

LOWE'S PRODUCT PROTECTION AND REPLACEMENT PLANS Terms and Conditions

For toll-free service or repair assistance, call the Plan Administrator at 1-888-77LOWES (56937), 24 hours a day/7 days a week.

To obtain a large-type copy of these terms and conditions, please contact the Plan Administrator.

This Plan is not a contract of insurance.

These terms and conditions, together with Your sales receipt shall collectively constitute the entire contract relating to Your coverage. Your sales receipt describes the covered Product(s) and the term of this Plan. The terms and conditions are required for service. Limitations and exclusions may apply; refer herein for details.

Definitions:

Payment means a check or merchandise credit with the Plan Seller.

Plan Holder/Your/You means the owner of the Product(s) covered under this Plan.

Plan Provider/We/Us/Our means the entity that is contractually obligated to You under the terms of this Plan. The Plan Provider is Federal Warranty Service Corporation (P.O. Box 105689, Atlanta, GA 30348-5689), (1-877-881-8578) in all states except; in California where the Plan Provider is Sureway, Inc. (P.O. Box 105689, Atlanta, GA 30348-5689), (1-877-881-8578); in Florida where the Plan Provider is **United Service Protection, Inc.** (11222 Quail Roost Drive, Miami, FL 33157), (1-877-881-8578); and in Oklahoma where the Plan Provider is Assurant Service Protection, Inc. (P.O. Box 105689, Atlanta, GA 30348-5689), (1-877-881-8578). For Water Heaters, the Plan Provider is the same as stated above except in California, where Lowe's Home Centers, LLC (P.O. Box 1111, North Wilkesboro, NC 28656), [1-888-775-6937] is the Plan Provider.

Plan Administrator means the entity responsible for the administration of this Plan. The Plan Administrator is Central Charlotte LLC (P.O. Box 1111, North Wilkesboro, NC 28656), [1-888-775-6937] in all states except in Wisconsin where the Plan Administrator is Lowe's Home Centers, LLC (P.O. Box 1111, North Wilkesboro, NC 28656), [1-888-775-6937].

Plan Seller means the retailer where You purchased Your Plan as indicated on Your sales receipt.

Product(s) means the specific item(s) that You purchased the Plan for, but does not include other items (such as other items listed on the sales receipt for which You declined to purchase a Plan).

Plan means this Plan, as identified on Your sales receipt, which You purchased to cover the Product(s) described on Your sales receipt. **Price** means the consideration paid by You for this Plan as listed on Your sales receipt.

PLANES DE PROTECCIÓN Y REEMPLAZO DE PRODUCTOS DE LOWE'S Términos y condiciones

Para obtener ayuda gratuita sobre servicio o reparaciones, llame al Administrador del plan al [1-888-77LOWES (56937)], las 24 horas del día/los 7 días de la semana.

Para obtener una copia en letra grande de estos términos y condiciones, póngase en contacto con el Administrador del plan.

Este Plan no constituye un contrato de seguro.

Estos términos y condiciones, en conjunto con Su recibo de venta, constituirán el contrato completo en relación con Su cobertura. Su recibo de venta describe los Productos cubiertos y los términos de este Plan. Los términos y condiciones son necesarios para brindar el servicio. Es posible que se apliquen limitaciones y exclusiones; consulte el presente documento para obtener detalles.

Definiciones:

Pago se refiere a un cheque o crédito de mercancía con el Vendedor del plan.

Titular del plan/Usado/Se se refiere al propietario de los Productos cubiertos en virtud de este Plan.

Proveedor del plan/Nuestros/Nos/Nuestro se refiere a la entidad contractualmente obligada ante Usted en virtud de los términos de este Plan. El Proveedor del plan es Federal Warranty Service Corporation (P.O. Box 105689, Atlanta, GA 30348-5689), (1-877-881-8578) en todos los estados, excepto en California, donde el Proveedor del plan es Sureway, Inc. (P.O. Box 105689, Atlanta, GA 30348-5689), (1-877-881-8578); en Florida, donde el Proveedor del plan es **United Service Protection, Inc.** (11222 Quail Roost Drive, Miami, FL 33157), (1-877-881-8578); y en Oklahoma, donde el Proveedor del plan es Assurant Service Protection, Inc. (P.O. Box 105689, Atlanta, GA 30348-5689), (1-877-881-8578). Para calentadores de agua, el Proveedor del plan es el mismo que se indicó anteriormente, excepto en California, donde Lowe's Home Centers, LLC (P.O. Box 1111, North Wilkesboro, NC 28656) [1-888-775-6937] es el Proveedor del plan.

Administrador del plan se refiere a la entidad responsable de la administración de este Plan. El Administrador del plan es Central Charlotte LLC (P.O. Box 1111, North Wilkesboro, NC 28656), [1-888-775-6937] en todos los estados, excepto en Wisconsin, donde el Administrador del plan es Lowe's Home Centers, LLC (P.O. Box 1111, North Wilkesboro, NC 28656), [1-888-775-6937].

Vendedor del plan se refiere a la tienda donde Usted compró Su Plan como se indica en Su recibo de venta.

Product(s) se refiere al o a los artículos específicos para los que Usted compró el Plan, pero no incluye otros artículos (como u otros artículos indicados en el recibo de venta para los cuales Usted no compró un Plan).

Plan se refiere a este Plan, como se identifica en Su recibo de venta, que Usted compró para cubrir los Productos descritos en Su recibo de venta.

Precio se refiere al costo que Usted pagó por este Plan como se indica en Su recibo de venta.

Precio minorista se refiere al monto que se le cobra a Usted, antes de los impuestos,

Retail Cost means the amount charged to You, pre-tax, for the Product for which You bought the Plan.

DAY ONE BENEFITS: WHERE INCLUDED IN YOUR PLAN AND DESCRIBED HEREIN, (A) FOOD SPOilage, (B) POWER SURGE, (C) MAINTENANCE REIMBURSEMENT, (D) PICK UP AND DELIVERY, (E) RE-INSTALLATION LABOR COVERAGE, (F) RENTAL REIMBURSEMENT AND (G) SURE SERVICE GUARANTEE BEGIN IMMEDIATELY UPON YOUR PURCHASE OF THIS PLAN. OTHER THAN (A), (B), (C), (D), (E), (F), AND (G) ABOVE, THIS PLAN PROVIDES NO OTHER DAY ONE BENEFITS OR COVERAGE DURING THE TERM OF THE MANUFACTURER'S PARTS AND LABOR WARRANTY, UNLESS OTHERWISE PROVIDED BELOW.

COVERAGE PERIOD: UPON EXPIRATION OF THE MANUFACTURER'S PARTS AND LABOR WARRANTY, YOU ARE ENTITLED TO THE COVERAGE DESCRIBED HEREIN, INCLUDING THE DAY ONE BENEFITS OF (A), (B), (C), (D), (E), (F), AND (G) ABOVE WHERE APPLICABLE, UNLESS OTHERWISE PROVIDED BELOW. IN THE EVENT THE EXPIRATION DATE OF THE MANUFACTURER'S PARTS WARRANTY AND MANUFACTURER'S LABOR WARRANTY DIFFERS, THE COVERAGE DESCRIBED HEREIN SHALL COMMENCE AT THE END OF THE EARLIER OF THE TWO EXPIRATION DATES.

MANUFACTURER'S RESPONSIBILITIES: Parts and services covered during the manufacturer's warranty period are the responsibility of the manufacturer. Your Product(s) may provide a labor and/or parts warranty from the manufacturer that may provide additional or overlapping coverage. Review Your manufacturer's warranty. Nothing in the Plan shall be deemed to limit or discharge any manufacturer's obligations.

FOR ALL PRODUCT PLANS: See Your sales receipt to determine which coverage plan(s) You purchased and apply to You and Your Product(s).

COVERAGE: Your Product(s) will be restored to normal operating condition if it/they has/have failed due to defects in materials and workmanship, normal wear and tear, dust, heat, humidity, or power surge. This Plan covers all labor and parts costs necessary to repair Your Product(s) for problems due to functional part failures unless otherwise stated below. Genuine manufacturer's parts will be used whenever possible; however, the use of non-original manufacturer's and re-manufactured parts is allowed under this Plan.

Non-Repairable Products: If We or the Plan Administrator, in Our or its sole discretion, determine that Your Product is not repairable, We or the Plan Administrator, in Our or its sole discretion, will either: (1) provide a new, rebuilt, or refurbished product of equal or similar features and functionality, or (2) issue a Payment up to the Retail Cost of the Product, plus applicable sales tax. Upon providing You with the replacement product, or a Payment for the non-repairable Product, the non-repairable Product will become Our property, should We unilaterally elect to exercise Our rights to the Product. This Plan is deemed fully satisfied by Us by replacement of the Product or by the issuance of a Payment up to the Retail Cost of the Product, plus applicable sales tax, unless otherwise required by state law. The coverage provided under this Plan shall not be transferable to any replaced product, unless otherwise required by state law.

Power Surge: If the Product is electrically powered, this Plan covers parts and labor due to failure of Your Product as a result of power surge, as determined by an authorized technician.

PRODUCT COVERAGE PLANS: Below are details on different coverage plans.

por el Producto para el cual compró el Plan.

BENEFICIOS DESDE EL DÍA UNO: CUANDO SE INCLUYE EN SU PLAN Y SE DESCRIBE EN EL PRESENTE, (A) EL BENEFICIO DE DETEORIO DE ALIMENTOS, (B) EL BENEFICIO DE SOBRECARGA ELÉCTRICA, (C) EL BENEFICIO DE REEMBOLSO DE MANTENIMIENTO, (D) EL BENEFICIO DE RETIRO Y ENTREGA, (E) EL BENEFICIO DE COBERTURA DE MANO DE OBRA PARA LA REINSTALACIÓN, (F) EL BENEFICIO DE REEMBOLSO DE ALQUILER Y (G) EL BENEFICIO DE COBERTURA DE SERVICIO SEGURO COMIENZAN INMEDIATAMENTE DESPUÉS DE LA COMPRA DE ESTE PLAN. ADENMÁS DE LOS BENEFICIOS (A), (B), (C), (D), (E), (F) Y (G) ANTERIORES, ESTE PLAN OFRECE NINGÚN OTRO BENEFICIO DE COBERTURA DESDE EL DÍA UNO DURANTE LA VIGENCIA DE LA GARANTÍA DE PIEZAS Y MANO DE OBRA DEL FABRICANTE, A MENOS QUE SE ESPECIFIQUE DE OTRA MANERA A CONTINUACIÓN.

PERÍODO DE LA COBERTURA: DESPUÉS DE LA FECHA DE CADUCIDAD DE LA GARANTÍA DEL FABRICANTE, USTED TIENE DERECHO A LA COBERTURA DE TODOS LOS BENEFICIOS AQUI DESCRITOS, INCLUIDOS LOS BENEFICIOS DESDE EL DÍA UNO (A), (B), (C), (D), (E), (F) Y (G) MENCIONADOS ANTERIORMENTE CUANDO CORRESPONDA, A MENOS QUE SE INDIQUE LO CONTRARIO A CONTINUACIÓN. EN CASO DE QUE LA FECHA DE CADUCIDAD DE LA GARANTÍA DE PIEZAS DEL FABRICANTE Y LA GARANTÍA DE MANO DE OBRA DEL FABRICANTE SEAN DIFERENTES, LA COBERTURA DESCRITA EN EL PRESENTE COMENZARÁ AL TÉRMINO DE LA PRIMERA DE LAS DOS FECHAS DE CADUCIDAD.

RESPONSABILIDADES DEL FABRICANTE: Las piezas y los servicios cubiertos durante el período de garantía del fabricante son responsabilidad del fabricante. Sus Productos pueden proporcionar una garantía de mano de obra y piezas del fabricante que pueden proporcionar cobertura adicional o superpuesta. Revise la garantía de Su fabricante. No se considerará que ninguna parte del plan limita o dispensa las obligaciones de algún fabricante.

PARA TODOS LOS PRODUCTOS DEL PLAN: Consulte Su recibo de venta para determinar qué planes de cobertura comprar y aplicarlos a Usted y a Sus Productos.

COBERTURA: Sus Productos se restaurarán a su condición normal o funcionamiento si han fallado debido a defectos en los materiales y la mano de obra de uso y desgaste normal, al polvo, al calor, la humedad o a sobrecarga eléctrica. Este Plan cubre todos los costos de mano de obra y piezas necesarias para reparar Sus Productos debido a problemas causados por fallas en piezas funcionales, a menos que se indique lo contrario. Todo, que sea posible, se utilizarán piezas originales del fabricante; sin embargo, este Plan permite el uso de piezas no originales del fabricante y re fabricadas.

Productos no reparables: Si Nosotros o el Administrador del plan, a Nuestro o a su exclusivo criterio, determinamos que no es posible reparar Su Producto, Nosotros o el Administrador del plan, según Nuestro o Su criterio, provereemos una de las siguientes soluciones: (1) le entregaremos un producto nuevo, re fabricado o reemplazado con una funcionalidad similar a la del producto original, o (2) emitiremos un Pago por el Precio minorista del Producto, más el impuesto sobre las ventas aplicable. A menos que la ley estatal exija lo contrario. La cobertura que se brinda en virtud de este Plan no será transferible a ningún producto reemplazado, a menos que la ley estatal exija lo contrario.

Sobrecarga eléctrica: Si el Producto es de alimentación eléctrica, este Plan cubre las piezas y la mano de obra si se producen fallas en Su Producto como resultado de una sobrecarga eléctrica, según lo determine un técnico autorizado.

PLANES DE COBERTURA PARA PRODUCTOS: A continuación se proporcionan detalles sobre los distintos planes de cobertura.

Replacement Plan: This Plan provides one-time replacement coverage for select products with a Retail Cost of under [two hundred dollars (\$200)] that fail due to normal wear and tear. Coverage commences upon expiration of the manufacturer's parts and labor warranty. In the event the expiration of the manufacturer's parts warranty and manufacturer's labor warranty differs, such coverage commences at the end of the earlier of the two (2) expiration dates. The coverage period is indicated on Your sales receipt. We, or the Plan Administrator, in Our or its sole discretion, will either: (1) provide a new, rebuilt, or refurbished product of equal or similar features and functionality, or (2) issue a Payment for the Retail Cost of the Product, plus applicable sales tax. Upon providing You with the replacement product, or a Payment for the non-repairable Product, the non-repairable Product will become Our property, should We unilaterally elect to exercise Our rights to the Product. You will be responsible for shipping Your Product to the Plan Administrator, per the terms of the manufacturer's warranty. In the event the expiration of the manufacturer's parts warranty and manufacturer's labor warranty differs, such coverage commences at the end of the earlier of the two (2) expiration dates. The coverage provided under this Plan shall not be transferable to any replaced product.

Major Appliances Plan: The term of Your Plan commences on the date that You purchased the Product(s) and continues for the length of time printed on the sales receipt. Coverage commences upon expiration of the manufacturer's warranty on the date You purchased the Product(s), but all other coverage commences upon the expiration of the manufacturer's warranty period as stated above. Coverage includes parts and labor service on major appliances with a retail cost of [two hundred dollars (\$200)] and over. If on-site service is provided for the full term of the manufacturer's warranty, then it will be provided under this Plan. If on-site service is not provided for the full term of the manufacturer's warranty, then it will not be provided under this Plan and You will be responsible for the costs to transport Your Product to a repair facility as determined and authorized by the Plan Administrator. You must contact the Plan Administrator at [1-888-77LOWES (56937)] to receive authorization for repairs prior to transporting Your Product. You may purchase coverage on one (1) Product, or multiple Products (i.e. containing two (2), or three (3) Products) that are bundled. If you purchase coverage on multiple Products that are bundled in a multiple item Plan, each Product will be covered and treated as if a separate Plan was purchased for each individual Product; however, cancellation of the multiple item Plan will be governed by the CANCELLATION section below.

Products eligible for Major Appliances Plan coverage include, but may not be limited to, washers, dryers, dishwashers, ranges and cooktops, wall ovens, over-the-range microwave ovens, refrigerators, and freezers.

Rental Reimbursement — This only applies if You purchased the [five (5)] year Plan for a refrigerator or freezer. If you purchased a refrigerator or freezer and a [five (5)] year Plan thereon and Your covered refrigerator or freezer is not repaired within seventy-two (72) hours of Your initial claim, this Plan will provide a limited rental reimbursement of an approved refrigerator or freezer. Approval from the Plan Administrator must be obtained prior to rental. You will be reimbursed by Payment up to [twenty-five percent (25%)] of the Retail Cost of the covered refrigerator or freezer. The reimbursement for rental coverage ends on the earlier of: (1) when Your covered refrigerator or freezer is repaired, or (2) a replacement refrigerator or freezer is delivered to Your residence, or (3) the reimbursement reaches [twenty-five percent (25%)] of the Retail Cost of the covered refrigerator or freezer. This benefit begins on the date of Plan purchase.

Food Spoilage Reimbursement — If You purchased a refrigerator or freezer and Your covered refrigerator or freezer incurs a covered failure, You will be reimbursed by Payment for food spoilage up to [one hundred dollars (\$100)] per covered compact refrigerator on a per

or freezer and Your covered refrigerator or freezer incurs a covered failure. You will be reimbursed by Payment for food spoilage up to [one hundred and fifty dollars (\$150)] if You purchased the [three (3)] year Plan and [two hundred and fifty dollars (\$250)] if You purchased the [five (5)] year Plan. Said amount is on each covered refrigerator and/or freezer on a per incident basis. Documented proof of loss will be required. This benefit begins on the date of Plan purchase.

Rough Plumbing Products Plan: Coverage includes parts and on-site labor service for eligible rough plumbing products with a Retail Cost of [two hundred dollars (\$200)] and over. Coverage commences upon expiration of the manufacturer's parts and labor warranty. In the event the expiration of the manufacturer's parts warranty and manufacturer's labor warranty differs, such coverage commences at the end of the earlier of the two expiration dates. The coverage period is indicated on Your sales receipt. If on-site service is provided for the full term of Your manufacturer's warranty, then it will be provided under this Plan. If on-site service is not provided for the full term of the manufacturer's warranty, then it will not be provided under this Plan and You will be responsible for the costs to transport Your Product to a repair facility as determined and authorized by the Plan Administrator. You must contact the Plan Administrator to receive authorization for repairs prior to transporting Your Product.

Laundry Reimbursement — If Your covered washer or dryer is not repaired within fourteen (14) days of the initial on-site service visit, You will be reimbursed by Payment for laundry or cleaning services up to [twenty-five dollars (\$25)] if You purchased the [three (3)] year Plan and [fifty dollars (\$50)] if You purchased the [five (5)] year Plan, per repair event. This coverage commences upon expiration of the manufacturer's parts and labor warranty. In the event the expiration of the manufacturer's parts warranty and manufacturer's labor warranty differs, such coverage commences at the end of the earlier of the two (2) expiration dates.

Maintenance Reimbursement — You will receive a [thirty percent (30%)] reimbursement of the cost, including sales tax, on the following preventative maintenance parts: refrigerator water filter, air filter, condenser coils, and furnace air filters. This coverage includes water hoses, washers, and washer fresheners (front load washers), which are used in Your covered Product over the life of this Plan. Parts must be purchased at Lowe's retail locations, online at lowes.com or on the Lowe's mobile application. Parts outside of the items listed above will be reimbursed at the discretion of the Plan Administrator. There is a [five hundred dollar (\$500)] reimbursement limit by Payment over the life of this Plan. In order to obtain reimbursement, You must contact the Plan Administrator for a repair facility as determined and authorized by the Plan Administrator with copies of all applicable sales receipts to obtain the reimbursement. This benefit begins on the date of Plan purchase.

Re-installation Labor Coverage — If Your Product cannot be repaired and needs to be replaced as determined by the Plan Administrator, this Plan covers professional re-installation labor for the replacement Product. This benefit covers reinstallation on built-in and/or gas major appliances. This benefit begins on the date of Plan purchase.

Small Appliances Plan: Coverage includes parts and labor service on eligible small appliances with a Retail Cost of [two hundred dollars (\$200)] and over. Coverage commences upon expiration of the manufacturer's parts and labor warranty. In the event the expiration of the manufacturer's parts warranty and manufacturer's labor warranty differs, such coverage commences at the end of the earlier of the two (2) expiration dates. The coverage period is indicated on Your sales receipt. If on-site service is provided for the full term of Your manufacturer's warranty, then it will be provided under this Plan. If on-site service is not provided for the full term of the manufacturer's warranty, then it will not be provided under this Plan and You will be responsible for the costs to transport Your Product to a repair facility as determined and authorized by the Plan Administrator. You must contact the Plan Administrator to receive authorization for repairs prior to transporting Your Product.

Products eligible for Small Appliances Plan coverage include, but may not be limited to, floor care products, countertop microwave ovens, wine coolers, and compact refrigerators.

Food Spoilage Reimbursement — If You purchased a compact refrigerator or Your covered compact refrigerator incurs a covered failure, You will be reimbursed by Payment for food spoilage up to [one hundred dollars (\$100)] per covered compact refrigerator on a per

incident basis. Documented proof of loss will be required. This benefit begins on the date of Plan purchase.

Rough Plumbing Products Plan: Coverage includes parts and on-site labor service for eligible rough plumbing products with a Retail Cost of [two hundred dollars (\$200)] and over. Coverage commences upon expiration of the manufacturer's parts and labor warranty. In the event the expiration of the manufacturer's parts warranty and manufacturer's labor warranty differs, such coverage commences at the end of the earlier of the two expiration dates. The coverage period is indicated on Your sales receipt. If on-site service is provided for the full term of Your manufacturer's warranty, then it will be provided under this Plan. If on-site service is not provided for the full term of the manufacturer's warranty, then it will not be provided under this Plan and You will be responsible for the costs to transport Your Product to a repair facility as determined and authorized by the Plan Administrator. You must contact the Plan Administrator to receive authorization for repairs prior to transporting Your Product.

Products eligible for Rough Plumbing Products Plan coverage include, but may not be limited to, water softeners and water filtration systems.

Re-installation Labor Coverage — If Your Product cannot be repaired and needs to be replaced as determined by the Plan Administrator, this Plan covers professional re-installation labor for the replacement Product. This benefit begins on the date of Plan purchase.

Fashion Plumbing Products Plan: Coverage includes parts and on-site labor service for eligible fashion plumbing products with a Retail Cost of [two hundred dollars (\$200)] and over. Coverage commences upon expiration of the manufacturer's parts and labor warranty. In the event the expiration of the manufacturer's parts warranty and manufacturer's labor warranty differs, such coverage commences at the end of the earlier of the two expiration dates. The coverage period is indicated on Your sales receipt. If on-site service is provided for the full term of Your manufacturer's warranty, then it will be provided under this Plan. If on-site service is not provided under this Plan, except for jetted tubs, and You will be responsible for the costs to transport Your Product to a repair facility as determined and authorized by the Plan Administrator. You must contact the Plan Administrator to receive authorization for repairs prior to transporting Your Product. For jetted tubs, on-site service is available; however, You will be responsible for ensuring accessibility to the Product. This Plan does not cover any labor or costs associated with the removal or restoration of walls or items obstructing access to the Product.

Products eligible for Fashion Plumbing Products Plan coverage include, but may not be limited to, jetted tubs.

Water Heaters (including Tankless Water Heaters) Plan: Coverage includes on-site labor for eligible water heaters (including tankless water heaters). Parts are not covered under this Plan except in the event of a power surge. The manufacturer covers parts for the life of the manufacturer's warranty. If the manufacturer's warranty covers labor, coverage under this Plan commences at the expiration of the manufacturer's parts and labor warranty. The coverage will commence on the date of Plan purchase. The coverage under this Plan will expire at the end of the manufacturer's parts coverage, or at the end of the coverage period indicated on Your sales receipt, whichever occurs first.

Products eligible for Water Heaters Plan coverage include, but may not be limited to, tankless water heaters.

Power Tools Plan: Coverage includes parts and labor service on eligible power tools with a Retail Cost of [two hundred dollars (\$200)] and over. Coverage commences after expiration of the manufacturer's parts and labor warranty. In the event the expiration of the manufacturer's parts warranty and manufacturer's labor warranty differ, the coverage period of this Plan commences at the end of the earlier of the two expiration dates. The coverage period is indicated on Your sales receipt. If on-site service is provided for the full term of Your manufacturer's warranty, then it will be provided under this Plan. If on-site service is not provided for the full term of the manufacturer's warranty, then it will not be provided under this Plan and You

Re-installation Labor Coverage — If Your water heater cannot be repaired and needs to be replaced as determined by the manufacturer

under the manufacturer's warranty or by the Plan Administrator for power surge losses under this Plan, this Plan covers professional re-installation labor for the replacement Product to the extent not covered by the manufacturer's warranty. This benefit begins on the date of Plan purchase.

Outdoor Power Equipment Plan: Coverage includes parts and labor service on eligible lawn and garden equipment with a Retail Cost of [two hundred dollars (\$200)] and over. Coverage commences on the date of Plan purchase. The coverage period is indicated on Your sales receipt.

Products eligible for Outdoor Power Equipment Plan coverage include, but may not be limited to, blowers, chain saws, chippers / shredders, cultivators, edgers, generators, hedge trimmers, log skidder facilities as determined and authorized by the Plan Administrator, riding mowers, trimmers, riding mowers, snow blowers, tillers, and conditioned outdoor power equipment products with a one (1) year manufacturer's warranty.

Pick Up and Delivery — For riding mowers and Products with a Retail Cost of [eight hundred dollars (\$800)] and over, coverage includes pickup and delivery between Your residence and the repair facility. Products with a Retail Cost of less than [eight hundred dollars (\$800)] are eligible for in-home in-service only. This benefit begins on the date of Plan purchase.

Sure Service Guarantee for Riding Mowers — In the event Your riding mower is not repaired within fourteen (14) days of the initial on-site service visit or after being delivered to the pre-authorized location directed by the Plan Administrator, as applicable, You will receive a one-time Payment of [fifty dollars (\$50)] over the life of this Plan. This benefit begins on the date of Plan purchase.

Maintenance Reimbursement for Riding Mowers — You will receive a [thirty-five percent (35%)] reimbursement of the Retail Cost, including sales tax, on the following preventative maintenance parts: batteries, belts, blades, filters, fluids, spark plugs, and tires, which are used in Your riding mower over the life of this Plan. Parts must be purchased at Lowe's retail locations, online at lowes.com or on the Lowe's mobile application. Parts outside of the items listed above will be reimbursed at the discretion of the Plan Administrator. There is a [five hundred dollar (\$500)] reimbursement limit by Payment over the life of this Plan. In order to obtain reimbursement, You must contact the Plan Administrator. You will be required to provide the Plan Administrator with copies of all applicable sales receipts to obtain the reimbursement. This benefit begins on the date of Plan purchase.

Gas and Electric Grills and Smokers Plan: Coverage includes parts, on-site labor service, and on-site parts professional re-installation service on eligible gas and electric grills with a Retail Cost of [two hundred dollars (\$200)] and over. Coverage commences on the date of Plan purchase. The coverage period is indicated on Your sales receipt.

Power Tools Plan: Coverage includes parts and labor service on eligible power tools with a Retail Cost of [two hundred dollars (\$200)] and over. Coverage commences after expiration of the manufacturer's parts and labor warranty. In the event the expiration of the manufacturer's parts warranty and manufacturer's labor warranty differ, the coverage period of this Plan commences at the end of the earlier of the two expiration dates. The coverage period is indicated on Your sales receipt. If on-site service is provided for the full term of Your manufacturer's warranty, then it will be provided under this Plan. If on-site service is not provided for the full term of the manufacturer's warranty, then it will not be provided under this Plan and You

will be responsible for the costs to transport Your Product to a repair facility as determined and authorized by the Plan Administrator. You must contact the Plan Administrator to receive authorization for repairs prior to transporting Your Product.

Products eligible for Power Tools Plan coverage include, but may not be limited to, compressors, drills, jammers, nailers, saws, welders, power saws, shop vacuums, drill presses, pneumatic tools, routers, and tile saws.

Sure Service Guarantee for Power Tools — In the event Your power tool is not repaired within fourteen (14) days after being delivered to the pre-authorized location directed by the Plan Administrator, You will receive a one-time Payment of [twenty five dollars (\$25)] over the life of this Plan. This benefit begins on the date of Plan purchase. The coverage period is indicated on Your sales receipt.

Seasonal Heating and Cooling Products Plan: Coverage commences on the date of Plan purchase and includes parts and labor service on eligible seasonal products with a Retail Cost of [two hundred dollars (\$200)] and over. Coverage commences on the date of Plan purchase. The coverage period is indicated on Your sales receipt.

Products eligible for Seasonal Heating and Cooling Products Plan coverage include, but may not be limited to, fireplaces, air conditioners, heaters, portable fans, and evaporative coolers.

Milkwork Products Plan: Coverage includes parts and on-site labor service for eligible milkwork products with a Retail Cost of [two hundred dollars (\$200)] and over. Coverage commences upon expiration of the manufacturer's parts and labor warranty. In the event the expiration of the manufacturer's parts warranty and manufacturer's labor warranty differs, the coverage period of this Plan commences at the end of the earlier of the two (2) expiration dates. The coverage period is indicated on Your sales receipt. If on-site service is provided for the full term of Your manufacturer's warranty, then it will be provided under this Plan. If on-site service is not provided for the full term of the manufacturer's warranty, then it will not be provided under this Plan and You will be responsible for the costs to transport Your Product to a repair facility as determined and authorized by the Plan Administrator. You must contact the Plan Administrator to receive authorization for repairs prior to transporting Your Product.

Products eligible for Milkwork Products Plan coverage include, but may not be limited to, garage door openers.

Re-installation Labor Coverage — If Your eligible milkwork Product cannot be repaired and needs to be replaced as determined by the Plan Administrator, this Plan covers professional re-installation labor for the replacement Product. This benefit begins on the date of Plan purchase.

THE FOLLOWING TERMS APPLY TO ALL OF THE ABOVE PRODUCT PLANS: IF YOU NEED SERVICE: Contact the Plan Administrator to arrange for service at 1-888-77LOWES (56937). The Plan Administrator is available 24 hours a day, 7 days a week. The Plan Administrator must authorize all repairs in advance. Unauthorized repairs may invalidate this Plan. We will try to complete service as quickly as possible; however, We are not responsible for delays caused by factors beyond Our control, including, but not limited to: manufacturer's parts delay, shipping to regional service facilities, or acts of God. You have the duty to protect Your Product(s) against any further damage.

El presente documento constituye el contrato completo en relación con su cobertura. Este Plan no constituye un contrato de seguro.

Los términos y condiciones, en conjunto con su recibo de venta, constituirán el contrato completo en relación con su cobertura. Su recibo de venta describe los productos cubiertos y los términos de este Plan. Los términos y condiciones son necesarios para brindar el servicio. Es posible que se apliquen limitaciones y exclusiones; consulte el presente documento para obtener detalles.

Estos términos y condiciones, en conjunto con su recibo de venta, constituirán el contrato completo en relación con su cobertura. Su recibo de venta describe los productos cubiertos y los términos de este Plan. Los términos y condiciones son necesarios para brindar el servicio. Es posible que se apliquen limitaciones y exclusiones; consulte el presente documento para obtener detalles.

Este Plan no constituye un contrato de seguro.

Los Productos elegibles para cobertura de Plan de herramientas eléctricas incluyen, entre otros, compresores, taladros, cepilladoras, motosierras, máquinas aserradoras/intradoras, máquinas cultivadoras, limpiavidrios, generadores, generadores de energía, cortadores de césped, cortadores de lawn con agua a presión, podadores de tracción manual, tractores podadores, soploadores quitanieve, máquinas de arado y productos de equipo electrónico para exteriores recondicionados con un (1) año de garantía del fabricante.

Retiro y entrega. Para los tractores podadores y los Productos con un precio minorista de [ochocientos dólares (\$800)] y más, la cobertura incluye retiro y entrega entre Su residencia y el local de reparación. Los Productos con un precio minorista de menos de [ochocientos dólares (\$800)] son elegibles solo para servicio en taller. Este beneficio comienza en la fecha de compra del plan.

Garantía de servicio seguro para tractores podadores: En caso de que Su tractor podador no sea reparado dentro de catorce (14) días de la visita de servicio en el lugar inicial o después de haber sido entregado a la localización autorizada previamente dirigida por el Administrador del plan, según corresponda, Usted recibirá un pago de [veinticinco dólares (\$25)] durante la vigencia de este Plan. Este beneficio comienza en la fecha de compra del plan.

Los Productos elegibles para cobertura del plan de productos de calefacción y ventilación por temporada incluyen, entre otros, calentadores de agua, acondicionados, calentadores, ventiladores portátiles y enfriadores de aire.

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Plan para productos de ventanas y puertas: La cobertura incluye el servicio de instalación, reemplazos, reparaciones, piezas, coberturas y puertos elegibles con un Precio minorista de [doscientos dólares (\$200)] y más. La cobertura comienza tras la caducidad de la garantía de piezas y mano de obra del fabricante. En caso de que la fecha de caducidad de la garantía de piezas del fabricante y la garantía de mano de obra del fabricante sean diferentes, el período de cobertura de este Plan comenzará al término de la primera de las dos fechas de caducidad. El periodo de cobertura se indica en Su recibo de venta. Si se proporciona servicio en el lugar durante la vigencia completa de la garantía del fabricante, se proporcionará en virtud de este Plan. Si no se proporciona servicio en el lugar durante la vigencia completa de la garantía del fabricante, tampoco se proporcionará en virtud de este Plan. Usted será responsable por los costos de traslado de Su producto a un local de reparaciones, según lo determinado y autorizado por el Administrador del plan. Debe ponerse en contacto con el Administrador del plan para recibir autorización para las reparaciones antes de transportar Su Producto.

Los Productos elegibles para cobertura del plan de productos para ventanas y puertas incluyen, entre otros, alpuerques de garaje.

Cobertura para mano de obra de reinstalación: Si Su Producto de ventanas y puertas elegible no se puede reparar y se debe reemplazar según lo determine el Administrador del plan, este Plan cubre la mano de obra de reinstalación profesional para el Producto de reemplazo. Este beneficio comienza en la fecha de compra del plan.

LOS SIGUIENTES TÉRMINOS SE APLICAN A TODOS LOS PLANES DE PRODUCTOS ANTERIORES: SI NECESITA SERVICIO: Póngase en contacto con el Administrador del plan para coordinar el servicio al 1-888-77LOWES (56937). El Administrador del plan se encuentra disponible las 24 horas del día, los siete días de la semana. El

si there is an emergency, please describe the nature of the emergency to Our customer service representative. During severe weather conditions and peak service, We will give priority to emergency calls. Emergency services will be available at an extra charge. Foreign language and TDD service for the hearing impaired are available. For TDD service, please call 711.

