



HOW DOES IT WORK:

When a claim requires a technician, a local certified repair technician will be contacted by MedMart. These technicians are selected based on their expertise and proven success in repair services. Within a few days of receiving your completed claim information, the selected service technician will contact you to schedule an in-home appointment.

MedMart Protection covers in-home service, including diagnostics, labor, trip charges, mileage and repair. You do not have to take your item anywhere; the service tech comes to you. There is no additional fee if the service call is outside the usual 100 mile radius for service.

- No Deductibles
- Certified tech phone & video calls
- Certified tech home visit (this policy covers 2 visits per year, which do not roll over if not used each year)
- Work with manufacturers to get warrantied parts

Note: Replacement parts are covered under the specific manufacturer's warranty, and are not included in our extended service contracts. Batteries are not included on the protection plan.

Replacement parts are not covered by the Protection Plan, however, many replacement parts are covered under the manufacturer's warranty. If replacement parts are under the manufacturer's warranty at the time of service, those parts, as well as service and labor, are free. If the parts that need replacement are out of warranty with the manufacturer at the time service is required, then you are responsible for the cost of parts only, the service and labor to repair are free.

We make every effort to have technicians around the country, in the rare case that we don't have a technician in your area, we will gladly refund the cost of the protection plan, but it will not void the order.

In the event the product is replaced after 90 days, this policy is void and would have to be re-purchased on the new unit.

REQUESTING SERVICE:

Failure to meet any of the following requirements can result in a denial of service under this Protection Plan. You must have performed all routine and preventative maintenance, as recommended by the manufacturer.

Any breakage or damage must be reported to MedMart within thirty (30) days of the date that the breakage or damage occurred. Notify MedMart by calling (888) 260-4430 ext. 2

Your Order Number #

Keep this Protection Plan and your original invoice



2-YEAR PROTECTION

WHAT IS NOT COVERED:

This Protection Plan provides no service or benefit for any of the following:

General

- Any loss or damage that is not specifically listed under the section titled "WHAT IS COVERED".
- When the actions listed in the "REQUIREMENTS FOR SER-VICE" have not been followed.
- Any damage caused by the consumer during the assembly of ready to assemble (RTA) items.

Ineligible Products & Components

- Products sold with damage prior to delivery ("as is").
- Used products.
- Products with an excess of four power motors.

Improper Maintenance, Care, or Misuse

- Damage on a product that has not been properly cared for or maintained, as per your manufacturer's warranty.
- Damage resulting from the improper use or misuse of the product, including the use of the product beyond the purpose for which it had been designed.
- Damage caused by willful abuse, misuse, mishandling, unauthorized modifications or alterations to a covered product.
- Unauthorized parts and repairs.

Manufacturer Quality Issues

- Product repairs that are covered by the manufacturer's warranty or as a result of a recall, regardless of the manufacturer's ability to cover such repairs. Non-Household Environments
- Damage that occurs during any delivery or installation process, or before the product is delivered to your residence.
- Damage that occurs while the product is not located within your residence.
- Damage that occurs while the product is in storage, or being moved to or from storage, or between residences.
- A product that is, or has been, used for commercial, institutional, or rental purposes, including daycare.
- Any damage occurring during delivery or while the product is in transit.

Wear & Tear Caused By Repeated Use (over time) Damage caused by wear and tear over time such as, but not limited to, the following:

- Rust and corrosion.
- Damage caused by wear.
- Scratches.
- Dents.
- Noises.

Miscellaneous

- Damage caused by animals.
- Stains and damage resulting from the use of cleaning products not approved by the manufacturer.
- Odors.
- Stains and damage caused by old mildew.
- Stains caused by medical incontinence.
- Stains or damage covered under any manufacturer's warranties, or under any homeowner's, renter's, or other insurance policy.
- Stains or damage caused by structural problems, including, but not limited to, skylights, roofs, or water pipes.
- Stains or damage caused by appliance malfunctions, including, but not limited to, air conditioners and water heaters.
- Stains or damage caused by fire, smoke, flood, or other natural disaster.
- Stains or damage caused by theft, vandalism, or as a result of any other illegal activity.
- Stains or damage caused by independent contractors such as, but not limited to, maintenance personnel, painters, or other repair or contractor services.
- Incidental, consequential, or secondary damages occurring during the period that the product is at an authorized service center or awaiting parts.

Additional Terms

- Falsified information will void this Protection Plan.
- Customer will be responsible for any charges for missed appointments for service if prior arrangements have not been made.
- Service where no problem can be found.
- Breakdowns which are not reported during the term of this agreement.

2-YEAR PROTECTION

