



APPLIANCE REPAIR SUBSCRIPTION TERMS & CONDITIONS

This Certificate contains all terms and conditions (“Terms”), limitations and exclusions (“Limitations and Exclusions”) of The Trans Global Service Appliances Repair Subscription(s) (“Subscription”) purchased and paid for as shown on Your original Appliance Repair Subscription invoice (“Invoice”), “You” or “Your” refers to the customer(s) named on the Invoice.

****IMPORTANT: CAREFULLY REVIEW THIS CERTIFICATE WITH YOUR INVOICE AND KEEP THEM SECURE AS BOTH DOCUMENTS MUST BE PRESENTED UPON REQUEST FOR SERVICE TO THE PRODUCT. ****

FEBRUARY 1, 2021

SERVICES OFFERED

By You purchasing and paying for the Subscription, Trans Global Service (“TGS”), on and subject to the Terms and the Limitations and Exclusions set out in this Certificate, represents that TGS will provide repair services required as a result of defects in materials or workmanship in the product as long as the product was under normal domestic or personal use within Canada during the protection period as set out in Your Invoice (the “Protection Period”).

Most service requests will not generate additional fees. However, in certain circumstances, additional fees may apply. See Additional Fees below for a description additional fees that may apply.

REPAIR

If the product fails to perform as per the manufacturers guidelines during the coverage Period under normal domestic or personal use within Canada as a result of defects in materials or workmanship only (subject to the Terms, Limitations and Exclusions set out in this Certificate), TGS will repair, at its option, such defective Product, or any defective part(s) incorporated into the product, without charge to You for parts and labour. Contact **1-866-331-0433** for all Service inquiries.

1. This Subscription applies to only one (1) single family residence and includes the repair and not the replacement of the appliances installed within that residence, which are listed in Paragraph 4 below. In the event there are duplicate appliances of any one type You must designate at the time of enrollment which appliance will be covered under the program.
2. Coverage under the Subscription starts after the first payment is received and Your enrollment in the Subscription exceeds 30 days. Coverage continues thereafter so long as You make timely monthly payments. Your minimum commitment under the Subscription is ninety (90) days. Coverage is suspended immediately for non-payment. Your account must be in good standing (current) to receive repair service under the Subscription. We will continue to debit the credit card used in accordance to the payment amount on a monthly basis and will remain in effect until revoked by You in writing. If You have enrolled in our two (2) year commitment Subscription and wish to cancel Your coverage You may cancel in writing and reconcile Your account for the remaining term balance.
3. By enrolling, You attest that, to the best of his/her knowledge, the basic residential appliances to be covered under the Subscription are functioning properly, there are no pre-existing conditions, and they were installed according to the manufacturer’s specifications.
4. Trans Global Service shall have sole discretion to determine the type, make and source of parts and labour used in repairs. Any part that is not included in the “Major Appliance Coverages” list is not covered. The Subscription provides coverage

for Your clothes washer, clothes dryer, range, wall oven, refrigerator, freezer, over-the-range microwave, wall oven, and dishwasher as described in this contract. TGS is not responsible for manufacturer upgrades. Additional appliances require the purchase of additional coverage.

5. If a TGS technician estimates that the cost of a repair (including, without limitation, parts and labour) would exceed the value of Your appliance in its then-current condition, TGS may decline to make the repair. In the event that a Product cannot be repaired because the cost of servicing exceeds the Product’s current value, TGS will issue to You a credit up to \$150 based on the age of the Product (1-2 year old unit=\$150, 2-3 year old unit=\$100, 3 years or more=\$50), which would go towards the purchase of a replacement. The credit will be redeemable at one of our Partner(s) in the form of a gift card.
6. If Your Product is unrepairable as described above, is less than 1 year old, and the repair is not covered by the manufacturer’s warranty, but does qualify under this Subscription, then You may qualify for a \$150 credit towards a replacement. This credit will be provided after TGS receives a copy of the receipt for Your replacement. Receipts may be mailed to: **TGS - Service Subscription Department, 16930 114 Avenue NW, Edmonton Alberta T5M 3S2.**
7. You may reach our customer service team at **1-866-331-0433** to initiate a service request. Repair services are provided Monday through Friday during normal working hours.
8. TGS may also use licensed independent contractors to perform service under this Subscription. TGS’s employees and its contractors must have safe access to, and safe working conditions at and around any and all appliances requiring repair. Any additional or non-covered services performed at Your request will be at Your expense, and TGS shall have no liability or responsibility with respect to such services. Neither TGS nor its contractors shall be responsible for charges resulting from service and/or parts You or others provide.
9. Neither TGS nor its contractors will be responsible for direct damages, consequential, special or punitive damages, food loss, illness or injury caused by delays, failure to service, unavailability of parts, labour difficulties, and other conditions beyond their control. TGS’s liability is limited to the amounts actually paid by You to TGS pursuant to the terms of this Agreement. In no event will Trans Global Service be liable for consequential, special or punitive damages arising from any cause whatsoever.
10. TGS reserves the right to modify or cancel the Subscription and/or to refuse service as to specific appliance(s) in the event You are in violation of the terms hereof, or if You commit any act of fraud or misrepresentation with respect to Your participation in the Subscription. TGS will provide 30 days written notice of material changes to any Subscription terms. Subscription is non-transferable. You may cancel participation at any time after the first 90 days of enrollment. For any cancellations return this Certificate with written request by Your completion of the Cancellation Form to **nationalops@transglobalservice.com** or mail to **Attention: TGS – Service Plan Department, 114 Avenue NW, Edmonton Alberta T5M 3S2.**
11. Obligations under this contract are backed by the full faith and credit of Trans Global Service.

CONDITIONS, PARTS, AND SERVICES NOT COVERED UNDER THE SUBSCRIPTION

1. Any condition that arises from abuse, theft, vandalism, fire, flood, acts of nature, acts of God, freezing, electric, gas or water outages, power surges, unusual atmospheric conditions or other abnormal conditions.
2. Commercial property and residential property used for businesses, including but not limited to day-care centres, nursing homes/long-term care facilities or any other property used for purposes other than a single-family residence.
3. Appliance installation, disconnection, household electric and plumbing, general inspection and/or preventive maintenance items.
4. Any appliance, labour, part, material or condition that is not listed in the "Major Appliance Coverages" list is not covered.
5. Structural or cosmetic defect that does not affect the functionality
6. Non-Covered Items include, but are not limited to: tub/tub seal and bearing, rubber door boot, range timer/clock, exhaust and self-cleaning function, refrigerator ice/ water door dispenser, ice bucket/auger assembly, commercial appliances, ice machines, appliance venting, manufacturer warranty items, power cords, dishwasher racks, refrigerator shelves, impact damage, moving or transportation damage.
7. Cost of a repair (including, without limitation, parts and labour) that would be more than the value of Your appliance in its then-current condition.
8. Failure to provide normal and proper maintenance, as specified by the manufacturer
9. Vermin or insect infestation
10. Use of the Appliance, components or parts for purposes other than those intended by the manufacturer
11. Rust, corrosion, mold, mildew or bacterial manifestations

ADDITIONAL FEES:

The following is a list of Additional Fees that may apply. You agree to be responsible for all Additional Fees and agree to Additional Fees being automatically billed and charged using the credit card for Your original purchase.

MISSED SERVICE CALL FEE

If a technician arrives and is unable to perform service because You miss the appointment, You cancel the Service Request after the technician has left and is en route to Your home, or if you You otherwise deny the Service Technician with access as may be required to perform a diagnosis or to undertake resolution of the Service Request, You will be charged a \$50.00 dollar (\$50) missed service call fee (Missed Service Call Fee"). You can reschedule Your appointment with 24 hours' notice prior to Your scheduled service call without incurring a Missed Service Call Fee. You will not be charged a Missed Service Call Fee if we decline to make the repair pursuant to Paragraph 5 above

TRADE SERVICE FEE

If you are in a no-term commitment or during the first 6 months of a 2-year commitment subscription, for each separate major appliance Service Request, you are responsible for payment of a Trade Service Fee of \$50.00 (excluding any sales taxes).

NO COVERAGE SERVICE FEES

If the Service Technician's diagnosis results in a partial or complete exclusion of coverage for the Service Request or Trans Global Service approves your request for a second opinion and the second opinion is not different than the original opinion, You are responsible for payment of a No Coverage Service Fee of \$50.00 (excluding any sales taxes).

MAJOR APPLIANCE COVERAGES:

REFRIGERATOR

Air Flow System, Capacitor, Condenser Fan, Condenser Fan Blades, Motor Control Board, Defrost, Thermostat, Defrost Timer, Door Switch, Drain Blockage, Drain Heater, Evaporator Fan, Evaporator Fan Blades and Motor, External Overload, Fan Switch, Light Switch

FREEZER

8 cubic feet or larger: Air Flow System, Capacitor, Condenser Fan, Condenser Fan Blades and Motor Defrost Heater, Defrost, Thermostat, Defrost Timer, Door Switch, Drain Blockage, Drain Heater, Evaporator Fan, Blades and Motor, External Overload, Fan Switch, Light Switch, Control Board, Shut-off Arm, Water Inlet Valve

RANGE

Electric: Bake/Broil Relay, Heater Element, Heater Element Switch, Surface Element Receptacles, Transformer, includes Wall oven

Gas: All Burners, Igniter Switches, Pilot, Regulator, Spark Module, Thermocouple, includes Wall oven

General Items: Door Springs, Electronic Range, Gaskets, Oven Sensor, Relay Board, Seals Selector Switch

*Gas Valve Igniter, Control (ERC) Fuse, Thermostat Touch Pad Membrane

WALL OVEN

Electric: Bake/Broil Relay, Heater Element, Heater Element Switch, Surface Element Receptacles, Transformer.

Gas: All Burners, Igniter Switches, Pilot, Regulator, Spark Module, Thermocouple.

General Items: Relay Board, Seals Selector Switch

DISHWASHER

Belts, Bimetal Trigger, Door Baffle, Gasket, Door Latch, Door Spring, Door Switch, Drain Valve, Electrical Control, Switches, Fan Control, Fan Motor, Fill Valves, Fuse, Heating Element, Limit Control, Pulleys, Relay Soap Dispenser, Spray Arm, Spray Arm Support, Water Level Switch

*Control Board, Pump/Motor Assembly, Thermostat Timer, Touch Pad

OVER-THE-RANGE MICROWAVE

Blower Wheel, Blower Motor, Capacitor, Diode, Door Handle, Door Hinges, Door Monitor, Switches, Fluorescent Lamp, Ballast, Food Carousel (if original equipment), Fuses, Internal Magnetron, Relays, Selector Switch, Stirrer Antenna, Antenna Belt, Motor, Thermostats, Timer, Touch Control, Panel, Transformer, Waveguide, Wiring Harness

CLOTHES WASHER

Front Loading Door Lock, Door Latch, Door, Strike, Top Loading Actuator Agitator, Agitator Dogs, Agitator Drive Block, Control Magnet, Lid Switch, Motor Coupling, Spin Drive Block, Tub Cover Assembly.

General Items: Belts, Capacitor, Drain Hose, Drain Pump, Fill Hose, Fuse, Inlet Water Valve, Internal Hoses, Motor, Pulley, Pump Assembly, Pump Gaskets, Pump Motor, Relay, Temperature Selector Switch, Timer/Timer Knob, Transformer, Water Level

*Pressure Switch and Tube Control Board, Touch Pad

CLOTHES DRYER

Electric Heater Element, Heater Element Switch, Motor Start Switch

* Items are replaced once per life of unit.