

# CALIFORNIA R.C. WILLEY PERSONAL LAPTOP PROTECTION PLAN

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 computer product described below are protected against operational failure, during normal use, due to defects in material and workmanship for a period of one year as noted below from 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 improper installation, adjustments, programming, malfunctions of hardware or operating systems due to defects in software, or similar items. There is a maximum benefit of \$3,000 per occurrence under this protection plan. R.C. Willey Home Furnishings ("RCW") will pay for new or remanufactured parts which meet the manufacturer's standards as required to correct an operational failure. The product must be repaired or 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 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. This protection plan covers products in residential and light commercial use only. 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: any service or problem not directly related to the failure of the covered electronics, installation of hardware, adding or removing accessories; components used in a network application; retrofits, attachments, or other like devices; modifications; program data or software; removable storage media; products added after system purchase, internal or external, such as but not limited to hard disk drives, enhancement cards, or monitors, which may be covered separately; power failure or improper power levels; repairs not authorized by RCW; any unit subjected to misuse, abuse, negligence, accidents, vandalism, natural disasters or Acts of God; damage caused by extreme heat or cold; improper installation and misconnections; accessories such as joy sticks, etc.; routine cleaning or maintenance; ribbons, belts, batteries, connectors, printer heads; interior or exterior finishes, cabinetry parts, knobs, and decorative parts; cracked or broken glass; units for temporary loan, freight, transportation or installation charges; inspection and testing by service resulting in "no trouble found" or "not a covered repair;" hardware which has been altered or repaired in any manner so that in the judgement of RCW it has affected the stability or durability of this product; industrial/heavy commercial use. RCW shall in no event be liable for any indirect, incidental or consequential damages resulting from the use of this product.

**NOTE:** RCW has no liability during the first year after purchase of system. RCW will have no liability if any other insurance, warranty or protection plan is in effect. Also, 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. Do not leave your computer in direct sun or in a car. 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.

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.

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