

## EXCLUSIVE PRIVILEGES AND CHARACTERISTICS\*

- **Guaranteed Satisfaction.** If we can't repair it, we'll replace it.
- **No-lemon Warranty\*\***
- **Preventive inspection**
- **Protection against power surges**
- **Protection against frozen food losses**
- **Product failure due to rust, including racks and baskets in dishwashers, drums in dryers and tubs in washers**
- **Parts and labour coverage up to 4 additional years**
- **Service offered evenings and weekends** (where available)
- **10% off parts and labour from participating service centres**
- **No hidden fees or deductibles**
- **Transferable from one owner to the next without charge**
- **Service available throughout North America**
- **Repaired to the manufacturer's specifications**
- **Underwritten by a Canadian insurance company**

\*See Terms and Conditions for details

\*\*Replacement after the third failure of the same part or component during the coverage period of the Plan.



## The best Protection, period!

Congratulations! Along with the purchase of your brand new product, you've acquired the best Protection Plan available on the Canadian market. This Plan will protect you against the expensive and sometimes recurring costs of repairs and assure you that your products will operate up to the manufacturer's specifications.

**PPP GOLD** offers much more than an extended warranty! It provides you with **peace of mind** and gives you **exclusive privileges**.

## PROTECTION PLAN | GOLD



THE BEST PROTECTION  
EXCLUSIVE PRIVILEGES



# TERMS AND CONDITIONS

## Product Protection Plan | GOLD - Major Appliances

This document and your purchase invoice state all the dispositions of this Protection Plan (PPP) concluded between the parties. In this Plan the term PPP refers to Comerco Services Inc. In the Province of British Columbia the term PPP refers to the Nordic Insurance Company of Canada, who is the underwriter of this insurance contract. Outside of British Columbia, Comerco's obligations under this Plan are guaranteed by a Canadian insurance company. This Plan is administered by Comerco Services Inc. PPP agrees to:

- A** Repair the covered product, or any of its parts impeding its normal functioning due to a manufacturing defect, under normal conditions of use, during the coverage period of the Plan. Such defects will be repaired without charge of labour and/or parts to the Plan holder.
- B** Reimburse frozen food losses following a covered failure. The maximum refundable amount per covered failure is \$125 with a maximum for the duration of the Plan of \$250 for the freezer section of a refrigerator. For a standalone freezer, the maximum refundable amount per covered failure is \$250 with a maximum for the duration of the Plan of \$500. In these cases, PPP will provide the procedure to claim a refund.
- C** Replace the product upon the confirmation, by an authorized technician, of a third failure of the same component during the coverage period of the Plan.
- D** Allow the Plan holder one (1) preventive inspection during the coverage period. When the Plan covers more than one appliance, the holder must use the inspection on all the appliances during the same visit.
- E** Replace a control button, if the broken control button impedes the normal functioning of the product. PPP will send a replacement control button by mail.
- F** Repair, following verification by an authorized technician, failures due to power surges and breakage due to thermal tensions, for ceramic cooktops.
- G** Repair damages due to rust:
  - ▶ Which impedes the correct functioning of the appliances;
  - ▶ Affecting a washer's tub, a dryer's drums and a dishwasher's racks and/or baskets.

### General Conditions

- A** This Plan becomes effective following the expiry date of the manufacturer's warranty for parts and labour. To be eligible for the coverage offered by the Plan, the product must have been bought new and must have a manufacturer's warranty of at least thirty (30) days. The combined duration of the Plan and the manufacturer's warranty cannot exceed six (6) years.
- B** The maximum value of a replacement product cannot exceed the original purchase price as indicated on the sales invoice. Technological advances and/or market changes may result in a replacement product with comparable features but with a lower selling price than the original product. Replacement will be made by the original dealer with a similar product, of equal quality and of current availability. From the moment the equipment has been replaced, PPP will have met all its obligations and the Plan will become null and void.
- C** In the event that:
  - ▶ The manufacturer ceases to operate or;
  - ▶ The parts are no longer available or;
  - ▶ In any and all other circumstances where PPP, at its discretion, judges that a repair cannot be completed, the only obligation of PPP will be to supply a replacement product as described in B.
- D** Repairs will be made by an authorized service centre or any other service centre specified by PPP. For items necessitating service in-centre, the Plan holder will be responsible for the delivery and pickup of the product from the service centre, as specified by PPP. Products for which the manufacturer's warranty offered in-home service will be eligible for in-home service under the terms of the Plan.

If in-home service is not offered by the manufacturer in the area where the Plan holder resides when a defect occurs, the Plan holder will be responsible for bringing the covered product to the nearest authorized service centre. Service will be provided during normal business hours. Where available, service will be provided on request during evenings or on weekends. A safe, non-threatening environment must be provided, as determined by our technician, in order to receive in-home service and the product that requires a repair must be easily accessible to the technician.
- E** This Plan is valid for products intended solely for domestic use. In the case of in-home businesses, it is only valid for daycare and private nursing homes. Any other type of in-home business is considered to be commercial and cannot benefit from this type of Plan. Any equipment rented and/or used for commercial purposes will render this Plan null and void.

### ARE EXCLUDED FROM PPP'S RESPONSIBILITY

#### 1. DAMAGES CAUSED BY:

- 1.1. Failure to conform to the manufacturer's recommended use or use in conditions for which the product was not intended.
- 1.2. External causes, rust, insect or rodent infestations, inappropriate use, inappropriate installation, abuse or improper hook-ups, abusive or improper manipulation, damages caused during shipping, a modification, an accident, a shock, a fall, chemical corrosion and liquid or sand or humidity infiltration.
- 1.3. Failures that are the subject of a manufacturer recall or service bulletin. Also, repairs, replacements and/or labour costs on items and/or parts that are covered by a manufacturer's warranty or an insurance policy.

#### 2. THE FOLLOWING PRODUCTS OR COMPONENTS:

- 2.1. Garnishes, command inscriptions and gradations on control panel or control buttons, esthetic components, products and/or parts covered by a manufacturer's warranty.
- 2.2. Warping or caving in of the structure.
- 2.3. Any part or component of a structural nature that does not affect the correct functioning of the product.
- 2.4. Parts that should be replaced periodically under normal usage such as, without being limited to, bulbs, lamps, fuses, filters or batteries.
- 2.5. Glass, refrigerator sliders and rails, adjustable legs and/or rollers and handles damaged by external causes.
- 2.6. Cables, shelves, drawers, and the cleaning of glass components.
- 2.7. Any and all products with a tampered or absent serial number.
- 2.8. Burnt phosphors in or on the screen surface and the replacement or repair of pixels below the manufacturer's guidelines for such cases.

#### 3. OTHER EXCLUSIONS:

- 3.1. Odours.
- 3.2. Noise or product performance changes that are not caused by a failure.
- 3.3. Loss of use, revenue and/or salary due to delays resulting from the failure of the covered product, unavailability of parts or any other difficulty related to the repairs.
- 3.4. Costs related to the removal or reinstallation of a product that is not easily accessible by the technician and installation of a replacement product.
- 3.5. Any repairs made by an unauthorized servicer. In this case, the Plan will become null and void.
- 3.6. "No Fault Found" diagnostics following the visit of an authorized technician.
- 3.7. In the event of a failure affecting an item that is part of a pair or ensemble, the responsibility of the Plan will be limited to the repair, replacement or a credit only for the item that has experienced the failure.

### SERVICE, RENEWAL AND OTHER PRECISIONS

- A** **TO OBTAIN SERVICE:** Contact customer service at 1-888-804-3111.
- B** **RENEWAL:** This Protection Plan may be renewable. The Plan holder authorizes PPP to give to a third-party their name and address for any renewal proposals for this Plan.
- C** **TRANSFERABLE:** This Protection Plan is transferable from one owner to another, without charge, by sending in a written confirmation either by mail, fax or email requesting the transfer. Please indicate clearly that a transfer is required as well as the proper information for the new owner (full name, address, etc.)  
Address: 3300 St-Martin Boulevard West, Suite 300, Laval, QC, H7T 1A1  
Fax: 450-682-1632 Email: information@comerco.com
- D** **BRITISH COLUMBIA:** Disclosure Notice under the British Columbia Financial Institutions Act. The British Columbia Financial Institutions Act requires that the information contained in this Disclosure Notice be provided to a customer in writing prior to the customer entering a financial transaction.
  1. This transaction is between the certificate holder and The Nordic Insurance Company of Canada.
  2. In arranging the transaction described above, the dealer, by whom the sales associate is employed, is representing The Nordic Insurance Company of Canada.
  3. The nature and extent of the interest of the dealer in The Nordic Insurance Company of Canada is none.
  4. The nature and extent of the interest of The Nordic Insurance Company of Canada in the dealer is none.
  5. Upon completion of this transaction, the dealer will be remunerated by way of a fee paid out of the purchase price of the contract.
  6. The Financial Institutions Act prohibits The Nordic Insurance Company of Canada, the dealer and/or the sales associate from requiring the certificate holder to transact additional or other business with the financial institution or any other person or corporation as a condition of this transaction.
- E** **If no fault is found or if the repairs are rejected by PPP, the holder will have to reimburse any and all incurred costs without which the benefits of the Plan will be suspended until said payment is received. The duration of the Plan will by no means be extended in the event that a suspension of benefits occurs.**



## Trail Appliances

CONTACT  
TRAIL APPLIANCES' CUSTOMER CARE:  
**1-888-804-3111**

**THIS DOCUMENT AND YOUR RECEIPT MAKE UP THE PROTECTION PLAN WHICH LINKS THE PARTIES.**

**Product Protection Plan administered by Comerco Services Inc.**

A copy of your invoice could be required in order to obtain service for this Plan.