



## CALIFORNIA R.C. WILLEY CONSUMER PROTECTION PLAN BIG SCREEN

If you have purchased R.C. Willey's Consumer Protection Plan, your product will be covered from purchase date through the date indicated on your Sales Receipt and is inclusive of any manufacturer's warranty. Your Sales Receipt is incorporated in this plan and is required whenever service is needed to verify customer covered, product covered and terms of coverage.

**COVERED:** 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. 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, antenna problems, routine maintenance, periodic cleaning, improper power levels or improper installation. If the manufacturer's warranty is in-home service, then R.C. Willey Home Furnishings ("RCW") protection is also in-home service. The consumer may be responsible for delivery and pickup of the product. 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 original manufacturer's standards. Defective parts or unit must be available to send to RCW, IF DEMANDED, at the time of any claims hereunder. RCW also provides coverage for annual head cleaning on VCR's and camcorders and power surges. 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. 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, light bulbs, fuses, batteries, handles, knobs, buttons, cable boxes, outside antennas, external speakers, wiring, connectors, accessories, housing, cabinetry shelves and doors, filters, glass, projection TV screens, surface finishes, decorative parts, routine maintenance, periodic cleaning, rust or corrosion, improper maintenance or storage, lubrication, 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., and this permanent imaging is not covered under the warranty.

**NOTE:** Some big screens come with a "lamp" instead of color guns. The lamp is designed to operate a certain number of hours depending upon the hours used in your home. There is no way to determine the exact number of hours your lamp will last. In most cases the lamp is designed to be replaced by the customer. Under the extended warranty, if the lamp fails, RC Willey will replace ONE (1) lamp during the extended warranty period. 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, the customer is responsible for the remaining 1/2. If your product was purchased "As is" or well below the normal R.C. Willey retail and your product is deemed non repairable, the price you paid for the product will be credited back to you in the form of an in store credit to be used in R.C. Willey.

**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.