

SERVICE CONTRACT COMPREHENSIVE COVERAGE

This document sets forth the entire agreement for the service plan under this service contract ("Service Contract") for the product listed on the front of this Service Contract (the "Product") between the Service Contract Administrator, hereinafter referred to as "We," "Us," and "Our," and the Purchaser, hereinafter referred to as "You" or "Your." No representation, promise or condition herein shall modify the terms of the Contract. Service Net Warranty, 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 or Oklahoma, **Service Net Solutions of Florida, LLC** is contractually obligated to You to provide service under this Contract. If this Contract is purchased in Puerto Rico, SN Admin of (PR), Inc is contractually obligated to You to provide service under this Contract.

1. WHAT IS COVERED: We will furnish labor, parts, and/or replacement equipment (or pay for same) necessary to repair operational or mechanical breakdowns of the Product specified in this Contract, provided such service is necessitated by Product failure during normal usage. The Product specified and covered includes only equipment as originally configured and charged for in this Contract. Coverage also applies to the parts and accessories that are necessary to the covered Product's functionality, but does not apply to accessories that are used in conjunction with or to enhance the performance of the covered Product.

POWER SURGE AND SPIKE: This service plan protects against operational failure of a covered Product if a failure occurs while connected to a surge protector accepted by the Underwriter's Laboratory. Your surge protector may be collected by Us for examination

2. SCREEN PROTECTION. This coverage applies to You if You purchased a Gold or Platinum Plan Only. Screen Protection may only be purchased in conjunction with the Standard Program. Screen Protection Coverage will pay for labor and replacement parts necessary to replace Your screen should it become inoperable, but not more than two (2) times over the term of the Contract. Screen claims are limited to a cumulative amount of \$1500 or two (2) repairs over the term of the Contract, or not to exceed the retail amount of the product, minus sales tax, whichever comes first.

3. ACCIDENTAL DAMAGE FROM HANDLING – ("ADH") (Optional Coverage). ADH pertains to You only if You purchased a Platinum Plan. Your product is protected against accidental damage from handling. ADH will end prior to the expiration date when We have, as a result of service provided to You, replaced Your product or incurred costs under this plan and all other coverage equal to the original purchase price of Your product (as indicated on your invoice). ADH only covers operational or mechanical failure from handling and does not include protection against normal wear and tear, theft, mysterious disappearance, misplacement, viruses, reckless, abusive, willful or intentional conduct associated with handling and use of the product, cosmetic damage and/or other damage that does not affect the unit functionality, damage caused during shipment between You and Our service providers and any other limitations listed in the Limitations of Coverage section. Any resultant damage from this type of treatment is NOT covered by this ADH program. The use of this coverage requires an explanation of where and when the accident occurred as well as a detailed description of the actual event. Failure to provide this information will result in claim denial. You must obtain authorization from Micro Center prior to repair or replacement of a product under Accidental Damage from Handling ("ADH")

- Bring your failed product into a Micro Center store location or call 800-490-5536.
- Have this Contract, Your reference number, and the original product receipt available.
- If the product failure was caused by an accident, You must provide a detailed description of the following: 1) current condition of your equipment, 2) where you and your equipment were when the accident occurred 3) what you were doing when the accident occurred, and 4) the current power status of the equipment
- At Our determination after validation and authorization of Your claim, Your product will be repaired or replaced for You at no cost up to the maximum liability of this contract.

- Replacements will be done with a product of like grade and quality or with a Micro Center gift card in an equivalent amount up to the original purchase price, excluding sales tax, and any paid claims, if a product of like grade and quality cannot be located.
- Express Replacement only pertains to Digital Imaging products that retail for under \$500: For customers calling in on our express replacement service, a valid credit card will be required to obtain authorization. You must call Micro Center, at 800-490-5536 between the hours of 8:00am and 4:00pm EST. Express Replacement service is valid only if the product is in stock. If We do not receive Your failed product within fifteen (15) business days, You will be billed for the retail amount of the new product.
- Digital Imaging products that retail for under \$500 that are purchased with a Digital Imaging ADH plan will be considered for express replacement upon authorization of an ADH claim. Digital Imaging products that retail for over \$500 that are purchased with an ADH plan will be considered for express repair upon authorization of an ADH claim.

4. HARDWARE UPGRADE COVERAGE. This Contract will cover any internal hardware components, including memory and hard disk drive products purchased through a Dealer/Retailer and installed into equipment at the time of purchase. This Contract does not cover installation of hardware upgrades installed after the time of purchase.

5. INTERNATIONAL COVERAGE. International coverage pertains to You if You purchased the International Plan as an adder to Your Contract. The International Coverage Option protects Your product outside the manufacturer's warranty when You travel outside of the United States. If Your product needs repair internationally, follow the steps below:

- Please check with your local telephone company for the international dialing procedures and operator code.
- Call 800-490-5536 to obtain a repair authorization number prior to work being completed.
- Carry the product into an authorized service center.
- Submit payment to the service center.
- Submit to the Administrator a copy of the detailed service repair invoice that identifies Your product, the repair authorization number, and include a thorough description of the repair made. This document must be sent to Service Net, 650 Missouri Avenue, Jeffersonville, IN 47130, Attention: Dealer Support. The Administrator, on behalf of the Obligor, will reimburse You in US dollars within thirty (30) days of receipt of all necessary paperwork, provided a covered repair was performed.

Note: International Coverage does not include on-site service or the cost of shipping, international or other.

6. TO OBTAIN AUTHORIZATION FOR REPLACEMENT (ON REPLACEMENT CONTRACTS ONLY),

- Bring Your failed product back to a Micro Center store location.
- Have this Contract, Your Contract number, and the original product receipt available.
- Micro Center will verify that the product is defective and issue instructions on obtaining the replacement product.
- Authorization for replacement will be validated by Micro Center at which time the defective product will become the property of Service Net and must be left at Micro Center for reclamation.
- You will receive a replacement product of like grade and quality or a Micro Center gift card in an equivalent amount up to the original purchase price, excluding sales tax, if a product of like grade and quality cannot be located.
- Contractual obligations are considered fulfilled upon replacement, gift card issuance reimbursement, or term expiration.

7. LIMIT OF LIABILITY. The maximum liability owed to You under this Service Contract shall be the cost of: the retail price paid for Your Product minus sales tax and claims paid. This Service Contract will expire once the maximum liability (retail price You paid for the Product minus tax and shipping) has been reached or on the expiration date of Your Service Contract. The type of claim fulfillment is decided by Us at Our discretion.

8. IMPORTANT NOTE. Repairs recommended by the repairing facility not necessitated by mechanical breakdown are not covered unless specifically authorized by Us. We reserve the right to inspect the items to be covered, or the items covered, as the case may be, prior to coverage or during the coverage period. Model number, serial number and original date of purchase of all Products to be covered must be provided to execute application for service. If You request a service call for a non-covered repair, You will be responsible for all costs associated with the repair. In the event You are unable to meet the servicer for an onsite repair, if applicable, You must

call to cancel the appointment one (1) business day prior to the agreed upon time of service or You may be responsible for paying the second trip charge for the subsequent rescheduled repair. If the Product is found to be performing to the manufacturer's specifications, it will be returned to You. Technological advances may result in a replacement product with a lower selling price than the original Product. If We replace the product or buyout the contract, the covered product becomes property of Service Net and We may, at Our discretion, require the product to be returned to Us (or our designee) at Our expense.

9. TIME FOR SERVICE. Service will be performed during the hours of 8:00 a.m. to 5:00 p.m. local time Monday through Friday, excluding holidays.

10. PLACE OF SERVICE. After We authorize Your claim, We will either (a) repair Your product with new or refurbished parts, (b) replace it with a new or a refurbished product of like grade and quality, or (c) Buyout your contract for the retail price paid for Your Product minus sales tax and claims paid. The decision to repair, replace or Buyout will be made solely by Us. If Your product requires repair, service will be provided by an authorized service center, the retailer or dealer where Your Service Contract was purchased or by subcontractors. Onsite, Carry-In, or Mail-In Depot Service will be determined by Us at Our determination. You may be asked to provide proof of purchase as a condition for receiving service under this Service Contract. Your original purchase receipt should be kept with this service Contract in a safe place. Bronze products are covered for carry-in or depot service. If You purchased the Silver, Gold or Platinum Plan, You will receive onsite service (Excluding notebooks) or necessary shipping to and from a repair center plus all replacement parts and labor necessary to return Your covered product to its normal operating condition.

11. PARTS AND SUBCONTRACTING. Parts used to repair equipment may either be new or refurbished at Our sole option. Service may be performed by subcontractors.

12. UNAVAILABILITY OF FUNCTIONAL PARTS, TECHNICAL INFORMATION, OR PRODUCT UNREPAIRABILITY. If We determine that We are unable to repair Your Product due to the unavailability of functional parts, service or technical information, the total liability owed to You under this Contract will be the lesser of (I) the current market value of a Product of like grade and quality; or, (II) the retail price paid for Your Product minus sales tax and claims paid, in lieu of service repairs or replacement of a Product of like grade and quality. In all cases where parts or technical information are on extended backorder for a minimum of sixty (60) calendar days, We will determine if a replacement or reimbursement will be made. All contractual obligations are fulfilled, in lieu of repairs, upon Product replacement, reimbursement or Contract term expiration and the covered Product becomes the property of Service Net and We may, at Our discretion, require the Product to be returned to Us (or Our designee) at Our expense. Technological advances may result in a replacement Product with a lower selling price than the original Product.

13. LIMITATIONS OF COVERAGE – This Contract Does Not Cover:

A. Any equipment located outside the United States and Canada unless the International Plan was purchased as an adder to Your Service Contract.

B. Service required as a result of any alteration of the equipment, or repairs made by anyone other than a participating servicing dealer, an authorized service provider, its agents, distributors, contractors or licensees, or the use of supplies other than those recommended by the manufacturer.

C. Damage or other equipment failure due to causes beyond Our control including, but not limited to, repairs necessary due to operator negligence, the failure to maintain the equipment according to the owner's manual instructions, abuse, vandalism, theft, fire, flood, wind, freezing, power failure, inadequate power supply, unusual atmospheric conditions, or acts of war or acts of God.

D. Service necessary because of improper storage or improper ventilation, including failure to place the equipment in an area that complies with the manufacturer's published space or environmental requirements. Any installation that prevents normal service.

E. Misuse, abuse, reconfiguration of equipment or improper movement of the equipment. Any utilization of equipment that is inconsistent with either the design of the equipment or the way the manufacturer intended the equipment to be used.

F. Any and all cases in which the manufacturer of the equipment would not honor any warranty regarding the equipment.

G. Equipment used in commercial or industrial settings. A commercial setting is defined as anything other than a single family dwelling.

H. Cosmetic damage such as, but not limited to scratches, dents, rust, stains.

I. Non-functional parts such as, but not limited to, plastics, finishes, knobs and dials. Expendable or lost items, such as, but not limited to ear buds or head phones.

J. Consumable items; consumable items are defined as any part that is considered consumable by the manufacturer and/or any item that is designed to be consumed (wear out) during the life of the product, regardless if it is consumer replaceable or not. Consumable items include, but are not limited to. For Consumer Electronics: light bulbs, lamps, and batteries. For all products: Telephone or other lines connecting to the equipment.

K. In-warranty parts, operational or mechanical failure covered by manufacturer's warranty, manufacturer's recall, improper construction, or factory bulletins, (regardless of whether or not the manufacturer is doing business as an ongoing enterprise). Defects in the equipment due to the manufacturer's error or improper construction of the equipment.

L. Consequential damages as a result of malfunctioning of or damage to an operating part of the covered equipment, or damages as a result of any repairs or replacements under this agreement. Damages caused by delays in rendering service or loss of use during the period that the product is at the authorized service center or otherwise awaiting parts are not covered. You are responsible for creating back-ups of all Your data and software on a regular basis.

M. Operational or mechanical failure which is not reported prior to expiration of this Contract or within 30 days of product failure.

N. Any software, including but not limited to, application programs, network programs, upgrades, formatting of any kind, databases, files, drivers, source code, object code or proprietary data, or any support, configuration, installation or reinstallation of any software or data.

O. Equipment sold without a manufacturer's warranty or sold "as is". Refurbished products with less than an original ninety (90) days manufacturer's parts and labor limited warranty. Refurbished equipment with an original 90 day warranty must have at least 60 days remaining in that warranty to qualify for coverage. New products with less than thirty (30) days left on the original manufacturer's warranty.

P. Normal, periodic or preventative maintenance, including but not limited to customer education, adjustments, cleanings, and convergence

Q. Loss or damage as a result of violation of existing federal, state and municipal codes including repairs to products not complying with said codes.

R. Pre-existing conditions (incurred prior to the effective date of coverage), and known to You.

S. Television or personal computer monitor screen imperfections, including 'burn in' or burned CRT phosphor, caused by video games, prolonged display of one or more signal(s), or other abuse. All display products that are used in an application that requires continuous and/or business operation unless additional coverage is purchased.

T. Damage resulting from unauthorized repair; software virus; or electrical wiring and connections; damage caused during delivery or removal, improper installation, or setup including, but not limited to packing, unpacking or assembly, user facilitated minor adjustments and settings outlined in the product's owners manual, external antenna or local reception problems, inaccessible products or parts, negligence, misuse or abuse whether willful or not. Repair of resolution (pixels) failure must match the factory minimum standards before an authorized repair occurs.

U. Transit or delivery damage, damage caused by packing, unpacking, assembly, installation, or removal. Short circuit, loss of use, parts or labor covered under the manufacturer's warranty, lack of maintenance, bodily injury, pre-existing conditions, manufacturer's recall, periodic checkups or maintenance. We will not pay for adjustments or repairs required because of conditions at your location.

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Extended Service Agreement Comprehensive Coverage - CONTINUED

V. Electronics and PC equipment over 5 years of age.

W. Installation, removal, or reinstallation of any equipment.

X. Products sold second hand including but not limited to floor and demonstration models, unless covered by a full manufacturer's warranty on your date of purchase.

Y. Any cost recoverable under any other warranty, guarantee, or under an insurance policy (in such case, this Contract will cover any applicable deductible).

14. NO LEMON GUARANTEE. During the term of this Contract, when three service repairs, with three separate claim numbers, have been completed on the same part, and that same part requires repair under a fourth claim number, as determined by Us, Your Product will be replaced with a Product of like grade and quality by Us, not to exceed the original retail purchase price. In the event a comparable replacement cannot be located, a buyout, not to exceed the original retail purchase price, will be provided. This does not include repairs necessary during the manufacturer's warranty period, rework/callback service required after initial service, during the warranty of work period provided by the Service Company, or previous service Contract terms. Once you have received Your Product replacement or buyout all contractual obligations under this Contract have been fulfilled. Technological advances may result in a replacement product with a lower selling price than the original Product. If We buyout the contract, the covered product becomes property of Service Net and We may, at Our discretion, require the product to be returned to Us (or our designee) at Our expense.

15. BUYOUT. We may elect, at Our option, to buyout the Contract during the coverage term for the lesser of (I) current market value of a Product with equivalent specifications or (II) purchase price of Your Product minus sales tax and claims paid. When determining the current market value of a Product of equivalent specifications a fair analysis is completed using current manufacturers' and distributors' pricing on comparable products. All contractual obligations are considered fulfilled upon buyout of the Product. You have up to forty-five (45) days from the date of authorization to complete your product buyout transaction. If We buyout the contract, the covered product becomes property of Service Net and We may, at Our discretion, require the product to be returned to Us (or our designee) at Our expense.

16. DEDUCTIBLE. No deductible applies to this Contract.

17. RENEWABILITY. This Contract is renewable at Our sole discretion.

18. CANCELLATION AND REFUND. You may cancel this Contract at any time for any reason. If You cancel this Contract within sixty (60) days of the date purchased You will receive a refund of the full purchase price less any claims. If You cancel this Contract thereafter, You will be refunded the remaining days of coverage on a monthly prorated basis, less costs for service performed (if applicable). Neither You nor, the Dealer nor We are obligated to renew this Contract beyond the current term. Cancellations within 30 days of purchase date need to be returned to MicroCenter directly. Cancellations after 30 days of purchase date need to be sent to Service Net in a written request to P.O. Box 1411, Jeffersonville, IN 47131-1411.

19. STATE VARIATIONS. Certain states have specific conditions; conditions listed on the front of this form may apply to you.

20. TRANSFERABILITY. You may transfer this Agreement to any person by sending written notice to: Service Net, P.O. Box 1411, Jeffersonville, IN 47131-1411.

21. NOVATION. Service Net assigns another insurance carrier with an "AM Best" industry rating of A- or better under this Contract directly or indirectly, such new insurance carrier will carry the liability under this Contract.

22. RIGHT TO RECOVER FROM OTHERS. If we make any payment, we are entitled to recover what we paid from other parties. By accepting settlement of a claim, You transfer to us your right to recovery against any other party.

23. COVERAGE AND TERM: This is not an insurance policy. As the Administrator, We will assist You in understanding Your warranty and coverage benefits from the day You purchase Your Plan. If Your Product needs repair for operational or mechanical failure, You are required to call the toll free number listed on the front of this Contract or submit Your claim in writing to Service Net, 650 Missouri Ave., Jeffersonville, IN 47130. With any correspondence, please provide Your daytime phone number and claim number if applicable. The expiration date and price of this Contract are listed on the face of this Contract. There are some limitations of coverage. You should review the limitations of coverage paragraph for details. This Plan is secured by a contractual liability or reimbursement insurance policy provided by either Illinois National Insurance Company or New Hampshire Insurance Company Inc., 80 Pine Street, 13th Floor, New York, NY 10005. Telephone 1-800-250-3819. If, within sixty (60) days after proof of loss has been filed, We have not paid a covered claim, provided You with a refund, You are otherwise dissatisfied, or We are no longer a going concern, You may make a claim directly to the insurance company. Please enclose a copy of Your plan when sending correspondence to the Insurer.

24. ENTIRE CONTRACT. This is the entire Contract and no other oral modifications are valid.

25. LIMITATION OF LIABILITY. THE DEALER/RETAILER, SERVICE SAVER, INCORPORATED, SERVICE NET, THEIR AGENTS, CONTRACTORS OR LICENSES WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, LOST DATA RESULTING FROM THE BREAKDOWN OR FAILURE OF ANY EQUIPMENT OR FROM DELAYS IN SERVICING OR THE INABILITY TO RENDER SERVICE ON ANY COVERED EQUIPMENT. EXCLUSION IS MADE OF ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES MADE HEREIN.

If You have any questions, require customer service, or wish to report a claim, please contact: Micro Center @ 800-490-5536.