

SIMPLYGUARD MAC, IPAD, APPLE WATCH, IPHONE & APPLE SERVICE PART AGREEMENT

Coverage summary

- Parts and labour coverage
- No Lemon Guarantee on new Mac
- Two (2) Guaranteed Service Fee (GSF) events from mishandling for a new iPad or a new Mac or a new Apple Watch or an iPhone up to 1 year old
- Coverage within Canada and the United States of America including Alaska and Hawaii, excluding Puerto Rico
- International coverage where Apple Retail stores exist

Terms and Conditions

This Agreement is associated with the serial number of the Equipment purchased as indicated on the sales invoice, regardless if the owner is the original purchaser or another party. This Agreement does not include software support, telephone support, and coverage for other products. It does not apply to expendable or consumable parts. The Administrator, at its sole option, may elect to repair, rebuild, or replace the defective Equipment in whole or in part, to restore normal functions. The Administrator may use genuine Apple parts, refurbished parts, or third-party parts equivalent to new in performance and reliability to have the defective Equipment repaired or rebuilt.

Should the Administrator decide not to repair the Equipment, it will either provide replacement Equipment that is equal or better functionality, or issue a credit for the current Loss Value, not to exceed the original Equipment invoice price. The credit will be valid at a designated SimplyGuard reseller location and the remaining Extended Warranty and the claims history will be transferred to the replacement Equipment. The Guaranteed Service Fee (GSF) coverage does not transfer to Equipment replaced because of an GSF event.

Extended Warranty Plan on Mac, iPhone, Apple Watch and iPad

This Extended Warranty Plan provides extended parts and labour warranty coverage for a Mac or an iPhone or an iPad or a new Mac, and a monitor, when the monitor is purchased on the same invoice as a new Mac. The Plan commences immediately following the expiry of the manufacturer's limited warranty or 30 days after the purchase of this Plan, whichever is later, and terminates at the end of the term specified on the original sales invoice. There is a maximum cumulative lifetime repair value of \$1,200.00 per monitor.

Extended Warranty Plan on Apple Service Part

This Extended Warranty Plan provides extended parts and labour warranty coverage for one Apple branded service part used in a repair of a Mac, iPad, iPhone, or Apple Watch. The Plan commences immediately following the expiry of the manufacturer's limited warranty or 30 days after the purchase of this Plan, whichever is later, and terminates at the end of the term specified on the original sales invoice. One Apple branded service part is covered per Plan. If the original repair was misdiagnosed the Plan does not pay for additional labour or parts to correctly repair the device.

No Lemon Guarantee Plan

During the term of the Extended Warranty Plan, if the Equipment is a new Mac and had three previous repairs to a major component (e.g. logic board), and requires a fourth covered major repair, the Administrator will either provide replacement Equipment that is equal or better functionality, or issue a credit for the current Loss Value, not to exceed the original purchase price as calculated in the section headed Loss Value usable at a SimplyGuard reseller location. If the Equipment was purchased new within 90 days of the fourth-service claim the Administrator will replace the Equipment with new Equipment of the same model or one of equal or greater functionality. The No Lemon Guarantee is deemed to be fulfilled immediately upon the replacement of the Equipment or a store credit being issued. The No Lemon Guarantee will not be transferred to the new Equipment.

Guaranteed Service Fee (GSF) Plan

The Guaranteed Service Fee (GSF) Plan provides parts and labour repairs for a guaranteed fee for a new Mac or a new iPad or a new Apple Watch or an iPhone after unintentional damage has occurred which is not covered by other warranties. It commences immediately from the invoice date and continues for as long as your account is in good standing, and terminates at the end of the term specified on the original sales invoice or upon the expiry of this agreement, whichever is soonest.

GSF coverage only applies to operational or mechanical failure caused by mishandling that is the result of an unexpected and unintentional external event (e.g. drops and liquid contact) that arises from your normal daily usage of the Equipment as intended for such Equipment. GSF coverage does not cover theft of all or part of the Equipment, or cosmetic damage, or normal wear and tear or reckless conduct associated with handling and use of the Equipment.

The Equipment is eligible for a maximum two (2) GSF events during the term of this Agreement. On first GSF event the Plan agrees to repair the Equipment for the following fixed fee: \$129.99 for a Mac or \$129.99 for an iPhone (\$39.99 on display only repair) or \$49.99 for an iPad, or \$89.99 for an Apple Watch plus applicable tax. On the second GSF event the Plan agrees to repair the Equipment for the following fixed fee: \$259.99 for a Mac, or \$129.99 for an iPhone, or \$99.99 for an iPad, or \$89.99 for an Apple Watch plus applicable tax. An "GSF event" is defined as an occasion when the Equipment is brought into a service centre for servicing the damage caused by mishandling and not covered by other warranties. You may be asked to provide an explanation of where and when the accident occurred with a detailed description of the actual event. The claim will be denied if you fail to pay a service fee or fail to provide information relating to the accident when asked.

Repair Protection Plan

Applies only to short-term rentals of iPhones when; 1) your iPhone is in service for repair 2) the repair estimate has been paid in full 3) there have been no unauthorized modifications to the iPhone 4) the cost of the final repair is greater than the original estimate. In this event the Plan will pay the difference in cost for the repair.

Exclusions

This Agreement does not apply to Equipment with a serial number that has been altered, defaced or removed. This Agreement does not apply to any Equipment that is missing parts or has been altered or repaired without prior consent from the Administrator or to damage caused by acts of God or natural disasters, or intentional acts and it excludes coverage for any components that are covered by any recall or quality programs provided by Apple Canada Inc.

This Agreement does not apply to cosmetic damage to the Equipment, including but not limited to scratches and dents, that do not otherwise affect the functionality of the Equipment; moreover, the Agreement does not apply to defects caused by normal wear and tear or which is otherwise due to normal aging of the product. The Extended Warranty Plan for a Pre-owned Mac covers the battery and power adapter for a maximum of 1 year from the warranty start date. The Extended Warranty Plan for a new Mac, new Apple Watch, iPhone and new iPad covers the battery and power adapter to a maximum of three years from the original purchase date of the product as new or the end of the Extended Warranty Plan, whichever is soonest. If this Agreement is part of a Lease the Administrator may choose to apply any portion of the Loss Value to the last lease payments and, or the final buyout sum. The Administrator may cancel this Agreement at any time and only be responsible for refunding any paid, but unused portion of the Agreement's premium (if any) and compensating the Lessee for any warranty or GSF events up to and including the cancel date.

Service Options

You can bring the defective Equipment into any Simply Computing Service Centre location for diagnosis and repair.

If you are located over 100km from a Simply Computing Service location, and within 100km of an Apple Retail Store, you may have your computer repaired at the Apple Retail Store without prior authorization by the Administrator. This option is not available for Guaranteed Service Fee claims.

If no Apple Retail store is within 100km you may contact the Administrator for a list of authorized Service Providers in your area. Submit the repair estimate to the Administrator for approval. If service approval is given, have the repair completed.

Pay the Apple Store or Service Provider for the repair and submit the paid repair invoice with a detailed service work order to the Administrator for reimbursement. Only parts and labour and taxes may be reimbursed and only under the terms of this agreement. Shipping charges, loaners, or lost productivity due to Equipment failure are not reimbursable.

Loss Value

In the event that the damaged Equipment is not repairable, or the repair is the result of an Guaranteed Service Fee (GSF) event, the Administrator may require you, at your expense, to send the damaged Equipment to an address designated by the Administrator. Once the condition of the damaged Equipment has been verified, the Administrator may offer replacement Equipment that is equal or better, new or pre-owned, depending on availability.

Alternatively, at the sole option of the Administrator the Plan may provide a credit for the Loss Value of the Equipment at the time of the event as calculated using straight line depreciation* for each year. The starting value for the first year will be start at 100% of the invoice price of the Mac or iPad or Apple Watch or iPhone and the ending value will be as shown in the table below (60% for a Mac). This invoice price does not include the price of extended warranties or of other accessories.

For a Mac the beginning and ending value each year is:

Year 1: 100% of Invoice Price to 60% of Invoice Price
Year 2: 60% of Invoice Price to 45% of Invoice Price
Year 3: 45% of Invoice Price to 35% of Invoice Price
Year 4: 35% of Invoice Price to 25% of Invoice Price
Year 5: 25% of Invoice Price to 20% of Invoice Price

For an iPad, Apple Watch and iPhone the beginning and ending value each year is:

Year 1: 100% of Invoice Price to 45% of Invoice Price
Year 2: 45% of Invoice Price to 25% of Invoice Price
Year 3: 25% of Invoice Price to 15% of Invoice Price
Year 4: 15% of Invoice Price to 5% of Invoice Price

This loss value will go towards the purchase of replacement Equipment by the Administrator and you will be responsible for paying the difference between the Loss Value and the purchase price, plus taxes. If there is a subsequent replacement of protected Equipment, the Loss Value amount for any further events will be calculated on the invoice price of the original Equipment, not the replacement Equipment. The invoice start date used to calculate the Loss Value will remain the start date of the original Equipment, not the date of replacement of the Equipment.

SFS.Finance is the Administrator of these plans and reserves the right to alter product offerings and specifications at any time, without notice.

Customer Service 1.877.412.6899 claims@simplyguard.ca

Monday to Friday_8:30am - 5:00pm Pacific Time

2017.12.01