

**NextEra Home**

**SERVICE AGREEMENT DECLARATIONS PAGE**

IMPORTANT INFORMATION · PLEASE RETAIN FOR YOUR RECORDS

**Service Agreement Holder:**

John Doe

**Property Address:**

123 Main Street  
Anytown, USA 00000

**Email Address:**

John.Doe@gmail.com

**Name of Service Plan:**

[Appliances Warranty Plus or Home Warranty Plus]

**Add Ons:**

[Additional Central Heating and Air Cooling ("AC") Systems, Pool / Spa equipment, Well Pump, Standalone Appliances i.e. Refrigerator, Freezer, or Ice Maker, Septic Tank Pumping (Single or Dual Compartment Tanks), Septic System / Sewage Ejector Pump, Water Softeners / Water Purification System, Additional Garage Door Opener, and/or Central Vacuum]

**Service Agreement Number:**

0123456789

**Service Agreement Term: 12 months**

Start Date: 01/01/2015

End Date: 12/31/2015

Coverage Start Date: Service Calls may be made from 02/01/2016

Renewal: Your Service Agreement will automatically renew for additional 12-month periods at the end of every Term unless You or Us cancel the Service Agreement pursuant to the attached Service Agreement.

**Service Call Deductible:** [\$75.00]

**Price:** The [Monthly or Annual] amount of [\$XX.XX]

**Customer Service Number:**

X-XXX-XXX-XXXX

Available: 8 am - 8 pm Monday-Friday (EST)  
10 am - 4 pm Saturday (EST)

THIS COVERAGE IS SUBJECT TO CONDITIONS AND PROVISIONS SET FORTH ON THIS PAGE AND THE ENCLOSED SERVICE AGREEMENT. CERTAIN ITEMS AND EVENTS ARE NOT COVERED BY THIS SERVICE AGREEMENT. PLEASE SEE THE "WHAT'S NOT COVERED" SECTION OF THE TERMS AND CONDITIONS. PLEASE READ THEM CAREFULLY.

**TABLE FOR INTERNAL USE ONLY**

	Coverage	Coverage Benefit Up to Amount
<b>Appliances Warranty Plus Plan</b>		
<b>1</b>	Cooking Range/Oven/Stovetop	\$3,000
<b>2</b>	Built-In Microwave	\$1,000
<b>3</b>	Kitchen Refrigerator (Primary)	\$3,000 [plus up to [\$100] food loss benefit]
<b>4</b>	Clothes Washing Machine	\$2,000
<b>5</b>	Clothes Dryer	\$2,000
<b>6</b>	Dishwasher (Primary)	\$3,000
<b>7</b>	In-Sink Garbage Disposal	\$500
<b>8</b>	Trash Compactors	\$500
<b>9</b>	Water Heater System	\$1,500
<b>10</b>	Sump Pump System	\$500
<b>11</b>	Electrical	\$1,000
<b>12</b>	Plumbing	\$1,000
<b>13</b>	Built-In Exhaust/Vent/Attic Fans	\$500
<b>Home Warranty Plus Plan (Above Plan Plus)</b>		
<b>14</b>	Central Heating and Air Cooling ("AC") Systems	\$4,000
<b>15</b>	Ceiling Fans (located within the main dwelling of the home)	\$500
<b>16</b>	Garage Door Opener	\$500
<b>17</b>	Emergency Lodging Reimbursement	\$600
<b>Add-Ons</b>		
<b>18</b>	Additional Central Heating and Air Cooling ("AC") Systems	\$1,500
<b>19</b>	Pool / Spa equipment	\$1,500
<b>20</b>	Well Pump	\$1,500
<b>21</b>	Standalone Appliances i.e. Refrigerator, Freezer, or Ice Maker	\$1,000 [plus up to [\$100] food loss benefit], \$500, & \$500
<b>22</b>	Septic Tank Pumping (Single or Dual Compartment Tanks)	\$500
<b>23</b>	Septic System / Sewage Ejector Pump	\$500
<b>24</b>	Water Softeners / Water Purification System	\$1,000
<b>25</b>	Additional Garage Door Opener	\$500
<b>26</b>	Central Vacuum	\$1,200

**Price (Monthly / Annual)**

	Appliances Warranty Plus Plan	Home Warranty Plus Plan
<b>\$75 Service Call Deductible</b>	\$39.99 / \$479.88	\$49.99 / \$599.88

Add-Ons	Price (Monthly / Annually)
Additional Central Heating and Air Cooling ("AC") Systems	\$9.99 / \$119.88
Pool / Spa equipment	\$15.00 / \$180
Well Pump	\$7.00 / \$84
Standalone Appliances i.e. Refrigerator, Freezer, or Ice Maker	\$3.17 / \$38.04

Septic Tank Pumping (Single or Dual Compartment Tanks)	\$5.50 / \$66
Septic System / Sewage Ejector Pump	\$7.50 / \$90
Water Softeners / Water Purification System	\$9.00 / \$108
Additional Garage Door Opener	\$5.00 / \$60
Central Vacuum	\$3.17 / \$38.04

## NextEra Home

# SERVICE AGREEMENT TERMS AND CONDITIONS

This Service Agreement is not a contract of insurance.

In exchange for Your payment obligations, and subject to all terms and conditions of this Service Agreement, We agree to provide the stated coverage(s) during the Service Agreement Term for the property address and Covered Products as set forth in Section C below. **IF ANY PART OF YOUR MANUFACTURER'S WARRANTY OVERLAPS WITH THIS COVERAGE, THIS SERVICE AGREEMENT IS SECONDARY TO YOUR MANUFACTURER'S WARRANTY COVERAGE.**

### A. DEFINITIONS:

**Administrator** means NextEra Home, the entity responsible for administering this Service Agreement, located at 700 Universe Blvd. Juno Beach, FL 33408.

**Authorized Service Provider** means a service provider authorized by NextEra Home to provide repair and/or replacement services for Covered Products.

**Coverage Benefit** means the maximum amount of coverage for a Covered Product under this Service Agreement for each 12-month term of this Service Agreement. Any unused coverage amount does not roll into any 12-month renewal term.

**Covered Products** means the covered appliances and systems as set forth in Section C below that are located at Your property address as set forth on the Declarations Page and this are owned by You.

**Claim** means a request for repair or replacement services of a Covered Product inside of a contractor trade category (e.g. plumbing, electrical, HVAC).

**Failure** means any failure that affects the proper operation of a Covered Product due to normal wear and tear.

**NextEra Home** has the meaning set forth in State Specific Requirements Section.

**Price** means the [monthly or annual] amount payable by You for the coverage under this Service Agreement.

**Provider/We/Us/Our** means NextEra Home, the entity that is contractually obligated to You under the terms of this Service Agreement, located at 700 Universe Blvd. Juno Beach, FL 33408.

**Service Agreement** means this document, including the Declarations Page, any state specific provisions, and applicable Addendums (if any). This Service Agreement must be made available for inspection when You require service.

**Service Agreement Holder/You/Your** means the person who is listed on the Declarations Page.

**Service Agreement Term** means the period You are covered under this Service Agreement and is listed on the Declarations Page.

**Service Call Deductible** means the fee, as listed on the Declarations Page, that is due by You for each Claim.

### B. TERM OF SERVICE AGREEMENT; TERM OF COVERAGE; AND UPGRADE OF PLAN

Term of Service Agreement: Your Service Agreement begins on the Start Date listed on Your Declaration Page and will continue for twelve (12) months ("Term") provided neither You nor We cancel pursuant to Section J below.

Term of Coverage: Subject to the Upgrade of Plan Section below, there is an initial waiting period of thirty (30) days, within which You will not be able to request a Service Call, giving You eleven (11) months of coverage during the first year. Upon renewal (if applicable), You will not be subject to a waiting period again.

Upgrade of Plan: If You have upgraded an Appliances Warranty Plus plan to the Home Warranty Plus plan, (i) this Service Agreement supersedes and replaces in its entirety the Appliances Warranty Plus plan, and (ii) the coverage start date for products previously covered under the Appliances Warranty Plus plan will not be subject to the 30-day waiting period.

## C. WHAT'S COVERED:

This Service Agreement applies to Covered Products identified in this Section below within one single-family residence, condominium, town house, modular home or manufactured home under 5,000 square feet that has been anchored to a permanent foundation and not moved during the coverage term. Coverage is for owned residential property, not rented or commercial property or premises used for business purposes.

During the Service Agreement Term, subject to the terms and conditions of this Service Agreement, in response to a Claim, the Administrator agrees to dispatch an Authorized Service Provider(s) and pay the cost of parts and labor necessary to restore the Covered Product(s) to normal operating condition as a result of a covered Failure.

At Our option, a covered Failure may be remedied by repair or replacement. If We decide to replace a Covered Product, the replacement product will be of similar features, capacity and efficiency, and will use best efforts to match dimensions, brand, and color.

Refer to the Declarations Page for the exact amount of Your Service Call Deductible per Claim. In the event You have multiple Covered Products of the same type (falling within the same sections as set forth below), We will only cover the first Covered Product of each type reported by You.

Covered repairs are warranted against defects in materials and workmanship for a period of one (1) year. We disclaim any and all other statutory or common law warranties (whether express or implied) and any implied warranties that cannot be excluded under applicable law.

### [FOR THE APPLIANCES PLUS PLAN]

**[1.] Cooking Range/Oven/Stovetop: Coverage Benefit up to [\$3,000]**

**Coverage includes:** All components and parts that affect the normal operation of the appliance in accordance with manufacturer instructions.

**Not covered for Range/Oven/Stovetop:** Standard Exclusions, as defined below, plus: clocks (unless they affect the function of the oven), meat probe assemblies, rotisseries, oven liners, shelves, roller or leveling feet, grates, burner bowls, glass displays, trays, knobs.

**[2.] Built-In Microwave: Coverage Benefit up to [\$1,000]**

**Coverage includes:** All components and parts that affect the normal operation of the appliance in accordance with manufacturer instructions. Built-In Microwave does include countertop appliances that have been permanently mounted in or on kitchen cabinetry.

**Not covered for Built-In Microwave Oven:** Standard Exclusions, as defined below, plus: door seals or gaskets, doors, hinges, handles, glass displays, light bulbs, grates, knobs, dials, buttons, caps, interior cavity linings, door glass, shelves, portable or counter top microwave ovens, meat probe assemblies, rotisseries.

**[3.] Kitchen Refrigerator (Primary): Coverage Benefit up to [\$3,000] [plus up to [\$100] food loss benefit]**

**Coverage includes:** All components and parts that affect the normal operation of the appliance in accordance with manufacturer instructions, including integral freezer unit. Coverage also includes food loss due to covered kitchen refrigerator failures.

**Not covered for Kitchen Refrigerator:** Standard Exclusions, as defined below, plus: smart or WiFi enabled features, clogged drains or lines, condensation pans, door seals or gaskets, doors, hinges, handles, roller and leveling feet, glass displays, light bulbs, grates, knobs, dials, buttons, caps, racks, shelves, interior thermal shells, freezers which are not an integral part of the refrigerator.

**Not covered for food loss:** Food loss that results from a loss or interruption of power or results from the misuse of the appliance.

**Note:** An itemized list of spoiled food may be required.

**[4.] Clothes Washing Machine: Coverage Benefit up to [\$2,000]**

**Coverage includes:** All components and parts that affect the normal operation of the appliance in accordance with manufacturer instructions.

**Not covered for Clothes Washer:** Standard Exclusions, as defined below, plus: clogged drains or lines, door seals or gaskets, doors, hinges, handles, roller and leveling feet, glass displays, light bulbs, grates, buttons, caps, rinse aids, fabric softener/bleach dispenser, plastic mini-tubs, soap dispensers, filter screens, knobs, dials and damage to clothing.

**[5.] Clothes Dryer: Coverage Benefit up to [\$2,000]**

**Coverage includes:** All components and parts that affect the normal operation of the appliance in accordance with manufacturer instructions.

**Not covered for Clothes Dryer:** Standard Exclusions, as defined below, plus: clogged duct or venting, door seals or gaskets, doors, hinges, handles, roller or leveling feet, glass displays, light bulbs, grates, buttons, caps, venting, lint screens, knobs, dials, damage to clothing and Failures due to improper venting.

**[6.] Dishwasher (Primary): Coverage Benefit up to [\$3,000]**

**Coverage includes:** All components and parts that affect the normal operation of the appliance in accordance with manufacturer instructions.

**Not covered for Dishwasher:** Standard Exclusions, as defined below, plus: Clogged drains or lines, clogged air-gap, door seals or gaskets, doors, hinges, handles, roller or leveling feet, glass displays, light bulbs, grates, knobs, dials, buttons, caps, rinse aids, racks, baskets, rollers, liners and tubs.

**[7.] In-Sink Garbage Disposal: Coverage Benefit up to [\$500]**

**Coverage includes:** All electrical and mechanical components and parts that affect the normal operation of the appliance in accordance with manufacturer instructions.

**Not covered for In-Sink Garbage Disposal:** Standard Exclusions, as defined below plus: clearing jams from improper usage and normal procedures such as resetting built-in circuit breakers.

**[8.] Trash Compactors: Coverage Benefit up to [\$500]**

**Coverage includes:** All components and parts that affect the operation of the compactor.

**Not covered for Trash Compactors:** Standard Exclusions as define below, plus: include, but are not limited to: Lock and key assemblies, removable buckets, consumer replaceable items such as, bags, shelves, pans, racks, trays, roller or leveling feet, grates, knobs, buttons, caps, door cabinetry, door seals or gaskets, doors, glass displays, hinges, handles, and panels.

**[9.] Water Heater System: Coverage Benefit up to [\$1,500]**

**Coverage includes:** All components and parts that affect the normal operation of the system, including circulating pumps, and expansion tank.

**Not covered for Water Heater System (Gas or Electric):** Standard Exclusions, as defined below, plus: Solar water heaters, solar components, holding or storage tanks, noise, vents, flues, fuel storage tank, energy conservation unit, physical damage to external covering, dip tube, pressure reducing valve, internal flue and baffle, tempering valve, or water piping.

**[10.] Sump Pump System: Coverage Benefit up to [\$500]**

**Coverage includes:** Leaks or breaks in discharge lines (except if caused by freezing or root damage); permanently installed sump pumps (ground water only).

**Not covered for Sump Pump System:** Standard Exclusions, as defined below, plus: The sump or basin that houses the Sump Pump.

**[11.] Electrical: Coverage Benefit up to [\$1,000]**

**Coverage includes:** Components and parts of interior wiring, low voltage wiring, electrical panels, switches, outlets, and receptacles.

**Not covered for Electrical:** Standard Exclusions, as defined below, plus: fixtures, intercoms, remote controls, knobs, buttons, caps, hinges, handles, aluminum wiring, inadequate wiring capacity, circuit overloading, power failure, power surge, direct current (D.C.) wiring or components.

**[12.] Plumbing: Coverage Benefit up to [\$1,000].**

**Coverage includes:** Mechanized parts and components of hose bibs, angle stops, risers, shower/tub valves, faucets (replaced with like kind and quality), toilet bowls and tanks, wax ring seals, toilet mechanisms, water leaks and breaks, drain cleaning, waste and vent lines within the perimeter of the main foundation, and built-in bathtub whirlpool motor and pump assemblies.

**Not covered for Plumbing:** Standard Exclusions, as defined below, plus, exterior drain line stoppages, damages caused by roots or freezing pipes, improper water pressure, toilet seats or lids, caulk, grout, septic tanks, water softeners, exterior plumbing fixtures.

**[13.] Built-In Exhaust/Vent/Attic Fans: Coverage Benefit up to [\$500]**

**Coverage includes:** All components and parts, including bathroom exhaust fans with or without heaters.

**Not covered for Built-In Exhaust/Vent/Attic Fans:** Standard Exclusions, as defined below, plus: Light kits, remote transmitters and inadequate wiring capacity.

**[FOR HOME WARRANTY PLUS PLAN, THE ABOVE APPLIANCES PLUS PLAN PLUS THE FOLLOWING]**

**[14.] Central Heating and Air Cooling (“AC”) System: Coverage Benefit up to [\$4,000].**

**Coverage includes:** All components and parts of the primary central heating and air cooling system, for a system up to a 5-ton capacity or 450,000 BTUs including geothermal and/or water source heat pumps, hot water, or steam circulating system. Any access required for repair or replacement of equipment needed will be repaired up to the coverage limit.

**NOTE:** You are responsible for ensuring proper maintenance. AC and central heating systems require periodic maintenance according to manufacturer owner’s manual.

**Not covered for AC System:** Standard Exclusions, as defined below, plus: systems containing glycol, outside or underground piping, well pump, well pump components for geothermal and/or water source heat pump, window units, water towers, chillers, chiller components, water lines, other required diagnostic testing by government agencies.

**[15.] Ceiling Fans (located within the main dwelling of the home): Coverage Benefit up to [\$500]**

**Coverage includes:** mechanized parts or components on [two (2)] ceiling fans includes: ceiling fan motors and their associated controls (if replaced, builder grade will be allowed) and bearings.]

**Not covered for Ceiling Fans:** Standard Exclusions, as defined below, plus, out of balance or wobbling fan resulting from any of the following: loose hardware, abuse, improper or loose ceiling electrical mount or improper installation.

**[16.] Garage Door Opener: Coverage Benefit up to [\$500]**

**Coverage includes:** All components and parts, including motor, control board, limit switches, sensors, chains, belts, gears and trolley.

**Not covered for Garage Door Opener:** Standard Exclusions, as defined below, plus: garage doors, garage door hardware, garage door track and rollers, garage door springs, garage door adjustments, opener travel and force adjustments, glass door panels, decorative door panels, remote controls, knobs, buttons, field installed wiring, wall switches, light bulbs, light covers, rails and mounting hardware, keyless entry or other accessories.

**[17.] Emergency Lodging Reimbursement [\$600]**

**Coverage includes:** Coverage includes: Buyers will be reimbursed up to \$200 per night up to three nights for hotel/motel stay, if their only cooling or heating system is non-operational for 24 hours or more from the time of the first service visit. This reimbursement also covers hotel/motel emergency lodging when a sudden break in a water pipe resulting in flooding, and the removal of the water from the residence by a water removal company is delayed by 24 hours or more.

**Not covered for Emergency Lodging Reimbursement:** Standard Exclusions, as defined below, plus: Security deposit, resort fee, room service, upgrades, surcharges, gratuity, and damages to the hotel room.

**[ADD-ON COVERAGE]**

Add-On Coverage: Add-on coverage can be purchased with a Home Warranty Plus Plan or during the Service Agreement Term. If You have added add-on coverage to an Appliances Warranty Plus, or Home Warranty Plus plan, (i) this Service Agreement supersedes and replaces in its entirety the service agreement term of the Appliances Warranty Plus plan, or Home Warranty Plus plan (ii) there will be a 30-day waiting period to submit a claim for the add-on Covered Product.

**[18.] Additional AC System: Coverage Benefit up to [\$1,500]**

**Coverage includes:** All components and parts of the primary central heating and air cooling system, for a system up to a 5-ton capacity or 450,000 BTUs including geothermal and/or water source heat pumps, hot water, or steam circulating system. Any access required for repair or replacement of equipment needed will be repaired up to the coverage limit.

**NOTE:** You are responsible for ensuring proper maintenance. AC and central heating systems require periodic maintenance according to manufacturer owner’s manual.

**Not covered for Additional AC System:** Standard Exclusions, as defined below, plus: systems containing glycol, outside or underground piping, well pump, well pump components for geothermal and/or water source heat pump, window units, water towers, chillers, chiller components, water lines, other required diagnostic testing by government agencies.

- [19.] Pool / Spa equipment: Coverage Benefit up to [\$1,500].** Shared equipment is covered. If equipment is not shared, then only one or the other is covered unless 2 pool/spa equipment add-ons are purchased  
**Coverage includes:** Above ground components and parts of the heating, pumping, and filtration system including: pool motor and pump, blower motor and timer, plumbing pipes and wiring, plumbing and electrical.  
Coverage for Salt Water Pool/Spa Equipment salt water cell and circuit board is limited up to \$1,500.  
**Not covered for Pool / spa equipment:** Standard Exclusions, as defined below, plus: Portable or above ground pools and spas, access to pool and spa equipment, lights, liners, jets, ornamental fountains, waterfalls and their pumping systems, auxiliary pumps, pool cover and related equipment, fill line and fill valves, built-in or detachable cleaning equipment including, without limitation, pool sweeps, pop-up heads, turbo valves, skimmers, chlorinators, and ionizers, fuel storage tanks, disposable filtration mediums, heat pump, multi-media centers, and dehumidifiers.
- [20.] Well Pump: Coverage Benefit up to [\$1,500]**  
**Coverage includes:** All components and parts of well pump utilized as a source of water to the home.  
**Not covered for Well pump:** Standard Exclusions, as defined below, plus: Above or underground piping, cable or electrical lines leading to or from the well pump, including those that are located within the well casing, well casings, pressure switches not located on the pump, holding, storage or pressure tanks, booster pumps, redrilling of wells, and well pump and all well pump components for geothermal and/or water source heat pumps.
- [21.] Standalone Appliances i.e. Refrigerator, Freezer, or Ice Maker:**
- a. Additional Refrigerator: Coverage Benefit up to [\$1,000] [plus up to [\$100] food loss benefit]**  
**Coverage includes:** All components and parts that affect the normal operation of the system. Coverage also includes food loss due to covered kitchen refrigerator failures.  
**Not covered for Additional Refrigerator:** Standard Exclusions, as defined below, plus: Clogged drains or lines, condensation pans, door seals or gaskets, doors, hinges, handles, roller and leveling feet, glass displays, light bulbs, grates, knobs, dials, buttons, caps, racks, shelves, interior thermal shells, freezers which are not an integral part of the refrigerator.  
**Not covered for food loss:** Food loss that results from a loss or interruption of power or results from the misuse of the appliance.  
**Note:** An itemized list of spoiled food may be required.
- b. Ice Maker: Coverage Benefit up to [\$500]**  
**Coverage includes:** All components and parts that affect the normal operation of the system.  
**Not covered for Ice Maker:** Standard Exclusions, as defined below, plus: Water connection and filter.
- c. Freezer: Coverage Benefit up to [\$500]**  
**Coverage includes:** All parts and components that affect the normal operation of the system.  
**Not covered for Freezer:** Standard Exclusions, as defined below, plus: Ice-makers, crushers, dispensers and related equipment, internal shell, racks, shelves, glass displays, lights, knobs and caps, dials, doors, door seals and gaskets, door hinges, door handles, glass, condensation pans, clogged drains and clogged lines, grates, food spoilage, refrigerant, and disposal and recapture of refrigerant.
- [22.] Septic Tank Pumping (Single or Dual Compartment Tanks): Coverage Benefit up to [\$500]**  
**Coverage includes:** Pumping and disposal of waste of the septic tank/system that services Your property address as set forth on the Declarations Page.  
**Not Covered for Septic Tank Pumping:** Locating tank/system; repairs to landscaping.
- [23.] Septic System / Sewage Ejector Pump: Coverage Benefit up to [\$500]**  
**Coverage includes:** Aerobic pump, jet pump, grinder pump, sewage ejector pump, septic tank and line from house to tank.  
**Not covered for Septic System / Sewage Ejector Pump:** Standard Exclusions, as defined below, plus: Seepage pits; stoppage or damage due to roots; chemical treatments; tile fields and leach beds; leach lines; lateral lines; insufficient capacity; level sensors/switches; control panels; associated electrical lines.
- [24.] Water Softeners / Water Purification System: Coverage Benefit up to [\$1,000]**  
**Coverage includes:** All component parts that affect the normal operation of the system including electrical wiring.  
**Not covered for Water Softeners / Water Purification System:** Standard Exclusions, as defined below, plus: Rental or leased equipment, repair or replacement of water softener necessitated by mineral beds or deposits, and cleaning.



**[25.] Additional Garage Door Opener: Coverage Benefit up to [\$500]**

**Coverage includes:** All components and parts, including motor, control board, limit switches, sensors, chains, belts, gears and trolley.

**Not covered for Garage Door Opener:** Standard Exclusions, as defined below, plus: garage doors, garage door hardware, garage door track and rollers, garage door springs, garage door adjustments, opener travel and force adjustments, glass door panels, decorative door panels, remote controls, knobs, buttons, field installed wiring, wall switches, light bulbs, light covers, rails and mounting hardware, keyless entry or other accessories.

**[26.] Central Vacuum: Coverage Benefit up to [\$1,200]**

**Coverage includes:** All components and parts that affect the normal operation of the system. Or all mechanical system components

**Not covered for Central Vacuum:** Standard Exclusions, as defined below, plus: ductwork, hoses, blockages, and accessories.

**D. THE FOLLOWING ARE CONSIDERED STANDARD EXCLUSIONS:**

1. Any failure that affects the proper operation of a Covered Product caused by any of the following:
  - a) Negligence, misuse, improper service, abuse or use not intended by the express terms of the manufacturer's user manual and/or manufacturer's warranty.
  - b) Freezing, fire, wind, flood, lightning, ice, hail, snow, explosion, chemical, mold, mud, earthquake, soil movement, storm, pet damage, pest infestation or damage, vandalism, accident, or any other conditions that are not normal wear and tear.
  - c) Lack of capacity, adequacy, efficiency, design or improper installation of any system, component, or appliance.
  - d) Missing parts, improper parts or refrigerants, or improperly installed parts or refrigerants, structural changes, improper electrical power or electrical failure, or power surge.
2. Costs and expenses to access obstructed Covered Products, including costs and expenses to open or close walls, floors and ceilings, remove and replace tile, linoleum, wood, carpeting, paneling, stucco, cabinets, other systems or appliances, wall mountings, decorations, trim, wall paper or anything else blocking the access point of the Covered Products.
3. Repairs or replacements of any cosmetic defects, including rust damage.
4. Repairs or replacements of accessories that were not included with the original purchase of the Covered Product.
5. Any failure caused by improper maintenance or lack of maintenance.
6. Repairs or replacements related to pre-existing defects or deficiencies, including but not limited to covered items with latent manufacturer's defects.
7. Repairs or replacements performed without our prior authorization.
8. Repairs or replacements arising from manufacturer's recalls, defects, or class action suits.
9. Repairs or replacements of system(s) and/or appliance(s) classified by the manufacturer as commercial.
10. Any costs associated with treatment, removal, recovery, disposal, transport or storage of any known or suspected toxic, flammable or hazardous substance/material. Repairs where there is environmental contamination or if such repairs would cause contamination.
11. Correcting or upgrading any parts, equipment and/or system in order to comply with any federal, state or local laws, code, regulations, efficiency requirements, ordinances, guidelines or utility regulations unless expressly specified otherwise in this Service Agreement.
12. Repairs or replacements of system(s) and/or appliance(s) when permits cannot be obtained.
13. Matching any feature of an existing item that does not contribute to the primary function of that item.
14. Repairs or replacement of cabinetry or countertops when cabinetry or countertops must be removed or modified to repair or replace any Covered Product.
15. Repairs or replacements of shared systems and/or appliances; (e.g. HVAC systems shared by tenants within a multiple-unit dwelling).
16. Repairs or replacements of system(s) and/or appliance(s) located in residential property that is used for commercial, business, or care purposes, including but not limited to: day care centers, vacation rentals, fraternity/sorority houses, nursing, or special care homes or facilities.
17. Except as may be expressly provided in Section C above, repairs or replacements of systems, electrical wiring, vents, drains, plumbing and/or appliances not located within the perimeter of the main foundation or the attached garage at the covered address.
18. Repairs or replacements of systems and/or appliances not fully operational at the start of this Service Agreement.

19. Repairs or replacements of systems and/or appliances within a vacant property (including vacation property) if all utilities were not in service throughout the Service Agreement Term and for the ninety (90) days preceding the Service Agreement Term.
20. Any failure due to any cause other than normal wear and tear.
21. Repairs or replacements of system(s) and/or appliance(s) to which utilities that are necessary to operate the Covered Product are not functional.
22. Except to the extent caused by Us or Our Authorized Service Providers, We will not be liable for any violations by You or by third parties of federal, state, or local laws, regulations, or guidelines relating to the repair or replacement of a Covered Products.
23. Repairs or replacements of systems and/or appliances to the extent caused by Your failure to protect the Covered Product from further damage following an initial Failure of the Covered Product.

#### **E. GENERAL DISCLAIMER AND RELEASE:**

BY ENROLLING IN THE SERVICE AGREEMENT YOU ACKNOWLEDGE AND AGREE TO RELEASE NEXTERA HOME AND ITS AFFILIATES FROM (A) SPECIAL, SECONDARY, INCIDENTAL, INDIRECT, CONSEQUENTIAL, EXEMPLARY, PUNITIVE, AND DIRECT DAMAGES INCLUDING, BUT NOT LIMITED TO, FOOD SPOILAGE [BEYOND COVERED FOOD LOSS], LOSS OF INCOME, UTILITY BILLS, ADDITIONAL LIVING EXPENSES, OR PERSONAL AND/OR REAL PROPERTY DAMAGE, RESULTING FROM (I) THE FAILURE OF ANY COVERED PRODUCT OR NON-COVERED PRODUCT, OR (II) AN AUTHORIZED SERVICE PROVIDER'S DELAY OR FAILURE TO PROVIDE REPAIR OR REPLACEMENT OF SUCH COVERED PRODUCT; OR (III) THE PROVISION OF SERVICES BY SERVICE PROVIDER THAT IS NOT AN AUTHORIZED SERVICE PROVIDER; AND (B) SPECIAL, SECONDARY, INCIDENTAL, INDIRECT, CONSEQUENTIAL, EXEMPLARY, PUNITIVE AND OTHER NON-DIRECT DAMAGES RELATED TO THE PROVISION OF SERVICES BY AN AUTHORIZED SERVICE PROVIDER.

#### **F. IF YOU NEED SERVICE:**

**You must report all claims to Us in advance of any repairs. Unauthorized repairs or replacements will not be reimbursed.**

In the event Your Covered Products incurs a Failure, please submit Your claim 24 hours/7 days a week at [www.XXXXXXX.com], or You may call [XXX-XXX-XXXX]. When possible, the Administrator will arrange an appointment with an Authorized Service Provider and make payment to the Authorized Service Provider up to the Coverage Benefit for a covered Failure. In the event that We are not able to provide an Authorized Service Provider, We will assist you with locating and/or dispatching an independent third party service provider, or, at our sole discretion and with our pre-approval, you may use an independent third party service provider of your choice. At our sole discretion, we may either require that the independent third-party service provider bill Us directly, or require You to pay for the repair or replacement of the Covered Products, in which case, We will reimburse You for the covered Failure, less any applicable Deductible when We receive Your paid invoice(s). **By agreeing to use an independent third party service provider to perform repair and/or replacement services, whether located or dispatched by Us or by You, You agree to release Us, and all of Our affiliates and/or subsidiaries from and against any and all losses, damages, or liabilities caused by the actions or inactions of the independent third party service provider.** At our option, we may require an independent third-party inspector appointed by Us to inspect the Covered Products to determine cause of loss before a claim determination is made. In lieu of this, we may require the service provider to send digital photographs of failed covered components/items before a claim determination is made.

If You complete service through an independent third-party service provider without advanced authorization and approval from Us, We will not be responsible for the cost of repairs and/or replacement.

In the event the Failure pertains to a gas leak, a fire hazard, a broken water service line, a sewer backup, indoor air temperature higher than 105 degrees or lower than 40 degrees Fahrenheit, or has the potential to cause injury to you or anyone else present in or near your home, you should take all reasonable steps, including, but not limited to, vacating the premises and contacting 911 or the proper authority to ensure the safety of you and those present, and then notify Us of such fact through the use of the web address provided above or by calling [1-888-XXXX]. See specific state disclosures as additional information may apply.

Subject to the processes and procedures established by Administrator, You may appoint other persons to be authorized to report Claims and to otherwise administer Your rights under this Service Agreement. However, You

will be responsible for the Service Call Deductible related to all such Claims and for any other actions or inactions of such authorized user.

**G. SERVICE CALL DEDUCTIBLE:**

The coverage on any given Product is subject to a Service Call Deductible (as indicated on the Declarations Page) per Claim. In the event You refuse to pay Us such Service Call Deductible or other amounts due, We will not be able to proceed with the requested service. If service is performed by an Authorized Service Provider under this Service Agreement and (i) a subsequent failure in service labor occurs within thirty (30) days after completion or (ii) a subsequent failure in service parts occurs within one (1) year after completion, the Administrator will arrange for the necessary repairs without an additional Service Call Deductible requirement even after the Service Agreement expiration.

**H. PARTS:**

Replacement parts may be new, rebuilt, or non-original Manufacturer's parts and components.

**I. CANCELLATION / REFUND:**

You may cancel this Service Agreement at any time for any reason by contacting Us at [www.XXXXXXX.com] or calling [XXX-XXX-XXXX]. The effective date of cancellation is the date We receive Your request. If You cancel this Service Agreement within the first thirty (30) days from the date of purchase, You will receive a full refund. If You cancel on or after the Coverage Start Date of this Service Agreement, You will receive a pro rata refund based on the time remaining on Your Service Agreement less any Claims paid. If any Claim is in progress, You may not cancel until the Claim is finalized and the appropriate refund amount can be determined as above.

We may cancel this Service Agreement at any time for any reason upon giving You written notice. If We cancel this Service Agreement, We shall calculate a pro rata unearned refund based on 100% of what You paid, less any Claims paid. If We cancel this Service Agreement for fraud or misrepresentation, including collusion between You and the service provider, We may seek reimbursement and pursue other remedies available under law.

**J. RENEWAL:**

This Service Agreement will automatically renew for additional 12-month periods (each a renewal term) unless We or You cancel the Service Agreement pursuant to Section J above.

**K. MODIFICATIONS TO SERVICE AGREEMENT:**

Subject to your right of cancellation set forth above, We reserve the right to change the Service Agreement Price or to modify this Service Agreement upon giving You thirty (30) days written notice.

**L. LOCAL/STATE/FEDERAL GOVERNMENT VIOLATION**

If a Covered Product has been installed in violation of any local, state and / or federal law, rule, code of regulation, NextEra Home will not perform any repair or replacement service until the violation has been corrected by You at Your cost.

**M. TRANSFER:**

If the covered property changes ownership during the Service Agreement term, You are required to call the Customer Service Number on the Declarations Page of this Service Agreement to transfer coverage to the new owner. This Service Agreement is not transferable except with Our consent. To request a transfer of this Service Agreement to a subsequent owner please visit [www.XXXXXXX.com], or call [XXX-XXX-XXXX]. A transfer fee of up to [\$25] may be charged. There is no wait time for plans that are transferred.

**N. ARBITRATION:**

**Read the following arbitration provision carefully. It limits certain rights, including Your right to obtain relief or damages through court action.**

To begin Arbitration, either You or We must make a written demand to the other party for arbitration. The Arbitration will take place before a single arbitrator. It will be administered in keeping with the Expedited Procedures of the Consumer Arbitration Rules ("Rules") of the American Arbitration Association ("AAA") in effect when the claim is filed. You may obtain a copy of these AAA's Rules by contacting AAA at 1633 Broadway, 10th Floor, New York, NY 10019 or visiting [www.adr.org](http://www.adr.org). Unless You and We agree otherwise, the arbitration will take place in the county and state where You live. The Federal Arbitration Act, 9 U.S.C. § 1, et seq., will govern and no state, local or other arbitration law will apply. YOU AGREE AND UNDERSTAND THAT this arbitration provision is Your EXCLUSIVE REMEDY and that means that You give up Your right to go to any court on any claim covered by this provision except to enforce any arbitration award granted under the terms of this provision. You also agree that any arbitration proceeding will only consider Your Claims. Claims by, or on behalf of, other individuals will not be arbitrated in any proceeding that is considering Your Claims. Please refer to the State Disclosures section of this Service Agreement for any added requirements in Your state. **In the event this Arbitration provision is not approved by the appropriate state regulatory agency, and/or is stricken, severed, or otherwise deemed unenforceable by a court of competent jurisdiction, You and We specifically agree to waive and forever give up the right to a trial by jury and the right to bring or participate in any class, collective, representative, multiple plaintiff, or other similar action or proceeding ("Class Action"). In the event any litigation arises between You and Us, any such lawsuit in Your individual capacity, and not as a Class Action, will be tried before a judge, and a jury will not be impaneled or struck.**

#### **O. STATE SPECIFIC PROVISIONS:**

The following state specific provisions apply if Your Service Agreement was purchased in one of the following States, and supersede any other provision herein to the contrary:

Pennsylvania Residents only: In the state of Pennsylvania "NextEra Home" means United HomeVu Pennsylvania, LLC. Home Improvement Contractor License No. **[INSERT ONCE OBTAINED]**

Ohio Residents only: In the state of Ohio, "NextEra Home" means United HomeVu Ohio, LLC.

## SUPPLEMENTAL TERMS OF USE FOR SERVICE PROVIDER NETWORK AND PLATFORM

These Supplemental Terms of Use (“Terms of Use”) govern the use by You (“You,” “Your,” or “User”) of the platform provided by Homee, Inc. for the Services (as defined below) offered through our website located at [www.Homeeondemand.com](http://www.Homeeondemand.com), as it may be modified, relocated and/or redirected from time to time (the “Site”), and the mobile applications offered by us (the “Apps”). Our platform, Site and Apps are collectively referred to as the “Homee Platform”. All users of the Homee Platform are collectively called “Users”). These Terms of Use incorporate by reference the privacy policy available at <http://homeeondemand.com/legal/privacy/> (“Privacy Policy”). As used in these Terms of Use, references to our “Affiliates” includes our owners, subsidiaries, employees, affiliated companies, officers, directors, suppliers, partners, payment services providers, sponsors, advertisers, and includes (without limitation) all parties involved in creating, producing, and/or delivering this site, the App and/or their respective content. **These Terms of Use supercede any click through terms of the Homee Platform, but only to the extent of your use of the Services as defined below. Your use of the Homee Platform for any other purpose is subject to the click through terms of the Homee Platform.**

- A. Limited License Granted. The Homee App is licensed, not sold, to you for use only in compliance with and under the Terms of Use. The Terms of Use will govern any upgrades for the licensed App provided by Homee. This license granted to you by Homee for the licensed App is limited to a non-exclusive, non-transferable, non-sublicensable, revocable license to use the licensed App pursuant to these Terms of Use, on any iPhone, iPod touch, iPad, smartphones and tablets and web browser that you own or control. This license does not allow you to use the licensed App on any device that you do not own or control. **You may use the Homee Platform for personal use only (or for the use of a person, including a company or other organization that you validly represent) to book covered repair or replacement services pursuant to you Service Agreement to which these Terms of Use are attached (“Services”).** Requesters may not use the Homee Platform for any other purposes whatsoever without our express prior written consent.
- B. Termination by Homee. We may terminate or suspend your right to use the Homee Platform at any time for any or no reason by providing you with written or email notice of such termination to the physical or email address you have provided us, and termination will be effective immediately upon such notice.
- C. Intellectual Property Rights. The Homee Platform, and the information, data, content and materials, which it contains (“Homee Materials”), are the property of Homee and/or its affiliates and licensors, excluding User-generated content, which Homee has a right to use as described below. The Homee Materials are protected from unauthorized use, copying and dissemination by United States copyright law, trademark law, international conventions, and other intellectual property laws. Homee and/or its affiliates and licensors are and shall continue to be the sole and exclusive owner of all right, title and interest in and to all intellectual property rights associated with the Homee Materials. Any use of Homee Materials, other than as expressly permitted herein, is prohibited without the prior permission of Homee and/or the relevant right holder. The service marks and trademarks of Homee, including without limitation Homeeondemand.com, YourHomee.com, Homee.io and the Homee logo are service marks owned by Homee. Any other trademarks, service marks, logos and/or trade names appearing on the Homee Platform are the property of their respective owners. You may not copy or use any of the marks, logos or trade names appearing on the Homee Platform without the express prior written consent of the owner.
- D. Apple – App Store Sourced Application.
1. With respect to the Apps provided by Homee that may be accessed through or downloaded from the Apple App Store (“App Store Sourced Application”) that is designed for use on Apple-branded products (including but not limited to iPad, iPhone, and iPod touch) as permitted by the usage rules set forth in the Apple App Store Terms of Service: (i) you agree to use the App Store Sourced Application only on an Apple-branded product that runs iOS (Apple’s proprietary operating system software); and (ii) you acknowledge and agree that the terms and conditions of such applicable Apple, Inc. (“Apple”) “Usage Rules” set forth in the Apple App Store Terms of Service shall apply and, if any of the terms and conditions of these Terms of Use are less restrictive than, or otherwise in conflict with such applicable Apple usage rules, the Apple usage rules shall control. Homee reserves all rights in and to the Apps not expressly granted to you under these Terms of Use.
  2. You acknowledge and agree that (i) these Terms of Use are valid between you and Homee only, and, that Apple is not a party to these Terms of Use other than as third-party beneficiary as contemplated below, and (ii) Homee, not Apple, is solely responsible for the App Store Sourced Application and the Homee Platform Content.

3. You acknowledge that Apple has no obligation whatsoever to furnish any maintenance or support services to you with respect to the App Store Sourced Application and any questions with respect to the App Store Sourced Application shall be directed to Homee.
  4. To the maximum extent permitted by applicable law, Apple will have no warranty obligation whatsoever with respect to the App Store Sourced Application.
  5. Notwithstanding anything to the contrary herein, and subject to the terms in these Terms of Use, you acknowledge that, solely as between Apple and Homee, Homee and not Apple is responsible for addressing any claims you may have relating to the App Store Sourced Application, or your possession and/or use thereof, including, but not limited, to: (i) product liability claims, (ii) any claim that the App Store Sourced Application fails to conform to any applicable legal or regulatory requirement; and (iii) claims arising under consumer protection or similar legislation. Application or your possession and/or use of the App Store Sourced Application.
  6. In the event of any failure of the licensed App to conform to any applicable warranty, you may notify Apple, and Apple will refund the purchase price for the licensed App to you. To the maximum extent permitted by applicable law, Apple will have no other warranty obligation whatsoever with respect to the licensed application.
  7. Further, you agree that if the App Store Sourced Application, or your possession and use of the App Store Sourced Application, infringes on a third party's intellectual property rights, you will not hold Apple responsible for the investigation, defense, settlement and discharge of any such intellectual property infringement claims.
  8. You acknowledge and agree that Apple, and Apple's subsidiaries, are third-party beneficiaries of these Terms of Use for App Store Sourced Applications, and that, upon your acceptance of the terms and conditions of these Terms of Use, Apple will have the right (and will be deemed to have accepted the right) to enforce these Terms of Use for App Store Sourced Applications against you as a third-party beneficiary thereof.
  9. Without limiting any provisions of these Terms of Use, you must comply with all applicable third-party terms of agreement when using the App Store Sourced Application.
- E. Modifications to the Homee Platform and Interruption of Services. We reserve the right in our sole discretion to review, improve, modify the Homee Platform or any content or information on the Homee Platform or the Apps, including any features therein, at any time with or without notice to you, provided such change or modification does not impact Homee's ability to fulfill this agreement. We shall not be liable to you or any party should we exercise such rights under this Section.
- F. Confidentiality. The term "Confidential Information" shall mean any and all of Homee's trade secrets, confidential and proprietary information, personal information and all other information and data of Homee and its affiliates, employees and subcontractors that is not generally known to the public or other third parties. The Homee Platform contains secured components that are accessible only to those who have been granted a user name and password by Homee. Information contained within the secure components of the Homee Platform is confidential and proprietary and part of Homee's Confidential Information. You acknowledge that Confidential Information (as hereinafter defined) is a valuable, special and unique asset of Homee and agree that you will not disclose or use Confidential Information other than as necessary for you to make use of the Homee Platform as expressly permitted by these Terms of Use and only during the term of these Terms of Use.
- G. Disclaimer of Warranties; Limitation on Liability.
1. USE OF THE HOMEE PLATFORM IS ENTIRELY AT YOUR OWN RISK. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, THE HOMEE PLATFORM AND ALL MATERIALS, MERCHANDISE, AND SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR ANY WARRANTY OF TITLE OR NON-INFRINGEMENT. WITHOUT LIMITING THE FOREGOING, NEITHER HOMEE NOR ITS AFFILIATES OR LICENSORS WARRANT THAT THE HOMEE PLATFORM WILL BE UNINTERRUPTED OR ERROR-FREE; NOR DO THEY MAKE ANY WARRANTY AS TO ANY CONTENT

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**NO LIABILITY. YOU AGREE NOT TO HOLD HOMEE, ITS AFFILIATES, ITS LICENSORS, OR ANY OF SUCH PARTIES' AGENTS, EMPLOYEES, OFFICERS, DIRECTORS, CORPORATE PARTNERS, OR PARTICIPANTS (COLLECTIVELY, "MEMBERS") LIABLE FOR ANY DAMAGES, EXPENSES, LOSSES, SUITS, CLAIMS, AND/OR CONTROVERSIES (COLLECTIVELY, "LIABILITIES") THAT HAVE ARISEN OR MAY ARISE, WHETHER KNOWN OR UNKNOWN, RELATING TO YOUR USE OF OR INABILITY TO USE THE HOMEE PLATFORM, INCLUDING WITHOUT LIMITATION ANY LIABILITIES ARISING IN CONNECTION WITH THE CONDUCT, ACT OR OMISSION OF ANY USER OR SUBCONTRACTOR (INCLUDING WITHOUT LIMITATION STALKING, HARASSMENT, ACTS OF PHYSICAL VIOLENCE, AND LOSS OR DESTRUCTION OF PERSONAL PROPERTY), SERVICES, ANY DISPUTE WITH ANY USER OR SUBCONTRACTOR, ANY INSTRUCTION, ADVICE, ACT, OR SERVICE PROVIDED BY HOMEE OR MEMBERS OR SUBCONTRACTORS, AND ANY DESTRUCTION OF YOUR INFORMATION. UNDER NO CIRCUMSTANCES WILL HOMEE OR MEMBERS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES WHATSOEVER, INCLUDING, WITHOUT LIMITATION, THOSE RESULTING FROM YOUR USE OF OR INABILITY TO USE THE HOMEE PLATFORM OR ANY SERVICES OR MERCHANDISE, EVEN IF SUCH PARTIES WERE OR SHOULD HAVE BEEN ADVISED OF THE POSSIBILITY OF THE SAME. HOMEE AND MEMBERS DO NOT ACCEPT ANY LIABILITY WITH RESPECT TO THE QUALITY OR FITNESS OF ANY WORK PERFORMED IN CONNECTION WITH THE HOMEE PLATFORM, THE SERVICES, THE MERCHANDISE OR THESE TERMS OF USE. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CERTAIN TYPES OF DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. IF, NOTWITHSTANDING THE FOREGOING EXCLUSIONS, IT IS DETERMINED THAT HOMEE OR MEMBERS ARE LIABLE FOR DAMAGES, IN NO EVENT WILL THE AGGREGATE LIABILITY, WHETHER ARISING IN CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE, EXCEED THE TOTAL FEES PAID BY YOU TO HOMEE DURING THE SIX (6) MONTHS PRIOR TO THE TIME SUCH CLAIM AROSE.**