

Extended Service Plan

650 Missouri Ave
Jeffersonville, IN 47130



Service Net Solutions

of Florida, LLC.

DEALER:

DELL Computer Corporation
One DELL Way
Round Rock, TX 78682

ISSUED TO:

David Doe
123 Street
Suite 456
Any City, FL 33333

CERTIFICATE OF COVERAGE

Congratulations and thank you for purchasing an Extended Service Plan. This agreement is a valuable tool in helping you avoid unexpected repair expenses. Please keep your Service Agreement in a safe place. Effective date starts the day your manufacturer's labor and parts warranty expires. For questions regarding your manufacturer's warranty, please refer back to your manufacturer.

CERTIFICATE NUMBER: 123456789000
RETAIL CONTRACT PRICE: \$999.99

PRODUCT NAME	PRODUCT MANUFACTURER	MODEL NUMBER	SERIAL NUMBER	EFFECTIVE DATE	EXPIRATION DATE
XXXXXXXXXX XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXXXXXXXXX XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXXXXXXXXX XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXXXXXXXXX XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX
XXXXXXXXXX XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX

FOR REPAIR SERVICE CALL: 1-866-497-2668

Parts and service currently covered under the manufacturer's warranty will be provided by the manufacturer. This Agreement is subject to the conditions and provisions set forth on both sides of the document and in the state specific provisions, if any attached. Please read this Certificate of Coverage carefully.

Thank You!

SERVICE AGREEMENT COMPREHENSIVE COVERAGE

SERVICE AGREEMENT

This document sets forth the entire Agreement between the Service Provider hereinafter referred to as We, Us and Our, and, the Purchaser as You and Your. No representation, promise or condition herein shall modify these terms. Service Net Solutions, LLC ("Service Net") is contractually obligated to You to provide service under this Contract where in accordance with, and as allowed by state law. If this Contract is purchased in Florida, Service Net Solutions of Florida, LLC is contractually obligated to You to provide service under this Contract. Please refer to the face of this Contract for applicable state disclosures.

TO OBTAIN AUTHORIZATION FOR REPLACEMENT:

- Call Service Net (in Florida, Service Net Solutions of Florida, LLC) at 1-866-497-2668.
- Have this Contract and the original product receipt available.
- Instructions on obtaining replacement will be given.

1. TERM OF COVERAGE. Coverage extends from the expiration of the manufacturer's product warranty for the period listed on the front of this form. Please refer to your manufacturer for questions involving your manufacturer's warranty.

2. COVERAGE.

- The Product will be replaced once with an identical or comparable replacement when required by a mechanical or electrical failure of the Product due to normal usage. Service Net reserves the right to replace the product with a manufacturer refurbished product.
- Customer must call Service Net/Service Net Solutions of Florida, LLC for authorization to return the product. Once authorization is obtained the Customer will return the product to Service Net/Service Net Solutions of Florida, LLC based on the address given at the point of authorization. Equipment will be returned to Service Net/Service Net Solutions of Florida, LLC at the Customer's expense.
- The Product is not to be taken to Retailer.
- The replacement Product will be mailed to Customer at Our expense.

3. LIMIT OF LIABILITY. Maximum liability under this Contract shall be the cost of (1) replacement with a Product of equal value or (2) reimbursement of the retail price paid for the products minus sales tax. This Contract provides for only the one-time replacement of the Product with another product of like grade or quality. This Contract will expire at the time of this replacement or reimbursement for replacement.

4. CLAIM LIMIT. Please refer to claim limit below:

Replacement Program - Claims are limited to a single replacement or reimbursement up to the retail price paid for the equipment during the term of the Contract. Expiration occurs upon replacement, reimbursement or term expiration.

5. RENEWABILITY. This Contract is not renewable.

6. WHAT IS NOT COVERED. (1) Incidental or consequential damages or pre-existing conditions; (2) Damage from accident, abuse, misuse, introduction of foreign objects into the Product, unauthorized Product repairs, modifications or alterations, failure to follow the manufacturer's instructions, third-party actions, (fire, collision, vandalism, theft, etc.), elements or acts of war or acts of God, battery leakage or improper use of any electrical source; (3) Cosmetic or structural damage to case or frame of the Product or to any non-operating part

including decorative parts; (4) Damage covered by an insurance policy (in such a case, this Contract will cover any applicable deductible); (5) Preventative maintenance; (6) Damage which is not reported prior to expiration of this Contract; (7) Cost of installation, removal or reinstallation of the Products; (8) Products located outside the United States, Canada, or Puerto Rico.

7. ADMINISTRATOR. Where authorized by law Service Net Solutions, LLC., or Service Net Solutions of Florida, LLC will administer all responsibilities under this Contract.

8. TRANSFER. This Contract is transferable to persons in the United States at no cost to subsequent owners of the Product, subject to written notification to Service Net, PO Box 1411, Jeffersonville, IN 47131-1411. In Florida please send written notice to: Service Net Solutions of Florida, LLC, P.O. Box 1411, Jeffersonville, IN 47131-1411. The transferred Contract retains the original term of coverage.

9. CANCELLATION. If You cancel this Agreement within sixty (60) days of the date purchased, You will be refunded the full purchase price less any claims paid. If You cancel this Agreement thereafter, You will be refunded the remaining days of warranty on a monthly prorated basis, less costs for service performed (if applicable). Neither You, nor the Dealer/Retailer, nor Us is obligated to renew this Agreement beyond the current term.

10. STATE VARIATIONS. Certain states have specific conditions; conditions listed on the front of this form apply to You.

11. INSURANCE. This is not a Contract of insurance. Obligations under this Contract are insured by Great American Insurance, 49 East 4th Street, Suite 800, Cincinnati, OH 45202. Phone number 1-800-280-0352. In Florida, the insurance company is Great American Insurance, 49 East 4th Street, Suite 800, Cincinnati, OH 45202. Phone number 1-800-280-0352. With any correspondence, please provide Your daytime phone number and claim number. You are entitled to make a direct claim against the insurance company if We fail to handle any claim within thirty (30) days after proof of loss has been filed with Us, or in the event we are no longer in business or are bankrupt.

12. ENTIRE CONTRACT. This Contract, including the terms and conditions, limitations, exceptions, and exclusions, constitutes the entire Agreement. Rights under this Contract may vary from state to state.

If you have any questions, require customer service, or wish to report a claim, please contact: Service Net Solutions, LLC, 650 Missouri Ave., Jeffersonville, IN 47130.