

RC WILLEY CONSUMER PROTECTION PLAN

If you have purchased RC Willey's Consumer Protection Plan, your product will be covered from purchase date 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. 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 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 RC 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 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 RC 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, damaged discs, cables, bowls, brushes, belts, bags, brackets, light bulbs, fuses, batteries, battery chargers, a/c adapters, blades, chains, wheels, spark plugs, handles, knobs, buttons, carry straps, cable boxes, outside antennas, external speakers, wiring, connectors, hoses, accessories, housing, cabinetry shelves and doors, door gaskets/liners, filters, glass, cracked or broken cd's, surface finishes, porcelain parts due to chipping, decorative parts, inadequate plumbing or water supply, shelves or drawers, racks, routine maintenance, periodic cleaning, rust or corrosion, improper maintenance or storage, lubrication, damage caused by bug or rodent 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 including logos, video games, computer images, teletext, etc., and 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. RCW will pay for ½ of trip charges out of our regular service area, the customer is responsible for the remaining ½. If your warranted product was purchased AS IS or well below the normal RCW 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. It is RC Willey's discretion if an item is repaired or exchanged.

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.

RC 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 RC Willey for help and assistance or visit www.rcwilley.com and click on the Extended Warranties link under Resources to submit a claim.

Amendments to RC Willey's Consumer Protection Plan

1. Service contracts are backed by the full faith and credit of RC 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 RC Willey's protection plan, consumer must contact RC Willey at 800-444-3876 or by email at: extended.warranty@rcwilley.com. Visit www.rcwilley.com and click on the Extended Warranties link under Resources to submit a claim. If the product has carry-in service, the consumer may take the product into any RC Willey location for repair. If the product has in-home service, contact RC Willey for a servicer referral. For consumers who live out of the state, please contact RC Willey at the above toll free number or (801) 464-2340 before any service is done to your merchandise.
5. If the purchase of the protection plan was made on an RC Willey revolving charge account and the customer does not maintain their revolving charge account in good standing, then that is considered one of the reasons that the provider may cancel. The contract can be cancelled 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. Nevada residents will receive a prorated refund with no deductions if service is rendered.
6. RC Willey Home Furnishings allows 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. If the Provider fails to refund the purchase price within 45 days, the Provider will pay the Holder a penalty of 10 percent of the purchase price for each 30-day period of portion thereof that the refund and any accrued penalties remain unpaid.

Warranty Buy-Back Program

When you purchase a Qualifying Warranty from RC Willey and do not use the warranty in any form, you may qualify to receive an in-store gift card 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 RC Willey warranty department that the warranty has expired to receive the Buy-Back. (Toll free 800-444-3876 or 801-464-2340).
3. The Warranty Buy-Back will be in the form of an RC Willey gift card equal to one-half the actual cost of the warranty paid by the customer. No cash, check or credit to the customer account will be issued. After the customer notifies the warranty department and the customer qualifies, the gift card will be mailed to the customer. This gift card may be used to purchase any merchandise at RC Willey.
4. The customer's account must be in good standing before the gift card can be issued.
5. The warranties that qualify for the 50% Buy-Back are: all 5-year warranties, 4-year Television warranties, 3-year computer, 3-year laptop, 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. Warranty plan must have been purchased from RC Willey at the time of the product purchase.
8. The Buy-Back program applies to the original purchase and is non-transferable.