ULTIMATE GAMING COVERAGE PLAN
TERMS AND CONDITIONS

The information contained in this Ultimate Gaming Coverage Plan terms and conditions document (The "Protection Plan" or "Plan") explains what is covered, who provides coverage, and how coverage works under Your Plan. Please read this document in full and review the Plan Confirmation provided to You, via paper or e-mail delivery, by the Administrator. If You ever need assistance regarding Your Plan, contact the Administrator. Be sure to keep this Plan document, along with Your Plan Confirmation, as they will come in handy when You have a Claim.

DEFINITIONS

Throughout this Plan, the following capitalized words have the stated meaning:

A. "Administrator": The entity responsible for administering benefits to You in accordance with the Plan terms and conditions, Servify (US), Inc., 5608 17th Ave. NW Seattle WA 98107; Phone # 1-833-965-1654, unless otherwise specified in the SPECIAL JURISDICTIONAL REQUIREMENTS section of this Plan and applicable to Your jurisdiction.

B. "We", "Us", "Our", "Obligor", "Provider": The party or parties obligated to provide service under this Plan as the service agreement provider, Northcoast Warranty Services, Inc., 800 Superior Ave. E., 21st Fl., Cleveland, OH 44114; unless otherwise specified in the SPECIAL JURISDICTIONAL REQUIREMENTS section of this Plan and applicable to Your jurisdiction.

C. "You", "Your": The purchaser of this Plan who is to receive the coverage provided hereunder.

D. "Covered Device(s)", "Device(s)": The electronic/digital equipment(s) that are eligible as per the DEVICE ELIGIBILITY section and included in the Plan Confirmation, are owned by You, in our reasonable opinion, are in good operating condition and not damaged as of the Coverage start date and are not otherwise excluded elsewhere in these Terms and Conditions.

E. "Claim": A demand for service in accordance with this Plan sent by You to the Administrator or Us.

F. "Accidental Damage from Handling", "ADH": Unintentional and Accidental Damage from Handling (ADH) during normal use, including damage from incidences such as dropping Your Device or spilling liquid on it, lines on the screen, screen discoloration or dimming of the screen.

   (NOTE: ADH may not be covered under all Plan options or, may not apply to certain Device categories)

G. "Mechanical or Electrical Failure", "Failure": The mechanical or electrical breakdown of Your Covered Device(s) that results in it no longer being able to perform its intended function properly as originally designed and intended, resulting from defects in materials or workmanship and/or normal wear and tear; as long as You have made sure that Your Covered Device(s) have been properly installed and that all routine maintenance services recommended by the manufacturer have been performed.

H. "Cracked Screen Coverage": The mechanical or electrical breakdown of Your Covered Device(s) screen or digitizer, resulting from defects in materials or workmanship or accidental damage from handling that occurs during normal use.

   (NOTE: Any other damages beyond mechanical or electrical breakdown of the Screen or digitizer are not covered under Cracked Screen Coverage and may require You to pay, in case any service is required for such damages.)

I. "Service Fee": The amount You are required to pay, per Claim, prior to receiving covered services

under this Plan (if any), as confirmed on Your Plan Confirmation.

J. “No Lemon Guarantee”: If Your Device(s) has three (3) qualified service repairs covered under this Plan for the same problem (“Qualified Service Repair(s)”), and if a covered Claim and a fourth (4th) repair is required for the same covered problem, We will replace Your original Device(s) with one of like kind and quality, but not necessarily the same brand or color, or, at Our sole discretion, provide You with reimbursement for a replacement. Please note that this No Lemon Guarantee is not applicable to Failure resulting from ADH.

K. “Plan Confirmation”: The document provided to You as proof of Your Plan purchase that confirms the Coverage Option Details, Service Fee (if applicable), Plan Purchase Date, Waiting Period (if applicable), Plan Subscription Fee, Claim Limits (if any), and Coverage Term of Your Plan. The Plan Confirmation, together with these terms and conditions, comprise the complete Plan.

L. “Original Purchase Price”: The amount paid by You for the Covered Device(s); excluding any applicable taxes and/or fees, as evidenced on Your sales purchase receipt of the Covered Device(s), provided to you by the retailer of this plan.

M. “Plan Fee”: The amount You have paid, or in the case of a recurring payment Plan, the monthly or annual installment fee You are required to pay, in order for the coverage under this Plan to remain effective, as stated on Your Plan Confirmation (excluding any applicable taxes and/or fees).

N. “Power Surge”: Damage to a Covered Device resulting from an oversupply of voltage while properly connected to a surge protector approved by the Underwriter’s Laboratory Inc. (UL), but not including damages resulting from the improper installation or improper connection of the Covered Device to a power source.

O. “Term” or “Coverage Term”: The period of time for which the provisions of this Plan are valid. This Term would be mentioned in Your Plan Confirmation. This Term is the maximum coverage period for the Plan You have purchased. [Your Plan Term may be set to auto-renew perpetually. Please refer to Your Plan Confirmation for confirmation.]

P. “Coverage Start Date”: The date when coverage begins under this Plan. The Coverage Start Date is either the date of purchase of the Plan or the date immediately following the expiration of any Waiting Period, whichever occurs later, unless expressly stated otherwise in the SPECIAL JURISDICTIONAL REQUIREMENTS section of this Plan.

Q. “Waiting Period”: The period of time that must transpire, starting from the Plan purchase date, before a Claim may be filed under this Plan. If applicable, the Waiting Period is mentioned in Your Plan Confirmation.

DEVICE ELIGIBILITY

To be eligible for coverage under this Plan, the Device(s) must:

A. Belong to eligible categories as listed under ELIGIBLE DEVICE CATEGORIES; and

B. Be owned by You; and

C. Be added by You on the App or Website under the Plan, if required at the time of Plan purchase; or at the time of raising a Claim; and

D. The damage must not be covered under any insurance, warranty, guarantee and/or other service agreement providing the same benefits as outlined herein; and

E. Be intended for normal personal use, and not for:

   1. Commercial use (meaning, a device that is intended for use primarily in a business capacity, commercial or industrial applications/operations, or for rental/loaner purposes); or

2. Educational institution use (meaning a device provided by an educational institution that is intended for use primarily in an educational institution setting, such as school/student use).

YOUR RESPONSIBILITIES

Please make sure that the care and maintenance of Your Covered Device(s) is done in accordance with the manufacturer's requirements, including but not limited to when and how frequently maintenance care needs to be provided for Your device. If We determine that the damage or failure has occurred as a direct result of You not following the manufacturer's maintenance requirements, any associated claims may not be covered.

It is Your responsibility to follow the manufacturer's specifications for the use and care/maintenance of the Covered Device(s).

A. Device Protection: Be sure to properly store and operate Your Covered Device(s) in accordance with the manufacturer's warranty/owner's manual at all times. And, if Your Covered Device(s) ever becomes damaged or You believe it has encountered a Failure, make sure You take reasonable precautions to protect it against further damage.

B. Maintenance and Inspections: Some Devices may require certain maintenance and/or inspection services as specified by the manufacturer. It is Your responsibility to ensure that all the care, inspection, and maintenance services are performed on Your Covered Device(s) in accordance with the manufacturer's warranty/ owner's manual.

COVERAGE

Your Plan provides the following coverages for ELIGIBLE DEVICE CATEGORIES, as per the COVERAGE PLAN OPTION selected by You at the time of Plan purchase (as also mentioned in Your Plan Confirmation):

A. Mechanical or Electrical Failure (Failure): Coverage for Failure of Your Device becomes effective upon the expiration of the manufacturer's labor and/or parts warranty (whichever occurs first), subject to any applicable Waiting Period, and continues for the remainder of Your Plan Term (IF Your Plan includes Failure coverage as stated on Your Plan Confirmation) .

B. Accidental Damage from Handling (ADH): Coverage for an ADH event starts on the Coverage Start Date and continues for the remaining Plan Term (IF Your Plan includes ADH coverage as stated on Your Plan Confirmation).

C. Cracked Screen Coverage: Coverage for a covered cracked screen incident starts on the Coverage Start Date and continues for the remainder of Your Plan Term (IF Your Plan includes Cracked Screen Coverage as stated on Your Plan Confirmation).

D. Surge Protection: Coverage for Failure of Your Device resulting from Power Surge starts on the Coverage Start Date and continues for the remaining Plan Term (IF Your Plan includes Power Surge coverage as stated on Your Plan Confirmation).

WHAT IS COVERED

A. GENERAL PROVISIONS FOR ALL COVERAGE OPTIONS

This Plan provides coverage for the labor, logistics, and/or parts necessary to repair Your Covered Device(s) when You have a Claim. At Our sole discretion, You may be provided a replacement or reimbursement for Your original Covered Device(s) in lieu of repair.

The Plan provides multiple coverage options to You for Your Devices for one or more product categories as outlined in B.ELIGIBLE DEVICE CATEGORIES, of this Section. Coverage for some equipment categories listed in this section may not be immediately available under Your Plan. Please review Your Plan Confirmation to verify eligible equipment categories covered under Your Plan.

1. About Repairs: If Your original Device is eligible for repairs, parts used for repairs may be of a different color and may be new, refurbished, or non-original manufacturer parts that perform to the factory specifications of Your original Covered Device(s), subject to the LIMITS OF LIABILITY.
2. About Replacements: If We determine that Your original Device needs to be replaced, We may provide You with a replacement that is of equal or similar features and functionality that performs to the factory specification of the original Covered Device(s), subject to the LIMITS OF LIABILITY. Replacement may be a new, refurbished, or remanufactured product and may be a different brand, model, or color from the original Covered Device(s).

   Additionally, please note that sometimes technological advances that are out of Our control may result in a replacement that has a lower selling price than Your original Covered Device(s), and this Plan does not provide any reimbursement for such a cost difference. Such a replacement device will also be covered under this Plan as long as the Plan is not cancelled, and the device meets all the requirements mentioned under the DEVICE ELIGIBILITY section of this Plan.
3. About Reimbursements (Buyout): If We at Our discretion, decide to provide You with reimbursement towards the replacement of Your original Covered Device(s), this reimbursement amount will be for the market operating price or up to the covered amount, whichever is lower, as per our reasonable opinion, of Your original Covered Device(s). Such reimbursement, subject to the limits of liability, may come in the form of a check or credit to Your payment card on file with the Administrator, or in the form of vouchers, of equivalent value, which can be used to make purchases for device(s) and/or accessories.

Please note, in case of a replacement or reimbursement, We reserve the right to take ownership of the Covered Device(s), which is the subject of a pending Claim. We may require You to send pictures/video of such Device(s) to Us for inspection as a condition to receiving a replacement product or reimbursement. We will pay shipping and handling costs associated with the return of any such Device(s).

During the Plan Term, the Administrator will also provide support via one or more of the following services: the consumer web portal https://ccp.hp.com, emailing the customer support team on HPCoveragePlans@servify.tech or calling the customer support team at 1-833-965-1654. Support may include assistance with Claim filing, Claim status and tracking, determining when service is required, identifying when ADH coverage may be applicable or for any other clarification and communication related to the Plan purchased by You.

The provisions of this section, including but not limited to any COVERAGE OPTIONS and ELIGIBLE DEVICE CATEGORIES described below, are expressly subject to the LIMITS OF LIABILITY and EXCLUSIONS sections of this Plan. Please review these sections carefully.

B. ELIGIBLE DEVICE CATEGORIES

1. Gaming PCs/ Gaming Devices

   Notebooks, laptops or desktops (including all-in-one computers) that are specially built for Gaming purposes and are classified as Gaming Devices. All notebooks, laptops and desktops must be running the latest operating systems and must be fully operational and not damaged as of the Coverage Start Date to be eligible for a Claim under this Plan. Please review the Plan Confirmation to verify coverage for this equipment category under Your Plan.

2. Displays

   External wired display devices, including but not limited to monitors, used in conjunction with notebooks, laptops, desktops, or consoles. All displays must be fully operational and not damaged as of the Coverage Start Date to be eligible for a Claim under this Plan. Please review the Plan Confirmation to verify coverage for this equipment category under Your Plan.

3. Computer Accessories

   External Keyboards (wired or wireless), Mouse (wired or wireless) and Headsets (wired or wireless) that are used in conjunction with notebooks, laptops, desktops, or consoles. Accessories must be fully operational and not damaged as of the Coverage Start Date to be eligible for a Claim under this Plan. Please review the Plan Confirmation to verify coverage for this equipment category under Your Plan.

4. Gaming Console

   Electronic devices used for playing computer games on a screen, including, but not limited to Xbox™, PlayStation™, Wii™, Switch™ consoles and original remote controllers and/or compatible controller models. All consoles must be running the latest Operating Systems and must be fully operational and not damaged as of the Coverage Start Date to be eligible for a Claim under this Plan. Please review the Plan Confirmation to verify coverage for this equipment category under Your Plan.

5. Other Computer Accessories

   Other electronic/digital accessories used in conjunction with notebooks, laptops, desktops, or consoles, including, but not limited to: Virtual Reality Headset. All accessories must be fully operational and not damaged as of the Coverage Start Date to be eligible for a Claim under this Plan. Please review the Plan Confirmation to verify coverage for this equipment category under Your Plan.

C. COVERAGE OPTIONS

Coverage under this Plan, during the Plan Term, as specified in Your Plan Confirmation and subject to the LIMITS OF LIABILITY, can be provided for one or more categories of products that are listed under ELIGIBLE DEVICE CATEGORIES, for Failure, Cracked Screen Coverage, Surge Protection and/or ADH, as expressly stated on the Plan Confirmation. Please note, this Plan will only cover the category of products, as mentioned in Your Plan Confirmation, for which the Plan Fee has been paid. Please refer to Your Plan Confirmation and its supporting documents for full details on coverage.

D. SERVICE FEE

If applicable to Your Plan, the Plan Confirmation will state the amount of Service Fee, plus applicable taxes, that You are required to pay for Your Covered Device(s) to be eligible for Claim. Such Service Fee is payable upon approval of Your Claim. The Service Fee must be paid and received in advance of service being provided. No Service Fee is payable if not specifically listed in Your Plan Confirmation.

E. PLACE OF SERVICE

The following is determined at the Administrator's sole discretion; A repair depot site or repair center (collectively, "Authorized Service Location") may be assigned for the repair of the Covered Device(s), depending on Your Device category, cause of Failure of Your Device, as well as the circumstances regarding Your Claim. All Claims submitted in accordance with this Plan are handled individually; Not all repair locations are available for every Plan Type and the place of service provision will be specific to every individual Claim. The specific mode of service will be decided at the Administrator's sole discretion and will be communicated to You.

1. Mail-in service: Repair service will be performed at an Authorized Service Location designated by Us. We will provide You with a prepaid shipping label along with the packing materials, if required, for shipping the Covered Device(s) and packing instructions. You must ship the Covered Device(s) to the Authorized Service Location in accordance with the instructions provided to You in connection with Your Claim. We will cover the cost of shipping and packing materials, if applicable, for the Covered Device(s) to be shipped from You to the Authorized Service Location and the return of the repaired Device(s) to You. Please note, upon receiving the repaired Device(s), shipping damage, if any, must be reported within 24 hours of receiving the repaired Device.
2. Carry-In or Walk-in service: Repair service will be performed at an Authorized Service Location designated by Us. You must schedule an appointment with the service location as instructed by the Administrator on the website or on the mobile application at the time of raising the claim, or confirmed to You via phone call or email, and only then visit the Authorized Service Location. In the event You choose carry-in or walk-in service, You agree to bear any travel expenses accrued while dropping off or picking up the Covered Device(s) to/from the Authorized Service Location.
3. Self-Repair: Repair service will be performed at the repair service location of Your choice, subject to Administrator's approval of Your Claim. You must provide Us with an itemized invoice detailing the cost of repair, description of the repaired Device, and the repair service location for reimbursement. Reimbursement amount will not exceed the amount You have paid for the repair of Your Device(s) or the per claim limit, whichever is less, subject to the LIMITS OF LIABILITY.
4. In-Home or On-Site Service: In-home or on-site repair service will be performed at Your residence, provided the following conditions are provided: (1) there is access to the impaired Covered Device; (2) it is a non-threatening and safe environment; and (3) there is an adult (age 18 or older) present for the entire period of time that Our authorized technician is scheduled for and present on Your property. If Our technicians determine that certain repairs cannot be completed where the covered product is located and it must be repaired at another location, this Plan will cover shipping and handling costs.

PLEASE NOTE:

1. The Administrator, at its sole discretion, will determine whether the impaired Device will be removed or reinstalled for repair service. You must ensure reasonable access to the impaired Devices for Our authorized technician(s) to conduct/perform the repair service in case of an In-Home or On-Site Service. Administrator or We shall not be responsible for dismantling or reinstalling furniture or fixed infrastructures when removing or reinstalling repaired or replaced covered products, and in no event shall Administrator or We be responsible for any damages to Your residence due to such dismantling or reinstallation or property.
2. There will be no lapse in coverage if You relocate within the Administrator's service area, within the United States of America, provided that You continue Your enrollment in the Plan.

F. RENEWABILITY

The Coverage Term under this Plan will remain in-force as long as payment of the Plan Fee is received by Us from You on or before the due date, as mentioned on the plan page of Your account on the website and/or app, subject to the Cancellation and Limits of Liability provisions, as mentioned in the specific sections of this document.

Upon the expiration of the Term of this Plan, as shown on Your Plan Confirmation email, this Plan will terminate, and We shall have no further obligations to You under this Plan. Upon expiration of the Plan Term, this Plan may not be renewed. If You do not wish to allow Your coverage under this Plan to remain in-force, You may cancel the Plan in accordance with the instructions provided in the cancellation section.

G. TRANSFERABILITY

This Plan is not transferable to another individual or entity.

H. CANCELLATION

You may cancel this Plan at any time via one or more of the following services: using the consumer web portal https://h20212-3.www2.hp.com/Service/Subscription/us/en/?jumpid=in_us/en/services_overview/manage-my-services or calling the customer support team at 1-866-517-3040.

NOTICE: The following cancellation provisions apply to the original purchaser of this Plan only. The cancellation rules apply as per this section to the Plan purchased by You, unless otherwise required by state law. Please refer to the SPECIAL JURISDICTIONAL REQUIREMENTS for rules specific to Your state.

1. If You cancel this Plan within 30 days of the purchase of this Plan, You will receive a 100% refund of the Plan Fee paid by You, less the cost of any service and Claims incurred (except in Georgia, Missouri & Nevada where claims deduction is prohibited). If Your refund is not paid or credited within thirty (30) days after Your cancellation request to Us, We will add an extra 10% to Your due refund for every thirty (30) days the refund is not paid by Us. In case this Plan is cancelled after thirty (30) days of the receipt of this Plan, the following shall apply:
    a. If Your Plan Fee is paid monthly: The cancellation will be deferred until midnight on the last day of Your monthly billing cycle in which Your cancellation is made.

       For fixed payment or annual payment Plans: You will receive a pro-rata refund equal to 100% of the unearned portion of the Plan Fee paid by You, less (i) a cancellation feeof twenty-five (25) dollars or ten percent (10%) of the pro-rata refund due, whichever is less,

and (ii) the value of any benefits provided to You under this Plan, unless local law provides otherwise.

Any refund may be applied to any outstanding balance of Your account, and the excess, if any, will be returned to You. Any refund owed and not paid or credited within thirty (30) days of cancellation shall include a ten percent (10%) penalty for every thirty (30) days the refund is not paid by Us.

Please note, upon any cancellation after the Waiting Period has expired, coverage will be automatically extended for a period equal to the Waiting Period of this Plan, commencing from the effective date of Plan cancellation.

WE MAY ONLY CANCEL THIS PLAN FOR:

1. Non-payment of the Plan Fee by You;
2. Material misrepresentation by You; or
3. Substantial breach of duties under this Plan by You in relation to the Covered Device(s) or its use.

If We cancel this Plan for nonpayment of the Plan Fee, We will notify You at the time of cancellation, and Your Plan will be cancelled immediately. If we cancel this Plan for any other reason, the following shall apply:

a. If Your Plan Fee is paid monthly: cancellation will be deferred until midnight on the last day of Your monthly billing cycle, provided that written notice of cancellation will be delivered to You at least thirty (30) days prior to the effective date of cancellation. Any refund may be applied to any outstanding balance of Your account, and the excess, if any, will be returned to You.
b. For fixed payment or annual payment Plans: You will receive a pro-rata refund equal to 100% of the unearned portion of the Plan Fee paid by You, less (i) a cancellation fee of twenty-five (25) dollars or ten percent (10%) of the pro-rata refund due, whichever is less, and (ii) the value of any benefits provided to You under this Plan, unless local law provides otherwise.

Please note, upon any cancellation after the Waiting Period has expired, coverage will be automatically extended for a period equal to the Waiting Period of this Plan, commencing from the effective date of Plan cancellation.

Any notice will be sent to Your current address in Our file (email or physical address as applicable), with the reason for, and effective date of, such cancellation.

I. ADDITIONAL BENEFITS

In addition to coverage for Failure, this Plan also provides the following additional benefits:

1. No Lemon Guarantee: No Lemon Guarantee coverage is provided, as more fully explained in the DEFINITIONS Section of this Plan. If You receive a replacement product under this No Lemon Guarantee, the cost of replacement, as determined by Us, will not exceed the Per Claim Limit as set forth in the LIMITS OF LIABILITY Section. There will be no impact to Your Aggregate Claim Limit.

   NOTE: Any repair services performed while Your device if under the manufacturer's warranty period are not considered qualifying service repairs under this No Lemon Guarantee.

2. Technical Support: The Administrator at its discretion may choose to troubleshoot and provide technical support for Your Covered Device(s). Hardware technical support will be limited to the proper configuration, and proper operation of the hardware components. Technical support for software will be limited to the proper operation of the manufacturer approved and pre-installed operating system and application software. Software support shall not constitute tutorial assistance or instruction. This Plan does not cover software and virus-related issues, customer installed software, customized software applications and hardware components installed after the original purchase date of this Plan. You will be responsible for backing up all data and software prior to shipment of Your product to the service center.

LIMITS OF LIABILITY

The following limits apply to the Plan that You have purchased:

A. PER CLAIM LIMIT: The maximum amount We will pay for any single Claim on Covered Device(s), as defined in the Plan Confirmation;

1. For Claims subject to all repair service options; Our liability in the event of any single Claim is the least of the cost of: (i) Authorized Repairs; (ii) Replacement with a Replacement Product; (iii) Reimbursement for Authorized Repairs or Replacement; or (iv) the Replacement value of the Covered Device(s); or (v) the value of the cost of the Device repair as indicated on the receipt submitted by You, as determined by Us, up to the PER CLAIM LIMIT of the Plan, as mentioned in the Plan Confirmation.

2. In case of any individual Claim, if the total cost to repair and/or service Your Covered Device(s) exceeds the PER CLAIM LIMIT, any costs in excess of the PER CLAIM LIMIT, We may be able to facilitate the continued repair of the Covered Device(s) on Your behalf, provided, You agree to pay the additional service repair costs; However, we will not be responsible for the additional costs related to these repairs. In the event You fail to pay any such due balance, the Administrator will return the Covered Device(s) back to You, without performing the required repairs on Your Covered Device(s), additionally the Service Fee paid by You, if any, will be retained by the Administrator and not released back to You.

B. AGGREGATE CLAIM LIMIT: The maximum amount We will pay for all Claims made within any twelve (12) month rolling period, as specified in the Plan Confirmation. The rolling period of twelve (12) months for the aggregate claim limit adjusts from twelve (12) months after each claim made under the plan. Your first Claim. If You reach the Aggregate Claim Limit, this Plan will be operable as described in sections below.

1. IF YOU MEET OR EXCEED THE AGGREGATE LIMIT: In the event You reach the AGGREGATE CLAIM

LIMIT and the Covered Device(s) requires additional repairs, We may be able to facilitate the continued repair of the Covered Device(s), on Your behalf, provided You agree to bear the additional service repair costs, if applicable. However, We will not be responsible for any costs related to these repairs. A covered Claim will apply to Your AGGREGATE CLAIM LIMIT for twelve

(12) months after the Claim is completed, at which point that Claim will roll off Your account and that Claim, or the associated costs will be added back to Your available AGGREGATE CLAIM LIMIT balance.

C. Neither We nor the Administrator (Collectively, “Parties”) are liable for any damages that result from an independent contractor’s service, delay in providing service, or failure to provide service.

D. The Parties shall not be liable for any incidental or consequential damages; Including but not limited to: Property Damage, Lost Time or Lost Data resulting from the failure of any Covered Device(s),

Damages from delays in service or the Inability to render service, Loss of Income, Restoration or Repair of Cabinetry or Damage resulting from the unavailability of Repair parts/components, or for any and all failures resulting from pre-existing conditions or inherent device defects known to You prior to the effective date of this Plan.

E. To the maximum extent permitted by applicable law, We and our employees and agents will under no circumstances be liable to You or any subsequent owner of the Covered Device(s) for any indirect or consequential damages, including but not limited to the costs of recovering, reprogramming, or reproducing any program or data or the failure to maintain the confidentiality of data, any loss of business, profits, revenue or anticipated savings, resulting from our obligations under this Plan. To the maximum extent permitted by applicable law, the limit of us and our employees' and agents' liability to You and any subsequent owner arising under the Plan shall not exceed the original price paid for the Plan. We specifically do not warrant that (i) We will be able to repair or replace the Covered Device(s) without risk to or loss of programs or data, (ii) We will maintain the confidentiality of data, OR (iii) The operation of the product will be uninterrupted or error-free.

F. The benefits conferred by this Plan are in addition to any rights and remedies provided under consumer laws and regulations. To the extent that liability under such laws and regulations may be limited, our liability is limited, at its sole option, to Replacement or Repair of the Covered Device(s) or supply of the service. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so some or all of the above limitations may not apply to You.

PAYMENT

You agree to pay for the Plan Fee using either of the available payment options, which were disclosed to You at the time You purchased this Plan. The Plan fee could be structured in one or more of the following ways:

1. Monthly Installment Fee: Your coverage will remain in-force as long as payment for the monthly installment Plan Fee is received by Us along with any applicable taxes by Your payment due date (subject to the LIMITS OF LIABILITY) up to the end of the Plan Term as selected by You at the time of Plan purchase. You must pay Your Plan Fee on time in order to remain eligible for coverage under this Plan. Non-payment by You will result in cancellation of the Plan. It is Your responsibility to maintain a valid credit or debit card with Us to process payments, and failure to do so may result in cancellation of the Plan.
2. Annual Installment Fee: You will be charged an annual installment Plan Fee (including any applicable taxes) at the time of Plan purchase, and coverage remains in-force for each consecutive 12-month period(s) We receive Your payment by the payment due date, up to the end of the Plan Term as selected by You at the time of Plan purchase. In the event no payment is received by the payment due date, this Plan will expire, and We will have no further obligations to You under this Plan.
3. Fixed Fee: You will be charged a one time Plan fee (including any applicable taxes) at the time of Plan purchase.

NOTE:

1. Any Claim submitted at a time during which there are unpaid Plan Fee charges due from You will not be covered.
2. Any breakdown or damage that occurs when there is unpaid Plan Fee due from You is expressly excluded.

3. Any change in the Plan Fee is at Our discretion. In the event of a Plan Fee change, We will provide You with written notice of the upcoming changes to Your current email or physical address on file with Us at least thirty (30) days prior to the change taking effect, unless otherwise required by state law.

OBTAINING SERVICE

IMPORTANT: The submission of a Claim does not automatically mean that the damage to or breakdown of the Device(s) is Covered under Your Plan. In order for a Claim to be considered, You must contact the Administrator first for Claim approval.

You may obtain service or Claim support by via one or more of the following services: using the consumer web portal https://ccp.hp.com, emailing the customer support team on HPCoveragePlans@servify.tech or calling the customer support team at 1-833-965-1654 as soon as possible and before the expiration of Your Plan Term, for Your Claim to be considered for coverage under this Plan.

Kindly note, at the time of filing of a Claim, You may be asked to go through a Claim facilitation process and/or a triage process, which may include diagnostics test for certain electronic/digital equipment(s), either online or on call, or submit photograph(s) and/or video(s) of the Covered Device(s) to validate if Your Covered Device(s) are fully operational and not damaged as of the Coverage Start Date; You are advised to follow Administrator's instructions to complete the process.

The Claim will be serviced based on the details provided by You as of the date Your Claim is registered with the Administrator. Incomplete or inaccurate information or documentation submitted to Us in connection with Your Claim may lead to delays and/or denial of Claim benefit(s).

What Happens if Your Plan Term Expires During an Approved Claim: In the event the Plan Term expires during handling of an approved Claim, Your coverage will be automatically extended until the date in which the Claim in progress has been resolved in accordance with the terms and conditions of this Plan. However, no new Claims will be considered after Your Plan Term expires.

NOTE: Do not obtain services on Your own without specific authorization or direction from the Administrator. This Plan provides no coverage for services that are not authorized in advance by the Administrator.

EXCLUSIONS

AS RELATED AND APPLICABLE TO YOUR COVERED DEVICE(S), THIS SERVICE PLAN DOES NOT COVER ANY FAILURE, DAMAGE, REPAIRS OR LOSS IN CONNECTION WITH OR RESULTING FROM:

A. Any Claim submitted prior to the expiration of the Waiting Period;

B. Failure due to a pre-existing condition known to You ("pre-existing condition" refers to a condition that within all reasonable mechanical or electrical probability, relates to the mechanical or electrical fitness of the Covered Device(s) before this Plan was purchased, or is determined by Us to be a Failure or otherwise covered damage that occurred prior to the expiration of the Plan Waiting Period);

C. Any equipment that is NOT listed under the WHAT IS COVERED Section, Item B. ELIGIBLE DEVICE CATEGORIES; any equipment category that is NOT listed in the Plan Confirmation;

D. Any repairs or replacements of any item covered by other insurance, warranties or guarantees, including but not limited to, manufacturer's, contractor's, builder's, distributor's, or home

warranty. Our coverage is secondary to such insurance, warranties, or guarantees;

E. Damage, malfunction or improper operation due to rust, corrosion, warping, bending, animal inhabitation or insect infestation of any Covered Devices;

F. Burned-in images and pixel failure within designed specifications or that do not materially alter the product's functionality;

G. Any Claim for service to or replacement of the Covered Device that has not been authorized in advance by the Administrator;

H. Any Claim related to cosmetic damages (meaning damages or changes to the physical appearance of the Covered Device that does not impede or hinder the normal operational function, such as scratches, abrasions, or changes in color, texture, or finish or structural imperfections) when such damages do not impair the overall functionality of the Covered Device (unless Your Plan provides Cracked Screen Coverage);

I. Any Covered Device that has been confirmed by Our authorized servicer to have removed or altered serial numbers;

J. Any loss, damage or breakdown resulting from fortuitous events; including, but not limited to: environmental conditions, exposure to weather conditions or perils of nature; collapse, explosion or collision of or with another object; fire, any kind of precipitation or humidity, lightning, dirt/sand, smoke, nuclear radiation, radioactive contamination, riot, war or hostile action;

K. Any Covered Device that has been confirmed to be used in a business, enterprise, or educational institution capacity or any Covered Device that was manufactured for commercial use;

L. Damage resulting from intentional treatment/use of or to the Covered Device in a harmful, injurious, malicious or offensive manner, or neglect, negligence, misuse, malicious mischief of or to the Covered Device, including improper packaging and shipping by You to Us;

M. Any loss of or damage to the Covered Device resulting from theft, unforeseen disappearance (loss) or vandalism of or to the Covered Device;

N. Any items that are consumable and designed to be replaced over time throughout the life of the Covered Device; including, but not limited to: fuses, batteries (including batteries in mobile phone), bulbs, and connectors;

O. Any Failure or damage due to improper removal or installation of replaceable components, modules, parts or peripherals and/or installation of incorrect parts;

P. Any costs associated with periodic or preventative maintenance;

Q. Any Failure or damage due to lack of providing manufacturer's recommended maintenance or operation/storage of the Covered Device in conditions outside manufacturer specifications, or use of the Covered Device in such a manner as would be voidable coverage under the manufacturer's warranty, or use of the Covered Device in a manner inconsistent with its design or manufacturer specifications;

R. Any costs associated with adjustment, manipulation, modification, removal or unauthorized repairs of any Covered Device or component/part thereof performed by anyone other than a service facility/IT servicer authorized by the Administrator;

S. Repair, replacement, installation, or modification of any component or part thereof, that has been, or is, determined to be defective by the Consumer Device Safety Commission or any kind

of manufacturer recall or rework order on the Covered Device, of which the manufacturer is responsible for providing, regardless of the manufacturer's ability to pay for such repairs ;

T. Service or replacement outside of the United States of America;

U. Consequential, incidental, special or indirect damages or losses, including but not limited to, loss of use, loss of business, loss of profits, loss of data, down-time and charges for time and effort;

V. Costs associated with installation or uninstallation of any Covered Device;

W. Normal periodic or preventative maintenance, inspections, cleaning, or tune-ups, minor adjustments and settings outlined in the owner's manual that the user can perform, or costs related to any service request which results in customer education or no problem found;

X. Liability or damage to property, or injury or death to any person arising out of the operation, maintenance or use of the product;

Y. Products that are not owned by You, leased and rented products, or products that are not customarily located in Your specified residence; or

Z. Breakdown that occurs either while the covered Device is in storage or in the course of transit, delivery, or redelivery, other than when located at our Authorized Service Location.

IF THE ADMINISTRATOR AUTHORIZES SERVICE FOR A CLAIM ON YOUR COVERED DEVICE, AND THE DAMAGE IS THEN DETERMINED BY OUR AUTHORIZED SERVICE CENTER/TECHNICIAN TO BE EXCLUDED UNDER THE TERMS AND CONDITIONS OF THIS PLAN, OR RESULTS IN A "NO PROBLEM FOUND" DIAGNOSIS, YOU WILL BE RESPONSIBLE FOR ALL REPAIR COSTS INCLUDING SHIPPING COSTS.

NO COVERAGE DUPLICATION

In the event there is any duplication of coverage between this Plan and a current homeowner's insurance policy or any other type of insurance policy in Your name, this Plan is considered secondary to any other such insurance.

GUARANTY

This is not an insurance policy; it is a service contract. We have obtained an insurance policy to insure Our performance under this Plan. Should We fail to satisfy any valid Claim within sixty (60) days after the Claim has been submitted, or in the event You cancel this Plan, and We fail to refund any unearned portion of the Plan Purchase price, You are entitled to make a direct Claim against the insurer, Wesco Insurance Company, at 866-505-4048 or 59 Maiden Lane, 43rd Floor, New York, NY 10038.

CHANGES TO THE PLAN

We may change the Plan Fee, administration of the Plan, or these terms and conditions from time to time upon thirty (30) days written notice to You. Such notice may be provided as in a separate mailing or email or by any other reasonable method. If You do not agree to the modified charges or terms of the agreement, You may cancel the Plan by notice to Us or the Administrator at any time in accordance with these terms and conditions. The payment of applicable charges by You, or a request for service under the Plan, after receiving such notice of a change in the charges or other terms and conditions will be deemed to be assent by You to the change(s) in the charges, terms, or conditions.

GENERAL TERMS

A. The Administrator may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to You in doing so.

B. The Administrator is not responsible for any failures or delays in performing under the Plan that are due to events outside the Administrator's reasonable control.

C. This Plan is valid and eligible for purchase in the contiguous United States of America, plus Alaska and Hawaii. (NOTICE: all outlying U.S. territories, including but not limited to Puerto Rico, and all Canadian provinces/territories are expressly EXCLUDED.)

D. In carrying out its administration duties, Administrator may, solely for the purposes of monitoring the quality of its services and response times, record part or all of the calls between You and Administrator.

E. You agree that any information or data disclosed to the Administrator or Us under this Plan is not confidential or proprietary to You. Furthermore, You agree that the Administrator or We may collect and process data on Your behalf when it provides service. This may include transferring Your data to affiliated companies or service providers in accordance with Administrator's Privacy Policy listed at https://servify.tech/privacy.

F. The Administrator will protect Your information in accordance with its Privacy Policy available at https://servify.tech/privacy. If You wish to have access to the records Administrator or We have about You or if You want to make changes to Your information, access consumer web portal https://h20212-3.www2.hp.com/Service/Subscription/us/en/?jumpid=in_us/en/services_overview/manage-my-services to update Your personal contact preferences or You may contact the Administrator at HPCoveragePlans@servify.tech

G. This Plan, including the terms, conditions, limitations, exceptions and exclusions, and Your Plan Confirmation constitute the entire agreement between Us and You and no representation, promise or condition not contained herein shall modify these items, except as required by law.

H. There is no informal dispute settlement process available under this Plan.

OUR RIGHT TO RECOVER PAYMENT

If You have a right to recover against another party for anything We have paid under this Plan, Your rights shall become Our rights. You shall do whatever is reasonably necessary to enable Us to enforce these rights. We shall recover only the excess after You are fully compensated for Your loss.

NOTICES

PlayStation is a registered trademark of Sony Group Corporation. XBox is a registered trademark of Microsoft® Corporation. Wii and Switch are registered trademarks of Nintendo IRD.

GENERAL PROVISIONS

A. Delegation of Our duties: We may subcontract or assign performance of Our obligations to third parties, but We shall not be relieved of Our obligations to You when doing so.

B. Waiver; Severability: The failure of any party to require performance by the other party of any

provision hereof will not affect the full right to require such performance at any time thereafter; nor will the waiver by either party of a breach of any provision hereof be taken or held to be a waiver of the provision itself. In the event that any provision of these terms and conditions will be unenforceable or invalid under any applicable law or be so held by applicable court decision, such unenforceability or invalidity will not render these terms and conditions unenforceable or invalid as a whole and in such event, such provisions will be changed and interpreted so as to best accomplish the objectives of such unenforceable or invalid provision within the limits of applicable law or applicable court decisions.

C. Notices: You expressly consent to be contacted, for any and all purposes, at any telephone number, or physical or electronic address You provide Us. All notices or requests pertaining to this Plan will be in writing and may be sent by any reasonable means including by mail, email, facsimile, text message or recognized commercial overnight courier. Notices to You are considered delivered when sent to You by email that You provided to Us, or three (3) days after mailing to the street address You provided.

SPECIAL JURISDICTIONAL REQUIREMENTS

Regulation of service contracts may vary widely from state to state. Any provision within this Contract that conflicts with the laws of the state where You live shall automatically be considered to be modified in conformity with applicable state laws and regulations as set forth below. The following state specific requirements apply if Your Plan was purchased in one of the following states and supersede any other provision within Your Plan terms and conditions to the contrary.

Alabama: CANCELLATION is amended as follows: Any refund may be credited to any outstanding balance of Your account and the excess, if any, returned to You. Any cancellation fee shall not exceed twenty-five ($25.00) dollars. OBTAINING SERVICE – If You need to file a claim under this Plan, You must contact the Administrator by calling the customer support team at 1-833-965-1654 to obtain a claim reference number prior to having any repairs made to Your Device. Failure to call in and report the claim may result in non-payment.

Arizona: WAITING PERIOD (if applicable) – A term equivalent to the waiting period will be added to the term of Your Plan. WHAT IS NOT COVERED (EXCLUSIONS) - We shall not provide coverage only for those specifically listed items in the “EXCLUSIONS” section which occurred while owned by You. CANCELLATION is amended as follows: The Provider may only cancel this Plan for fraud by You, material misrepresentation by You, nonpayment by You or a substantial breach of duties by You relating to the covered property or its use. An administrative fee shall not exceed seventy-five dollars ($75) or ten percent (10%) of the Plan price paid by You, whichever is less.

Arkansas: OBTAINING SERVICE– If You need to file a claim under this Plan, You must contact the Administrator using the consumer web portal https://ccp.hp.com or emailing the customer support team on HPCoveragePlans@servify.tech or calling the customer support team at 1-833-965-1654 to obtain a claim reference number prior to having any repairs made to Your Device. Failure to call in and report the claim may result in non-payment.

California: Servify US Inc. (License No. 87) is the Service Contract Administrator and Northcoast Warranty Services, Inc. (License No. SA-19178) is the Obligor for this Service Contract. CANCELLATION is amended as follows: This Plan may be cancelled by You for any reason, including, but not limited to, the Device covered under this Plan being sold, lost, stolen or destroyed. If You cancel this Plan within the first thirty (30) days of Your purchase or receipt of this Contract (whichever is greater), and no claim has been made, You will receive a full refund of the Plan fee paid by You. If You cancel this Plan after the first thirty (30) days of Your purchase or receipt of this Contract (whichever is greater), or if a claim has been made within the first thirty (30) days, You will receive a pro rata refund based on one hundred percent (100%) of the Plan fee paid by You less an administrative fee no to exceed ten percent (10%) of the price of the service contract or twenty-five dollars ($25), whichever is less. Any refund owed and not paid or credited within thirty (30) days of cancellation shall include a ten percent (10%) penalty for every thirty (30) days the refund is not paid by Us.

Colorado: CANCELLATION is amended as follows: Any cancellation fee shall not exceed ten percent (10%) of the Plan price or twenty-five ($25.00) dollars, whichever is less. If We cancel this Plan, We will refund one hundred percent (100%) of the unearned pro rata Plan charge paid by You, less any claims paid and no cancellation fee shall apply.

Connecticut: This Plan is an agreement between the Obligor/Provider, Northcoast Warranty Services, Inc., 800 Superior Avenue E., 21st Floor, Cleveland, OH 44114, 866-927-3097 and You. In the event of a dispute with the Administrator, You may contact The State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase or lease price of the Device, the cost of repair of the Device and a copy of the warranty Plan. GUARANTY is amended as follows: If We fail to pay or to deliver service on a claim within sixty (60) days after proof of loss has been filed, or in the event You cancel this Service Agreement and We fail to issue any applicable refund within sixty (60) days after cancellation, file a claim against the insurer, Wesco Insurance Company at 59 Maiden Lane, 43rd Floor, New York, NY 10038, by calling 1-866-505-4048. CANCELLATION is amended as follows: This Plan may be cancelled by You if the Device covered under this Plan is returned, sold, lost, stolen or destroyed.

District of Columbia: CANCELLATION is amended as follows: Any cancellation fee shall not exceed ten percent (10%) of the gross Plan price. If We cancel this Plan, We shall provide written notice to You at the last known address held by Us at least five (5) days preceding the effective date of cancellation. The notice will state the effective date and the reason for the cancellation. Prior notice is not required if the reason for cancellation is nonpayment of the provider fee, a material misrepresentation by You to Us, or a substantial breach of duties of You under the Plan relating to the covered property or its use.

Florida: This Plan is between the Provider, Technology Insurance Company, Inc., 800 Superior Avenue E, 21st Floor, Cleveland, OH 44114; 866-505-4048; (License No. 03605) and You, the purchaser. CANCELLATION is deleted and replaced with the following: You may cancel Your Plan at any time by informing the selling dealer or the Administrator, Servify US Inc. of Your cancellation request. In the event the Plan is canceled by You, return of the premium shall be ninety percent (90%) of the unearned pro-rata premium less any Claims that have been paid or less the cost of repairs made on Your behalf. In the event the Plan is canceled by the Administrator or Provider, return of the premium shall be based upon one hundred percent (100%) of the unearned pro-rata premium less any Claims that have been paid or less the cost of repairs made on Your behalf. GUARANTY is deleted and replaced with the following: This is not an insurance policy, it is a Service Contract. The rates charged to You for this Plan are not subject to regulation by the Florida Office of Insurance Regulation.

Georgia: WAITING PERIOD (if applicable) – A term equivalent to the waiting period will be added to the term of Your Plan. CANCELLATION is amended as follows: Any cancellation fee shall not exceed ten percent (10%) of the pro rata premium refund due. The Provider may only cancel this Plan for fraud by You, material misrepresentation by You, or nonpayment by You. If We cancel this Service Contract, no cancellation fee shall apply and We shall provide written notice to You at the last known address held by Us at least thirty (30) days preceding the effective date of cancellation. EXCLUSIONS – Only unauthorized product repairs, modifications or alterations performed after the effective date of the Plan are excluded.

Illinois: Covered items must be in place and in good operating condition on the effective date of coverage and become inoperative due to defects in materials or workmanship after the effective date of this Plan. This Plan does not cover failures resulting from normal wear and tear. Any cancellation fee shall not exceed ten percent (10%) of the Plan price or fifty dollars ($50), whichever is less.

Indiana: This Plan is not insurance and is not subject to Indiana insurance law. Your proof of payment to the Seller for this Plan shall be considered proof of payment to the insurance company which guarantees Our obligations to You. If We fail to perform or make payment due under this Plan within sixty (60) days after You request the performance or payment, You may request the performance or payment directly from the insurer that issued the provider's Service Contract reimbursement policy, including any applicable requirement under the Plan that the provider refund any part of the cost of the Plan upon cancellation of the Plan. PRE-EXISTING CONDITIONS – The "Pre-Existing Condition:" definition is deleted and replaced with: conditions that were caused by You or known by You prior to purchasing this Plan.

Maine: OBTAINING SERVICE – If You need to file a claim under this Plan, You must contact the Administrator using the consumer web portal https://ccp.hp.com/, emailing the customer support team on HPCoveragePlans@servify.tech or calling the customer support team at 1-833-965-1654 to obtain a claim reference number prior to having any repairs made to Your Device.. Failure to call in and report the claim will result in non-payment.

CANCELLATION is amended as follows: Any cancellation fee shall not exceed ten percent (10%) of the Plan price.

Nevada: WAITING PERIOD (if applicable) – This contract includes a thirty (30) day waiting period.

If You are not satisfied with the manner in which We are handling Your claim, You may contact the Nevada Insurance Commissioner toll-free at (888)-872-3234. CANCELLATION is amended as follows: In no event will any cancellation fee or claims incurred or paid be deducted from any refund. We may cancel this Plan within seventy (70) days from the date of purchase for any reason. After seventy (70) days, We may only cancel this Plan for nonpayment by You, fraud or material misrepresentation by You, or a substantial breach of duties by You relating to the covered property or its use if it occurred after the effective date of the Plan and it substantially and materially increase the service required under the Plan. If We cancel this Plan, We shall provide written notice to You at the last known address held on file (email or physical address as applicable) by Us at least fifteen (15) days preceding the effective date of cancellation.

EXCLUSIONS – This Plan provides coverage that is excess over any other applicable coverage. Only unauthorized product repairs, modifications or alterations performed after the effective date of the Plan, or damages arising from such actions are excluded.

New Hampshire: In the event You do not receive satisfaction under this Plan, You may contact the New Hampshire Insurance Department at, 21 South Fruit Street, Suite 14, Concord, NH 03301, 603-271-2261.

New Mexico: GUARANTY is amended to include: This Plan is insured by Wesco Insurance Company. If the service contract provider fails to pay You or otherwise provide You with the covered service within sixty (60) days of Your submission of a valid claim, You may submit Your claim to Wesco Insurance Company at 866-505-4048, WescoHelp@amtrustgroup.com, or 59 Maiden Lane, 43rd Floor, New York, NY 10038. If You have any concerns regarding the handling of Your claim, You may contact the Office of Superintendent of Insurance at 855-427-5674. CANCELLATION is amended as follows: No cancellation fee will apply if We cancel this Plan. We may cancel this Plan within seventy (70) days from the date of purchase for any reason. After seventy (70) days, We may only cancel this Plan for the following acts by You: Non-payment; discovery of fraud or material misrepresentation by the You in obtaining the Plan or in presenting a claim; or discovery of either of the following if it occurred after the effective date of the Plan and substantially and materially increased the service required under the Plan: an act or omission; or a violation of any condition of the Plan.

North Carolina: CANCELLATION is amended as follows: Any cancellation fee shall not exceed the lesser of ten percent (10%) of the pro rata refund amount. We may only cancel this Plan for non-payment of the purchase price of the Plan or a direct violation of the Plan by You.

Oklahoma: The Service Warranty Association is Northcoast Warranty Services, Inc., Oklahoma Identification #44200963. This is not an insurance contract. Coverage afforded under this service warranty is not guaranteed by the Oklahoma Insurance Guaranty Association. CANCELLATION, Item ii. is deleted and replaced with the following: If You cancel this Plan after the first thirty (30) days, or have made a Claim within the first thirty (30) days, return of the Provider fee shall be based upon ninety percent (90%) of the unearned pro-rata Provider fee less the actual cost of any service provided under the Plan. If We cancel this Service Contract, return of the Provider fee shall be based upon one hundred percent (100%) of unearned pro-rata Provider fee less the actual cost of any service provided under the Plan. WAITING PERIOD (if applicable) – A term equivalent to the waiting period will be added to the term of Your Plan.

Oregon: This Plan is an agreement between the Obligor/Provider, Northcoast Warranty Services, Inc., 800 Superior Avenue E., 21st Floor, Cleveland, OH 44114, (866) 927-3097 and You. OBTAINING SERVICE – If You need to file a claim under this Plan, You must contact the Administrator using the consumer web portal https://ccp.hp.com/ emailing the customer support team on HPCoveragePlans@servify.tech or calling the customer support team at 1-833-965-1654 to obtain a claim reference number prior to having any repairs made to Your Device. Failure to call in and report the claim may result in non-payment.

South Carolina: If You have any questions regarding this Plan, or a complaint against the Obligor, You may contact the South Carolina Department of Insurance at 1201 Main Street, Suite 1000, Columbia, South Carolina 29201, (800) 768-3467.

Texas: The Administrator is Servify US Inc., Service Contract Administrator No. 276. If You have any questions regarding the regulation of the Service Contract Provider or a complaint against the Obligor, You may contact the Texas Department of Licensing & Regulation, 920 Colorado, P.O. Box 12157, Austin, Texas 78711, (800) 803-9202. CANCELLATION section is amended as follows: You may return this Plan within thirty (30) days of the date of purchase of this Plan. If this Plan is cancelled within the first thirty
(30) days, We will refund the entire Plan charge, less claims paid. If this Plan is cancelled after the first thirty (30) days, You will receive a pro-rata refund of the Plan price, less claims paid. You may apply for reimbursement directly to the insurer if a refund or credit is not paid before the 46th day after the date on which the Plan is canceled.

Utah: Full payment will be received for the purchase price of this Plan at the time of purchase. This Plan or warranty is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. Coverage afforded under this Plan is not guaranteed by the Property and Casualty Guaranty Association. GUARANTY is amended as follows: Should the provider fail to pay or provide service on any claim within sixty (60) days after proof of loss has been filed, the contract holder is entitled to make a claim directly against the Insurance Company. CANCELLATION – Is amended as follows: We may only cancel this Plan for material misrepresentation by You, nonpayment by You or a substantial breach of contractual duties by You relating to the covered property or its use. If We cancel this Plan for material misrepresentation or a substantial breach of contractual duties, such cancellation will be effective thirty (30) days after mailing of notice. If We cancel this Plan for non- payment, such cancellation will be effective fifteen (15) days after the mailing of notice. The notice will state the effective date and the reason for the cancellation. OBTAINING SERVICE – If You need to file a claim under this Plan, You must contact the Administrator using the consumer web portal https://ccp.hp.com, emailing the customer support team on HPCoveragePlans@servify.tech or calling the customer support team at 1-833-965-1654]to obtain a claim reference number prior to having any repairs made to Your Device.. Failure to call in and report the claim will result in non-payment. Note: Failure to give any notice or file any proof of loss required by the Plan, within the time specified in the Plan, does not invalidate a claim made by You, if You can show that it was not reasonably possible to give the notice or file the proof of loss within the prescribed time and that notice was given or proof of loss filed as soon as reasonably possible.

Virginia: If any promise made in the Plan has been denied or has not been honored within sixty (60) days after Your request, You may contact the Virginia Department of Agriculture and Consumer Services, Office of Charitable and Regulatory Programs at www.vdacs.virginia.gov/food-extended-service-contract-providers.shtml to file a complaint.

Washington: EXCLUSIONS – What is excluded from coverage is limited to that which is expressly stated under the EXCLUSIONS section of this Plan. GUARANTY is amended to include: A contract holder is entitled to apply directly to Wesco Insurance Company, at 59 Maiden Lane, 43rd Floor, New York, NY 10038 or 866-505-4048 for any refund, payment or performance due. OBTAINING SERVICE – If You need to file a claim under this Plan, You must contact the Administrator using the consumer web portal https://ccp.hp.com, emailing the customer support team on HPCoveragePlans@servify.tech or calling the customer support team at 1-833-965-1654 to obtain a claim reference number prior to having any repairs made to Your Device.. Failure to call in and report the claim will result in non-payment. CANCELLATION is amended as follows: If We cancel this Plan, We shall provide written notice to You at the last known address held by Us at least twenty-one (21) days preceding the effective date of cancellation. The notice will state the effective date and the reason for the cancellation.

Wisconsin: THIS PLAN IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

CANCELLATION is deleted and replaced as follows: You may cancel this Plan at any time by informing Us or the Administrator.

If this Plan is canceled within thirty (30) days of the date of purchase and no Claims have been paid, the Administrator shall return one hundred percent (100%) of the purchase price paid and the Plan shall be void. The right to void the Plan applies only to the original purchaser of the Plan. If Your refund is not paid or credited within thirty (30) days after Your cancellation request to Us, We will add an extra ten percent (10%) to Your due refund for every thirty (30) days the refund is not paid by Us.

For Plans canceled subsequent to the period stated in the preceding paragraph or if a claim has been made under this Plan within such period, We shall refund one hundred percent (100%) of the unearned pro rata provider fee, less any claims paid. If You request cancellation due to a total loss of Your Device which is not covered by a replacement under the terms of Your Plan, the Administrator shall return one hundred percent (100%) of the unearned pro-rata Plan purchase price paid, less claims paid.

We may only cancel this Plan for material misrepresentation by You, nonpayment by You or a substantial breach of duties by You relating to the covered property or its use. If We cancel for any reason other than nonpayment, then We shall refund one hundred percent (100%) of the unearned pro rata provider fee, less any claims paid.

If We cancel this Plan, We shall provide written notice to You at Your last known address at least fifteen (15) days prior to cancellation. The notice shall state the effective date of the cancellation and the reason for the cancellation. Unauthorized repairs may not be covered.

GUARANTY is deleted and replaced as follows: Our obligations under this Plan are insured under a service contract reimbursement insurance policy. Should We fail to pay any Claim or fail to replace the Device covered under this Plan within sixty (60) days after You provide proof of loss or, in the event You cancel this Plan and We fail to refund the unearned portion of the Plan purchase price, or if the Provider becomes insolvent or otherwise financially impaired, You are entitled to make a direct Claim against the insurer, Wesco Insurance Company, at 1-866-505-4048 or 59 Maiden Lane, 43rd Floor, New York, NY 10038 for reimbursement, payment or provision of this Plan.