your product is deemed non repairable, the price you paid may be credited to your account for reselection or a replacement product will be provided at RC Willey's discretion.

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. It is the purchaser's responsibility to have the big screen accessible before the service to be performed. Which means having access to the back of the big screen before the service people arrive to your home. If there are additional charges because the big screen is not accessible for service it will be the purchaser's responsibility.

R.C. Willey Home Furnishings is contractually obligated to provide service under this plan. 2301 South 300 West Salt Lake City, Utah 84115. You may contact the closest R.C. Willey for help and assistance.

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 800-444-3876. 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.