

Supreme Protection Included!

A \$99 value at no additional cost

plans starting at **\$399**



Home Buyers Warranty®
Protection for Pre-Owned HomesSM
2-10 Home Buyers
Warranty of Virginia, Inc.™

Protection From A Company You Can Trust

2-10 Over 30 Years of Home Warranty Experience

2-10 Over 1.5 Million Homes Covered

2-10 A+ Accredited Business Rated by the BBB

2-10 24/7 Online Enrollment and Claims Processing

Reduce Out-of-Pocket Expenses with Our Superior Coverage

2-10 Undetectable Pre-Existing Conditions Covered

2-10 Free Seller's Coverage During the Listing Period

2-10 R410A and 13-Seer A/C Coverage

V I R G I N I A
H O M E S E R V I C E A G R E E M E N T



1 Property to be covered

Address _____
 City _____ State _____ Zip _____

2 Select your plan

Single-Family (for homes under 5000 sq. ft.)

- \$399 seller & buyer coverage with \$100 trade fee
- \$424 seller & buyer coverage with \$75 trade fee
- \$449 seller & buyer coverage with \$50 trade fee

Single-Family (for homes over 5000 sq. ft.)

- Call for quote 1.800.795.9595

Condo/Townhome

- \$379 seller & buyer coverage with \$100 trade fee

Multi-Family Units • buyer coverage with \$100 trade fee

- \$698 Duplex (Two Enrollments)
- \$997 Triplex (Three Enrollments)
- \$1,296 Fourplex (Four Enrollments)

PLAN COST \$

3 Select seller options

- Seller A/C\$70

SELLER COVERAGE \$

4 Select buyer options

- Swimming Pool/Spa Equipment\$160
- Additional Pool/Spa Equipment.....\$160
- Water Well Mechanical.....\$75
- Water Softener\$40

BUYER OPTIONS \$

5 Select buyer upgrades

- Enhanced HVAC**\$99
 (Ductwork Modifications, Pads, Stands, Electrical Cutoff Switches)

BUYER UPGRADES \$

TOTAL \$

THE ABOVE CHARGES FOR THE PRINCIPAL UNIT AND ADDITIONAL UNITS INCLUDE THE FULL AMOUNT OF ALL FEES, IF ANY, PAYABLE TO THE REAL ESTATE BROKER AND ITS AGENTS FOR PROCESSING, ADMINISTRATING AND ADVERTISING.

6 Buyer & seller information

Buyer's Name _____
 Phone # _____ E-mail _____

Seller's Name _____
 Phone # _____ E-mail _____

7 Agent information

Initiating Agent Information

- Seller's Agent Buyer's Agent Seller Buyer Other

Real Estate Firm _____

Initiating Agent _____

Phone # _____ E-mail _____

Being Purchased by:

Cooperating Agent Information

Real Estate Firm _____

Cooperating Agent _____

Phone # _____ E-mail _____

Closing Agency/Title Company

Name _____ Fax # _____

Address _____

Closing Date _____ File # _____

8 Sign

Seller, by signing below, acknowledges that he or she has read this Limited Service Agreement, including all terms and conditions. The seller hereby represents that known pre-existing defects have been declared and that all items for which coverage is provided are in satisfactory operating condition.

Buyer, by signing below, acknowledges that he or she has read this Limited Service Agreement, including all terms and conditions, and understands that the Service's obligation to perform hereunder is conditional upon the truth and accuracy of statements made in these declarations and upon full performance hereunder by the seller and buyer. **BOTH PARTIES AGREE THAT THE OBLIGATIONS HEREUNDER FOR REPAIR OR SERVICE ARE SOLELY THOSE OF THE SERVICE AND NOT THE OBLIGATIONS OF ANY REAL ESTATE FIRM. PURCHASE OF THIS PLAN IS NOT MANDATORY AND MAY BE WAIVED.**

Seller Signature _____ **Date** _____

Buyer Signature _____ **Date** _____

WAIVER: After being made aware of this Limited Home Service Agreement and upon due consideration, the Seller(s) or Buyer(s) does not want to initiate the program on this property in conjunction with the purchase of the subject property.

Seller Signature _____ **Date** _____

Buyer Signature _____ **Date** _____

9 Order

Plan #PCVA1D Confirmation # _____

Make checks payable to:

HBW of Virginia

PO Box 952931, St Louis, MO 63179-2931

Agent phone in application: 1.800.795.9595

or fax: 1.800.331.2699 or visit: www.2-10.com

Base price \$399/\$100 or \$424/\$75 or \$449/\$50

**The Best Value
in the Industry!
The most protection
at the best price!**

	SELLER*	BUYER*
		\$399 Base Price \$100 Trade Fee or \$424 Base Price \$75 Trade Fee or \$449 Base Price \$50 Trade Fee
	Seller plan included with purchase of any buyer plan at closing*	
Air Conditioning & Heat Pump	optional	✓
Failures Due to Lack of Maintenance	✓	✓
Heating System and Ductwork	✓	✓
Steam or Hot Water Heat Systems	✓	✓
Geothermal Heatpump	✓	✓
Plumbing Systems	✓	✓
Plumbing Pipe Leaks	✓	✓
Toilet Assembly Parts	✓	✓
Drain Line Stoppages including Roots	✓	✓
Permanently Installed Sump Pump	✓	✓
Built-in Bathtub Whirlpool Motor & Pump	✓	✓
Water Heaters (multiple units)	✓	✓
Garage Door Openers (up to 3)	✓	✓
Range • Oven • Cooktop	✓	✓
Garbage Disposal	✓	✓
Refrigerator	✓	✓
Trash Compactor	✓	✓
Built-in Microwave Oven	✓	✓
Dishwasher	✓	✓
Instant Hot Water Dispenser	✓	✓
Electrical Wiring	✓	✓
Fuse Panels & Circuit Breaker Panels	✓	✓
Electrical Switches and Receptacles	✓	✓
Fire & Burglar Alarms	✓	✓
Doorbell System	✓	✓
Central Vacuum System	✓	✓
Telephone Wiring	✓	✓
Attic, Ceiling & Exhaust Fans	✓	✓
Roof Leak Repair	✓	✓
Washer/Dryer	✓	✓
Septic System	✓	✓
Optional package available to seller		
Seller A/C & Heat Pump	\$70	
Optional package available to buyer only		
Supreme Protection	Included	\$99
Enhanced HVAC		\$99
Swimming Pool/Spa Equipment		\$160
Additional Pool/Spa Equipment		\$160
Water Well Mechanical		\$75
Water Softener		\$40

*Subject to the terms, conditions and limitations of this agreement.

**Why would you
buy an existing home
without protection?**

VALUABLE PRODUCT FEATURES

- Supreme Protection included
- R410A A/C protection
- Drain line stoppages caused by roots
- Roof leak repair for buyer
- Multiple HVAC systems
- Multiple hot water heaters
- 13-SEER A/C protection
- Enhanced HVAC Protection available for buyer
- Undetectable pre-existing conditions

OBTAINING SERVICE

1. Before any work is performed, enter your claim at www.2-10.com or call us at **1-800-775-4736**. **We will not pay for any work without prior approval.**
2. 24 hours a day, 7 days a week, even on holidays.
3. A contractor will be dispatched to evaluate the problem.
4. Pay your trade fee to the contractor when they arrive.
5. Upon authorization, the covered system or appliance will be repaired.



Home Buyers Warranty®
 Protection for Pre-Owned Homes™
**2-10 Home Buyers
 Warranty of Virginia, Inc.™**

PCVAID-01

Eligible equipment

COVERAGE FOR BUYER & SELLER

PLUMBING

Base Coverage:

- Leaks and breaks to water piping, waste lines and vent lines
- Assembly parts within the toilet tank
- Valves: shower, tub, diverter, risers, angle stops and gate valves
- Pressure regulators
- Clearing of stoppages with rotary machine up to standard cable length (clearing of same lines after 30 days has elapsed shall be considered a new claim and is subject to a new trade fee)
- Permanently installed sump pumps (ground water only)
- Built-in bathtub whirlpool motor and pump assemblies
- Water heaters (multiple units)
 - Gas, electric or tankless
 - Tank leaks, control thermostat and thermocouple
 - Gas valves, temperature valve, pressure relief valve and drain valve
 - Heating elements
 - Loss arising as a result of sediment

Supreme Protection (Included for Buyer Only):

- Faucets and faucet handles (chrome builder's standard used when replacement is necessary)
- Shower heads and shower arms
- Hose bibbs
- Toilets of like quality up to \$300 per occurrence in the event of sediment/calcium build-up
- Toilet wax ring seals
- Hot or cold water delivery system using polybutylene plumbing up to \$500 per contract
- Corrections to code violations up to \$250 per contract
- Improper Installation
- Permits up to \$250
- Haul Away/Disposal Fees
- Items under manufacturer's warranty

Excluded: Fixtures, filters, sewage ejector pumps, performing diagnosis with camera, shower enclosures, shower-base pans, caulking, grouting, lawn sprinklers, tile fields, leach beds, lift stations, any loss arising out of a condition of mineral or chemical deposits (except water heaters), water residue, or insufficient capacity, loss arising from porcelain chipping, cracking, dents or other externally caused physical damages. Water heaters: oil hot water tanks or oil storage tanks, water residue, insufficient capacity.

Limitations: Service for concealed/concrete-encased water drain, vent piping, ductwork, leaks and breaks in the plumbing system is limited to \$500 per contract.

ELECTRICAL

Base Coverage:

- Electrical wiring
- Fuse panels and circuit breaker panels
- Switches and receptacles
- Burglar alarm and fire alarm systems
- Doorbell system
- Central vacuum system
- Telephone wiring
- Attic, ceiling and exhaust fans

Supreme Protection (Included for Buyer Only):

- Lighting fixtures
- Corrections to code violations up to \$250 per contract
- Permits up to \$250

Excluded: Data wiring, meter boxes, central vacuum system ductwork and accessories, any wiring or other electrical items located outside the perimeter of the principal dwelling and attached garage, or any loss due to water seepage along service cable. Belts, shutters and filters for attic, ceiling and exhaust fans. Electronic or computerized energy management, lighting, or appliance management systems.

Limitations: Coverage for concealed wiring is limited to \$500 per incident.

KITCHEN APPLIANCES

Base Coverage:

- Range
- Garbage Disposal
- Refrigerator
- Dishwasher
- Oven
- Trash Compactor
- Built-in Microwave
- Instant Hot Water Dispenser
- Cooktop

Supreme Protection (Included for Buyer Only):

- Range/Oven/Cooktop: clocks, rotisseries, racks, handles, knobs and dials, interior lining, glass/ceramic cook tops, self cleaning mechanisms and latch assemblies
- Trash Compactor: lock and key assemblies and removable buckets
- Kitchen Refrigerator: ice makers, ice crushers, beverage dispensers and their respective equipment
- Built-in Microwave: interior lining, door assemblies/glass, clocks and shelves, turntable platforms and rollers
- Dishwasher: racks, baskets, and rollers, tub and inner liners, hinges, springs, latch assemblies and soap dispensers
- Improper Installation
- Permits up to \$250
- Haul Away/Disposal Fees
- Items under manufacturer's warranty

Excluded: Appliances not located in the primary kitchen. Range/Oven/Cooktop: meat probe assemblies, sensi-heat burners will only be replaced with standard burners. Kitchen Refrigerator: multi-media center, racks, shelves, interior thermal shells, food spoilage and freezers which are not an integral part of the refrigerator. Built-in Microwave: portable or counter top units, meat probe assemblies, rotisseries.

Limitations: Built-in or sealed refrigeration units are limited to \$2,500 per contract. Any failure due to rust is not covered for the home seller or for the first 30 days after the close of sale for the homebuyer.

HEATING SYSTEM

Base Coverage:

- Gas, electric, oil, gravity (centrally ducted only)
- Steam or hot water heat systems
- Geothermal
- Ductwork
- Interior gas lines
- Permanently mounted wall units (if main source of heat to the home)
- Multiple units
- Thermostats

Supreme Protection (Included for Buyer Only):

- Registers
- Grills
- Electronic air filters and cleaners
- Built-in heat lamps
- Digital programmable thermostats
- Improper Installation
- Permits up to \$250
- Haul Away/Disposal Fees
- Items under manufacturer's warranty

Enhanced HVAC (Optional for Buyer Only):

- Ductwork modification

Excluded: Coal or wood burning equipment, fireplaces, free-standing or portable heating units, fuel oil lines, fuel oil or propane gas storage tanks, chimneys, vents, outside or underground piping and components for geothermal and/or water source heat pumps, well pumps and well pump components for geothermal and/or water source heat pumps, electronic or computerized energy management systems, zone valves and zone controllers. Heat Pumps are only covered as part of the *Air Conditioning and Heat Pump* coverage.

Limitations: Steam or hot water heat system is \$1,500 per contract. Geothermal heat pump system is \$1,500 per contract. Coverage for concrete-encased or concealed ductwork is limited to \$500 per contract. Collapsed ductwork or any failure due to rust is not covered for the home seller or for the first 30 days after the close of sale for the homebuyer. The Enhanced HVAC Option is limited to \$1,000 per contract.

Seller Limitations: Cost to diagnose, repair and/or replace the system is limited to a total of \$1,500 maximum per contract. Collapsed ductwork or any failure due to rust is not covered.

Eligible equipment

COVERAGE FOR BUYER & SELLER (CONT.)

GARAGE DOOR OPENERS

Base Coverage:

All components and parts for up to three units including:

- Switches
- Capacitors
- Motor
- Push arm
- Track assembly
- Receiver unit
- Carriage

Supreme Protection (Included for Buyer Only):

- Hinges
- Springs
- Remote sending units

Excluded: Garage doors

AIR CONDITIONING AND HEAT PUMP

Base Coverage:

- Centrally ducted refrigeration system (includes heat pump)
 - Condensing unit, compressor, liquid and suction line dryers
 - Motors, valves, coils
 - Leaks in refrigerant lines
 - Fuses, breakers, disconnect boxes and wiring
 - Clearing of condensate drain lines
- Evaporative cooler
 - Pump, casing
 - Motor, belts and pulleys
 - Float-assembly
- Built-in electric wall units
- Multiple units
- Thermostats
- 13-SEER: For units below 13-SEER and when repair/replacement of failed covered equipment is not available at the current SEER rating, repair/replacement will be performed with the 13-SEER equipment, including equipment required to ensure compatibility with the working equipment.
- R410A: For units using HCFC-22 refrigerant and when repair/replacement parts of failed covered equipment is not available, repair/replacement will be performed with R410A equipment, including equipment required to ensure compatibility with the working equipment.

Supreme Protection (Included for Buyer Only):

- Filters, registers, grills, window units
- Electronic air filters or cleaners
- Refrigerant recovery
- Digital programmable thermostats
- Improper Installation
- Permits up to \$250
- Haul Away/Disposal Fees
- Items under manufacturer's warranty

Enhanced HVAC (Optional for Buyer Only):

- Ductwork modification
- Condensing unit pads and package unit pads
- Stands
- Electrical cutoff switches
- Mismatched HVAC equipment

Excluded: Free-standing room units and any type of gas unit including the ductwork associated with any gas units, filters, water towers, humidifiers, roof jacks, zone control systems, chillers, pre-coolers, outside or underground piping and components for geothermal and/or water source heat pumps, well pumps and well pump components for geothermal and/or water source heat pumps, electronic or computerized energy management systems.

Limitations: Geothermal heat pump system is limited to \$1,500 per contract. Coverage for concrete-encased or concealed ductwork is limited to \$500 per contract. Coverage for refrigerant lines is limited to \$500 per contract. Collapsed ductwork or any failure due to rust is not covered for the home seller or for the first 30 days after the close of sale for the homebuyer. The Enhanced HVAC Option is limited to \$1,000 per contract.

Seller Limitations: Cost to diagnose, repair and/or replace the system is limited to a total of \$1,500 maximum per contract. Collapsed ductwork or any failure due to rust is not covered.

COVERAGE FOR BUYER ONLY

ROOF LEAK REPAIR

Base Coverage: Water leaks must occur in the roof located over the occupied living area (excluding garage), provided the leaks are the result of rain and/or normal wear and deterioration and the roof was watertight and in good condition at the time of close.

Excluded: Pre-existing leaks, gutters, chimneys, drain lines, roof-mounted installations, leaks in any deck or balcony, or leaks which result from or are caused by any of the following: missing and/or broken shingles or tiles, damage due to persons walking or standing on the roof, construction or repairs not performed in a workmanlike manner, failure to perform normal roof maintenance.

Limitations: Cost to diagnose, repair and/or replace the system is limited to a total of \$300 maximum per contract.

CLOTHES WASHER AND DRYER

Base Coverage: All components and parts except those excluded.

Excluded: Plastic mini-tub, soap dispensers, filter screens, knobs, dials, venting, lint screen, and damage to clothing.

Limitations: Service is for one set per contract.

SEPTIC SYSTEM

Base Coverage:

- Ejector pump from house to septic tank
- Septic tank
- Line from house to septic tank

Excluded: Lift stations, tile fields and leach beds, insufficient capacity, clean out.

Limitations: Cost to diagnose, repair and/or replace the system is limited to a total of \$500 maximum per contract. COVERAGE BEGINS 30 DAYS FROM DATE OF CLOSING.

OPTIONAL COVERAGE FOR BUYER ONLY

WATER WELL MECHANICAL

Base Coverage: All components and parts of well pump if utilized for primary dwelling.

Excluded: Well casings, pressure tanks, piping or electrical lines leading to or connecting pressure tank and primary dwelling, holding or storage tanks and re-drilling of well.

Limitations: Cost to diagnose, repair and/or replace the system is limited to a total of \$500 maximum per contract. COVERAGE BEGINS 30 DAYS FROM DATE OF CLOSING.

SWIMMING POOL/SPA

Base Coverage: All components and parts of the heating, pumping, pool-sweep motors and filtration system. A spa, including an exterior hot tub and whirlpool, is also covered along with a swimming pool if the units utilize common equipment.

Excluded: Pool sweeps, skimmers, lights, jets, liners, concrete-encased, underground electrical, plumbing or gas lines, cleaning equipment, structural defects, solar equipment, chlorinators and sanitizing system.

Limitations: Cost to diagnose, repair and/or replace the system is limited to a total of \$1,000 maximum per contract. Coverage is limited to one set of mechanical equipment per option purchased. Any failure due to rust is not covered for the first 30 days after the close of sale for the homebuyer.

WATER SOFTENER

Base Coverage: Domestic Water Softener.

Excluded: Conditions of insufficient or excessive water, water filters, and water purification systems.

Included

Included

TERMS & CONDITIONS

A. SERVICE

This Limited Service Agreement is intended to provide reasonable and affordable repair cost of mechanical breakdown of covered Eligible Equipment in your home due to normal wear and tear. This Limited Service Agreement is not intended to replace responsibility for normal maintenance and minor repairs. This agreement does not cover everything and does not necessarily cover the entire cost of the repair. Please read the following carefully. This Limited Service Agreement describes what service is covered, what is not and how to obtain service. If you have any questions regarding what is covered under this Limited Service Agreement, or any other questions, call the toll-free number 1-800-775-4736. Subject to the limitations, terms and conditions, service applies only to the Eligible Equipment which:

- is located within the perimeter of the main foundation of the principal residence located at the address shown and the attached garage, except exterior well pump, air conditioner, septic system and pool and/or spa equipment, are covered only if such option is selected;
- has become inoperable due to normal wear and tear;
- is in place and in good and safe working order with no pre-existing defects at the beginning of the service period (Detectable pre-existing defects or deficiencies are not covered by this Limited Service Agreement. If on the effective date of this Limited Service Agreement, the defect or malfunction of the Eligible Equipment would not have been detectable by either visual inspection and/or simple mechanical test performed by a qualified service professional, the defect or malfunction will be serviced. For example, a simple test would be visual inspection of a heat exchanger for cracks or a carbon monoxide test);**
- is specified as "covered" under Eligible Equipment. If a system or item is not specified as "covered," then it is not eligible for service; and
- is owned or rented residential property under 5,000 square feet (for homes from 5,000 to 10,000 square feet additional premium is required, call for a quote) and not commercial property or residences being used for business purposes (Commercial or business purposes include, without limitation, bed and breakfasts, day care centers, group homes, fraternity/sorority houses, nursing/care homes, hair salons, churches and schools). Park model RVs, fifth wheels, motor homes, travel trailers and campers are not eligible for service.

B. SERVICE PERIOD

Seller coverage for the listing period begins immediately upon notification of enrollment and continues up to 180 days, until close of sale, or until listing is cancelled, whichever occurs first. Buyer coverage begins at the close of sale and continues for one year from that date. Payment is due at close of sale and must be received within ten working days after close of sale in order for service coverage to be in force.

C. OBTAINING SERVICE

- We will not pay for any services performed without our prior authorization.** Notice of the problem must be received by us during the service period.
- When service is needed, call 1-800-775-4736, 24 hours a day, seven days a week or file your claim online at www.2-10.com. We will contact an authorized independent service contractor within four hours during normal business hours and within 48 hours on weekends and holidays to assist in evaluating your problem. A reasonable effort will be made to expedite the service call in cases of emergency. We reserve the right to determine what constitutes an emergency. If you should request non-emergency service outside of normal business hours, you will be responsible for payment of additional fees including overtime.
- If an authorized service contractor is not available in your area, we will ask that you call your preferred service contractor and request that they evaluate your problem and call us for prior authorization to perform service. Your service provider must be licensed and insured and call us for prior approval before performing any repairs or replacements.
- Once it is determined that service is covered, we will authorize repair or replacement of Eligible Equipment at our option.
- You are obligated to pay the trade fee or the actual cost to repair/replace, whichever is less, for each separate trade call. A trade call means each visit by an authorized service contractor for a single trade (plumbing, electrical, appliances, heating and air conditioning and pools/spas). Multiple visits required to remedy the same problem requires only one trade fee. Your payments must be made prior to completion. We will not respond to a new request for service when any previous trade fee is outstanding. Failure to pay the trade fee will result in suspension of service until such time as the proper fee is paid. At that time, service coverage will be reinstated, but the service period will not be extended. Additional work performed by the independent service contractor at your request will be at your sole cost and risk.
- An additional trade fee will be waived only when work performed fails within a period of 30 days on labor and 90 days on parts.

D. PAYMENT OF CLAIMS

- No claim forms are used, but we must give prior authorization of repairs or replacement before any work is performed.
- In instances where the cost of completing a full repair or replacement exceeds a stated contract dollar limit, we will pay an amount equal to the contract dollar limit in lieu of providing repair or replacement services. Some or all of such a payment may be made to you and/or a service contractor. In all other instances:
 - We reserve the right to provide cash in lieu of repair or replacement services in an amount based on what the ordinary customer would expect to pay after negotiating the best price for such services in your area and without the benefits of this contract when:
 - Following a response to a covered breakdown, the system or appliance would remain non-compliant with laws, regulations or code requirements;
 - The system or appliance is subject to a manufacturer's recall for a defect unrelated to the covered breakdown; or
 - A system becomes non-repairable and a replacement system is no longer available.
 - We may also offer you the option of accepting cash in lieu of repair or replacement services in an amount based on what we would ordinarily expect to pay for parts and labor for covered items, an amount that is usually less than retail cost or your actual cost. We are not obliged to extend such an offer in any particular instance, and you are under no obligation to accept such an offer, which may be in the event one has been extended. Such offers are typically made subject to restrictions.

E. LIMITATIONS OF LIABILITY

- We reserve the right to determine whether Eligible Equipment or its components will be repaired or replaced. Replacement is based on "like-kind". For appliances and plumbing fixtures, this means we will replace, when replacement is authorized, with equal or better quality equipment, except where noted in eligible equipment. For heating and air conditioning equipment, "like-kind" indicates equal energy efficiency rating. For air conditioning equipment, this is the SEER rating. Except for I3-SEER coverage and R410A coverage, we are not responsible or liable to upgrade equipment, components, or parts due to: (a) the incompatibility of the existing equipment with the replacement system or appliance or component or any part thereof; (b) any type of chemical or material utilized to run the replacement equipment including, but not

limited to, differences in technology, refrigeration requirements, or efficiency; or (c) mandates by federal, state, or local governments. Mismatched equipment is covered under the Supreme Protection option noted in eligible equipment.

- When replacement equipment of identical dimensions is not readily available, we are responsible for installation of like-quality equipment but not for the cost of construction or carpentry made necessary by different dimensions. We are not responsible for upgrades or matching color or brand.
- We will not correct to bring into compliance, nor pay for corrections for violations of any building, fire, zoning code; other violations of local ordinances or state and federal laws or regulations. We are not responsible for the verification and/or diagnostic testing of ductwork, the sealing of ductwork, and associated repair costs.
- We are not obligated to perform as agreed if required permits or approvals cannot be obtained. We are not liable for the costs of permits unless the Supreme Protection Option is selected and we are liable only up to \$250 per occurrence.
- We are not liable for incidental, indirect, special, punitive or consequential damages or for bodily/personal injury or property damage.
- When it is necessary to open walls, floors, or ceilings to perform a covered service, we will restore surfaces to a rough finish only.
- We are not responsible for the repair of any cosmetic defects, smells, noises or for the cost of cleaning any parts or equipment.
- There is no coverage for any loss or damage that is caused or made worse by any of the following causes, whether acting alone or in sequence or concurrence with any other cause or causes, including misuse or abuse, missing parts, structural shifting, structural changes, fire, freezing, electrical failure, electrical surge, water damage, water failure, lightning, mud, earthquake, soil or foundation movement, storms, accidents, pest damage, mold, mildew, rot, fungus, war, terrorism, acts of God, actual, alleged or threatened discharge, seepage, release or escape of any solid, liquid, gaseous, or thermal irritant or contaminant, including smoke, vapor, soot, fumes, acids, alkalis, chemicals, and waste; including but not limited to the leaching of sulfur dioxide from Chinese manufactured drywall.
- We are not liable for failure to provide timely service due to conditions beyond our control; including but not limited to, delays in obtaining parts, equipment, weather delays or labor difficulties.
- We will not undertake to remove any hazardous materials including asbestos; will not transport or store any hazardous materials; and will not undertake any repairs where there is environmental contamination or if such repairs would cause contamination. We are not liable for charges or fees to dispose of an appliance, system or component, including, but not limited to: condensing units, evaporator coils, compressors, capacitors, refrigerators, freezers, water heaters, and any system/appliance which contains dangerous or hazardous materials. Haul away fees are covered under the Supreme Protection option noted under eligible equipment.
- We are not liable for repairs related to adequacy or capacity; manufacturer's recall; improper design; improper previous repair; or problems caused by alterations or modifications. We are not responsible for items still under the manufacturer's warranty or improperly installed unless the Supreme Protection option is selected.
- We are not responsible for repair or replacement of systems and appliances classified by the manufacturer as commercial. Heating and air conditioning systems over five tons are considered commercial.
- The maximum aggregate liability for all claims is \$25,000.00.
- We reserve the right to obtain an additional opinion at our expense.
- You are responsible for additional charges to remove or install non-related equipment in order to make repairs.
- You are responsible for cleaning and/or maintaining as specified by the equipment manufacturer.
- Covered Eligible Equipment no longer identifiable by model and serial number are limited to \$250 per failure.

F. LEASE-OPTION HOMES

Service coverage for a home subject to lease-purchase agreements is available for the lessee only.

G. CONDOMINIUMS AND MULTI-FAMILY UNITS

- If service coverage is for a duplex, triplex or fourplex dwelling and every unit is covered, then service will be provided for common systems and appliances.
- Options available must be purchased for each unit.
- If service coverage is for a unit within a building of five or more units, then only systems and appliances specific only to the unit named will be covered. Common grounds and facilities are excluded.

H. RENEWALS AND TRANSFER OF AGREEMENT

- This Limited Service Agreement may be renewed at our option and where permitted by state law. In that event, you will be notified of the terms, conditions and rate of the offer.
- If the covered home is sold during the term of this Service Agreement, you may transfer coverage by notifying us at 1-800-795-9595.

I. CANCELLATION OR TERMINATION

Virginia residents: This agreement is non-cancelable by us, except for:

- Fraud or material misrepresentation concerning any covered item or any other facts related to this Service Agreement.
- Nonpayment of fees.
- When the service period is during the listing period and close of sale does not occur or upon mutual agreement between you and us.
- If this Service Agreement is canceled a pro rata refund of the purchase price of this Service Agreement will be refunded to the party purchasing the Agreement.
- MONEY BACK GUARANTEE** If you are not satisfied within the first thirty days of the service period, you may request cancellation in writing, and we will return the full purchase price to the party purchasing the Agreement.

J. STATE DISCLOSURES

Virginia residents: This Limited Service Agreement is administered by 2-10 Home Buyers Warranty of Virginia, Inc. THIS WARRANTY IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER FOR INSURANCE. Obligations of the provider under this Service Agreement are backed by the full faith and credit of the provider.

K. REAL AND PERSONAL PROPERTY

The price of the real property items and services is valued at 94% of the total contract price and the price of the personal property items and services is valued at 6% of the total contract price.