

Additional Terms & Conditions Repair & Replacement Options

What is NOT Covered:

- Damage, warping or rusting of any kind to the housing, case or frame of the product or to any nonoperating part, including any or all plastic, wood or decorative parts.
- Repair or replacement of parts normally designed to be replaced periodically by the Purchaser during the life of the product or that fail due to lack of regularly scheduled maintenance.
- Loss or damage resulting from external causes such as, but not limited to: damage resulting from a collision with any object (unless specific coverage is purchased and said damage does not exceed the manufacturers specification; applicable only to digital cameras), or from fire, flooding, sand, dirt, windstorm, hail, earthquake, an Act of God, or damage from exposure to weather conditions (unless specific coverage is purchased & said damage does not exceed the manufacturers specification; applicable only to digital cameras) or battery leakage, theft, misuse, abuse, damage resulting from failure of, or improper use of any electrical source, power surges or connection to other products not recommended for interconnection by the manufacturer of the product; loss or damage resulting from the failure to provide manufacturer's recommended maintenance; consequential damages or spoilage of film or recording media as a result of the malfunctioning or damage of an operating part, or as a result of any repairs or replacement under this contract; items which remain subject to the manufacturer's warranty; consequential damages or delay in rendering service under this contract or loss of use during the period that the product is at the repair center or otherwise awaiting parts; add-on items, accessories, attachments, external wiring and cabling, battery chargers, structural items such as chassis, racks, bins, knobs or handles, hinges, appearance items, antennas, jacks, consumables such as, but not limited to, batteries, drums, toners, cartridges, recording or photographic media, audio cartridges and needles; damages to computer software and hardware due to, but not limited to, computer viruses and defective software; loss or corruption of computer files, data and images as a result of product failure or which occur while product is at repair center.

In consideration of payment of the Purchase Protection Plan (the "Plan") contract price, London Drugs Limited through its administrator, The Warranty Division of London Drugs Limited, (referred to in this contract as "we", "us" and "our"), will provide the warranty services as outlined below. References herein to "you" and "your" refer to the purchaser of the Plan and references to "product" means the specific products covered by your Plan.

Frequently Asked Questions

What products qualify for protection?

The plan is available on all products that carry a minimum 90 day manufacturers warranty, but not exceeding 3 years. The said product must run on electrical power consisting of either AC, or DC sources.

How much does the Purchase Protection Plan Cost?

The price varies depending on the purchase price of your product. Please speak to a member of our team for details.

When does the Purchased Protection Plan start? How long does it last?

The coverage under your Plan begins upon expiration of the manufacturer's labour warranty, lasting for a duration of 2 additional years, not exceeding 5 total years.

Administered by:
The Warranty Division
of London Drugs Limited
Toll Free 1-866-316-7676



From the Warranty Division of



londondrugs.com/ppp

Upgrade your warranty



2 years additional replacement or repair coverage
beyond the manufacturer's warranty

From the Warranty Division of

**LONDON
DRUGS**

londondrugs.com/ppp

Available on most products that run on electrical
power (AC or DC) and carry a manufacturer's warranty
over 90 days but not exceeding three years.

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Protection Plan option

1. What is Covered:

In the event of product failure during normal usage, we will provide labour and repair or replace parts as necessary to maintain the product in operating condition during the term of this Plan. It shall be at our option whether parts will be replaced or repaired. We also reserve the right to either repair or replace the entire unit. At our sole discretion, we may decline to repair or replace the product, and instead will provide a reimbursement of the original purchase price of the product onto a London Drugs gift card.

The period of your Plan coverage shall begin once the manufacturer's labour warranty or any other applicable extended labour warranty period ends. If the manufacturer provides a general labour warranty for a longer time for certain specified items, the period of Plan coverage begins once the general labour warranty has expired. All Service will be provided only in Canada. Service will be provided at one of our authorized service centers or any other locations approved by us from time to time. Service will be provided during normal business hours.

In-Home Television Services:

The Warranty Division of London Drugs reserves the right to dispatch In-Home Services (subject to availability) or provide an alternate service type for televisions 40" or greater.

Limit of Liability:

For any single claim, our limit of liability under this Plan is the lesser of the cost of either (1) authorized repairs performed (2) the price paid for the product. Our total liability under this Plan is equivalent to the purchase price paid for the product. In the event that the total cost of all authorized repairs exceeds the purchase price paid for the product, we shall have fulfilled all of our obligations under this Plan. Once the product has been replaced or you have received the original purchase price of the product on a London Drugs Gift Card, this contract is terminated.

No Lemon Policy:

After three repairs have been completed on an individual product, for the same defect, and that individual product still requires additional repair, as determined by us, we will issue you a London Drugs gift card for the original purchase price of the product, including taxes, as shown on your sales receipt. The No Lemon Policy does not apply to repairs performed while the product is under the manufacturer's conventional warranty. Preventative maintenance checks, cleaning, product diagnosis and customer education are not considered repairs for the purposes of the No Lemon Policy.

If the product is a refrigerator or refrigerator/freezer and a mechanical breakdown of the product results in food loss, we will reimburse you based on a limit of five dollars (\$5.00) per cubic foot of storage up to a maximum of \$100 per year of contract coverage. This food loss is subject to verification by an authorized service center. Free-standing freezers are not eligible for coverage under this program.

2. What to do if a covered product requires service:

Call the toll-free number shown and explain the problem. You then will be directed to an authorized service center.

NOTE: Unauthorized repairs may void this contract. We reserve the right to inspect the product from time to time.

Replacement option

1. What is Covered:

We will replace the product if the product is found to be defective during normal usage. This is a one-time replacement only. In the event the specific product make or model is no longer available, we may at our option provide you with a substitute product of equivalent or greater functionality, quality and value. We also reserve the right, in our sole discretion, to pay you the value of the product at the time of purchase, rather than replace, in the form of a London Drugs store credit. In any event, our limit of liability under a Replacement Option contract is the value of the product at the time of purchase. Once the product has been replaced or value of the product refunded, your Plan and this contract is terminated.

2. What to do when Products Fail to Operate:

Call us at the toll-free number shown below and we will issue a claim number. You must carefully package the product in its original packaging or something similar and return the product at your own expense to the nearest London Drugs store for an inspection and, if approved, an over the counter exchange. Products found to be non-defective will be returned.



Additional Terms & Conditions Repair & Replacement Options

1. Availability:

The plan is available on all products that carry a minimum 90 day manufacturers warranty, but not exceeding 3 years. The said product must run on electrical power consisting of either AC, or DC sources.

2. Term:

The coverage under your Plan begins upon expiration of the manufacturer's labour warranty, lasting for a duration of 2 additional years, not exceeding 5 total years.

3. Transfer & Renewal:

The Plan and this contract are not transferable or renewable.

4. Cancellation:

You may cancel this contract at any time. Call us at the toll-free number shown below for instructions on how to cancel this contract. The refund amount of the contract price will be based on prorating the unexpired contract term minus the cost of all claims made under this contract.

5. Personal Information:

By entering into this contract, you consent to our collection of all personal information you share with us related to the Plan and this contract. You agree that we may use that information to facilitate the delivery of warranty services and to administer our warranty program. You agree that we may share that information with authorized service centers and third party product repair service providers to facilitate the repair of the product. In addition, you agree that we may disclose or transfer your personal information to a third party in connection with the proposed or actual sale, merger or other disposition of our product warranty business, provided that party agrees to protect the confidentiality of any such information in accordance with all applicable laws.

6. Entire Contract:

This document sets out the entire contract between the parties and no representation, promise or condition not contained herein shall modify these terms.

7. Purchaser Records:

All original receipts are required for any product replacements, exchanges or credits.

Where required by law, the Plan is insured to meet provincial regulations.

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