



Home Warranty Service Agreement

LONG LIVE HAPPY HOMES®



smile, you know
what to expect when
the unexpected happens.

- ✓ Unknown Conditions
- ✓ Failures due to Rust and Corrosion
- ✓ Roof Leak Repair

Certain items and events are not covered.

Please refer to exclusions listed in this Home Warranty Service Agreement.

Enroll: 2-10.com/warranty | 800.795.9595 **Request Service:** 2-10.com/warranty | 800.775.4736

You'll be happy to know you protected one of life's biggest investments with the most comprehensive and trusted home warranty service coverage from **2-10 Home Buyers Warranty®** (2-10 HBW). For seven out of every ten homes, a home system or appliance will fail during the course of one year... so relax knowing that you're saving money and your home is covered from these unforeseen, costly repairs.

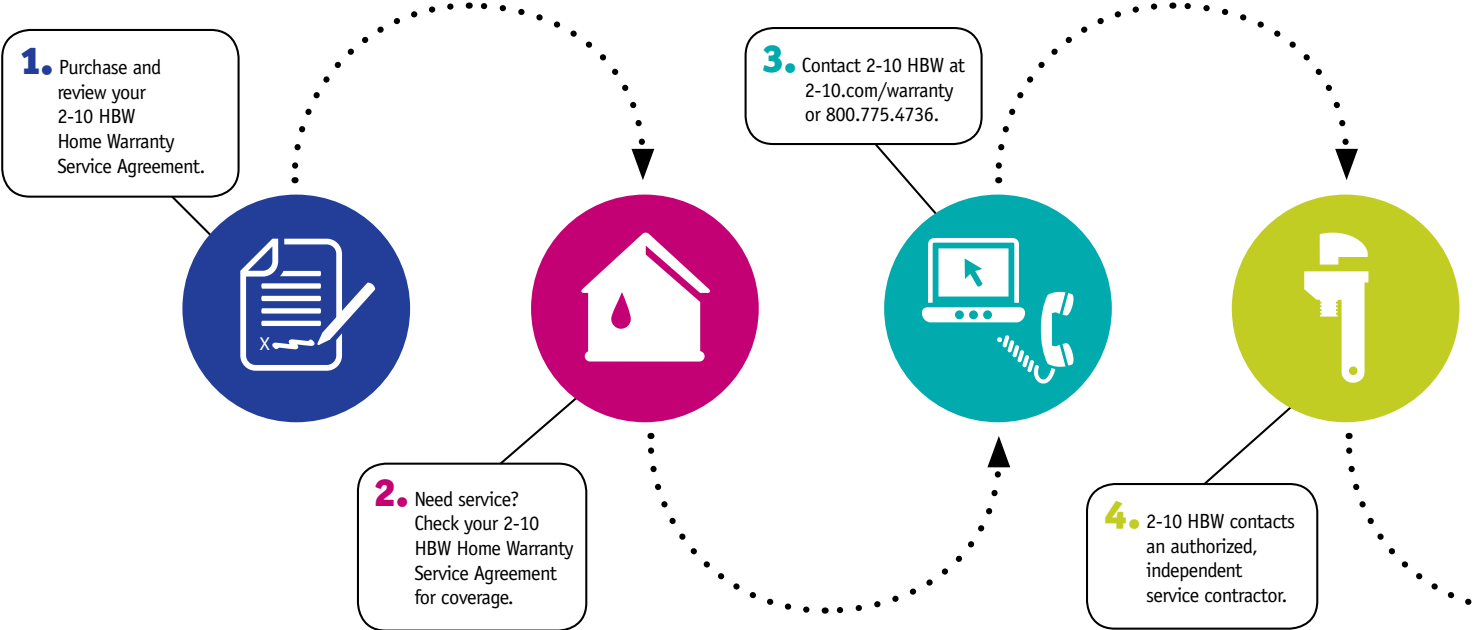
2-10 HBW has covered over 5.5 million new and pre-owned homes, and we have a network of more than 10,000 authorized, independent service contractors. One phone call, or a few clicks online, takes care of most everything. It's fast, it's easy... and we do the work.

You'll know that there is no substitute to working with the industry leader in home warranties.



relax, you have a home warranty with

Here's how it works:



When is my Home Warranty Service Agreement active?

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

How do I request service?

Contact us at [2-10.com/warranty](https://www.2-10.com/warranty) or **800.775.4736**, 24 hours a day, 7 days a week to request service. We will contact an authorized, independent service contractor within 4 hours during normal business hours and within 48 hours on weekends and holidays to assist in evaluating your request. In cases of emergency, we will expedite service and attempt to initiate service within 24 hours. An emergency is generally defined as a service issue resulting in: 1) no electricity, gas, water or toilet facilities to the entire home; 2) a condition that immediately endangers health and safety; 3) a condition that interferes with healthcare support of occupants; and/or 4) a system malfunction that causes ongoing damage to the home. If you should request non-emergency service outside of normal business hours, you will be responsible for additional fees, including overtime. Parts and labor are guaranteed for 60 days on authorized service requests.

2-10 HBW...

the best in the business.

5. You have a happily serviced home.



Who pays what?

A service request must be received by us during the Service Agreement period. **2-10 HBW will pay or reimburse you for covered costs that have been authorized. Service performed without prior authorization will not be paid.** You are obligated to pay the service fee or the actual cost to repair and/or replace, whichever is less, for each separate service call. A service call means each visit by an authorized, independent service contractor for a single service (plumbing, electrical, appliances, heating and air conditioning and pools/spas). Multiple visits to remedy the same problem require only one service fee. Your payment must be made prior to service completion. You may not place a new request for service when any previous service fee is outstanding. You will also be responsible for any costs required to complete the repair that are not covered by the Service Agreement. Certain costs, such as permits and haul away of old equipment, may be covered for the buyer if the Supreme Protection option is purchased. Any additional work performed by the independent service contractor, at your request, will be at your sole cost and risk.

here are the details... and some options.

Heating



	Seller Coverage	Buyer Coverage
INCLUDED, UP TO TWO SYSTEMS:		
Gas, electric, oil, gravity (centrally ducted only)	✓	✓
Steam or hot water heat system	✓	✓
Geothermal and water source system	✓	✓
Thermostats	✓	✓
Ductwork	✓	✓
Interior gas lines	✓	✓
Supreme Protection (OPTIONAL FOR BUYER ONLY)		
Electronic air and UV lamp filters or cleaners		✓
Registers and grills		✓
Filters		✓
Built-in heat lamps		✓
Permits up to \$250 per Service Agreement		✓
Haul away/disposal fees		✓
Items under manufacturer's warranty		✓

EXCLUDED:

- Coal or wood burning equipment, glycol systems, fireplaces, free-standing or portable heating units, fuel oil lines, fuel oil or propane gas storage tanks, flue venting, outside or underground piping and components for geothermal and/or water source systems, well pumps and well pump components for geothermal and/or water source systems, all components of zone controlled and energy management systems. Collapsed ductwork.

DOLLAR LIMITS PER SERVICE AGREEMENT:

- Steam, hot water heat or hydronic system - \$1,500.

- Geothermal and water source system - \$1,500.

- Concrete encased or concealed ductwork - \$500.

SELLER LIMITATIONS PER SERVICE AGREEMENT:

- Cost to diagnose, repair and/or replace the system - \$1,500.

To learn more, go to

2-10.com/heating

Air Conditioning and Heat Pump



	Seller Coverage	Buyer Coverage
INCLUDED, UP TO TWO SYSTEMS:		
Centrally ducted refrigeration systems, including heat pumps	*	✓
Geothermal and water source system	*	✓
Evaporative coolers and built-in electric wall units	*	✓
Thermostats	*	✓
Ductwork	*	✓
Upgrades related to 13 SEER and R410A regulations	*	✓
*Seller must purchase A/C and Heat Pump option for coverage.		
Supreme Protection (OPTIONAL FOR BUYER ONLY)		
Electronic air and UV lamp filters or cleaners		✓
Registers and grills		✓
Filters		✓
Window units		✓
Refrigerant recovery		✓
Permits up to \$250 per Service Agreement		✓
Haul away/disposal fees		✓
Items under manufacturer's warranty		✓

EXCLUDED:

- Water towers, humidifiers, chillers, pre-coolers. Geothermal underground piping, well pumps (and their components). Roof jacks, filters, all components of zone controlled and energy management systems. Free standing units and any type of gas units. Collapsed ductwork.

DOLLAR LIMITS PER SERVICE AGREEMENT:

- Geothermal and water source system - \$1,500.

- Water cooled air conditioners, high velocity and hydronic system - \$1,500.

- Concrete encased or concealed ductwork - \$500.

- Refrigerant lines - \$500.

SELLER LIMITATIONS PER SERVICE AGREEMENT:

- Cost to diagnose, repair and/or replace the system - \$1,500.

To learn more, go to

2-10.com/ac

Kitchen Appliances



	Seller Coverage	Buyer Coverage
INCLUDED:		
Range, oven, cooktop	✓	✓
Dishwasher	✓	✓
Built-in microwave	✓	✓
Refrigerator	✓	✓
Garbage disposal	✓	✓
Trash compactor	✓	✓
Supreme Protection (OPTIONAL 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, clocks and shelves, turntable platforms and rollers		✓
Dishwasher: racks, baskets, rollers, tub and interior lining, hinges, springs, latch assemblies and soap dispensers		✓
Permits up to \$250 per Service Agreement		✓
Haul away/disposal fees		✓
Items under manufacturer's warranty		✓

EXCLUDED:

- Range, oven, cooktop: meat probe assemblies, outdoor glass, 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: door glass, portable or counter top units, trim kits, meat probe assemblies, rotisseries.
- Appliances not located in the primary kitchen

DOLLAR LIMITS PER SERVICE AGREEMENT:

- Built-in or sealed refrigeration units - \$2,500.

To learn more, go to

2-10.com/appliances

more info to know...

- At times, State and Federal agencies will pass laws, or regulations, that change what is required when replacing part, or all, of a system such as heating, air conditioning or electrical. We will cover costs related to the failed item, but not costs related to the additional government requirements, except where noted.
- If we determine that replacement is necessary, it will be equipment of "like-kind". This means we will replace with equal or better efficiency equipment, but not necessarily the same brand or color, except where noted.

Plumbing



INCLUDED:	Seller Coverage	Buyer Coverage
Water, drain, waste or vent pipe leaks or breaks (including polybutylene)	✓	✓
Gas and electric water heaters (including tankless, power and direct vent units)	✓	✓
Water heater interior gas lines	✓	✓
Toilet tank, bowl, tank assembly parts and flange	✓	✓
Built-in bathtub whirlpool motor and pump assemblies	✓	✓
Drain line stoppages that can be cleared with a standard sewer cable	✓	✓
Primary, permanently installed sump pumps used for ground water	✓	✓
Pressure regulators	✓	✓
Valves: shower, tub, diverter, risers, angle stops and gate valves	✓	✓
Supreme Protection (OPTIONAL FOR BUYER ONLY)		
Faucets and faucet handles, including shower heads and arms		✓
Toilet wax ring seals		✓
Hose bibbs		✓
Corrections to code violations up to \$250 per Service Agreement		✓
Permits up to \$250 per Service Agreement		✓
Haul away/disposal fees		✓
Items under manufacturer's warranty		✓

EXCLUDED:

- Filters, sewage ejector pumps, drain line stoppages due to roots, performing diagnosis with camera, fixtures, shower enclosures, shower-base pans, strainers, caulking, grouting, lawn sprinkler systems, 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, flue venting, insufficient capacity.

DOLLAR LIMITS PER SERVICE AGREEMENT:

- Concealed/concrete encased water, gas, drain, waste, vent piping, leaks and breaks in the plumbing system - \$500.
- Polybutylene piping - \$500.
- Faucet repair and/or replacement - \$150 per faucet.
- Toilet replacement, in the event of sediment/calcium build-up - \$300 per toilet.

To learn more, go to

2-10.com/plumbing

Electrical and Garage Door Openers



INCLUDED:	Seller Coverage	Buyer Coverage
Electrical wiring	✓	✓
Switches, outlets and panel	✓	✓
Central vacuum	✓	✓
Doorbell system	✓	✓
Burglar and fire alarm systems	✓	✓
Telephone wiring	✓	✓
Attic, ceiling and exhaust fans	✓	✓
Garage door opener – all parts and components for up to three units	✓	✓
Supreme Protection (OPTIONAL FOR BUYER ONLY)		
Permanently installed lighting fixtures		✓
Garage door hinges, springs, remote sending units		✓
Built-in heat lamps		✓
Corrections to code violations up to \$250 per Service Agreement*		✓
Permits up to \$250 per Service Agreement*		✓
Haul away/disposal fees		✓
Items under manufacturer's warranty		✓

EXCLUDED:

- Data wiring, meter boxes, wiring outside the home/garage. Electronic or computerized energy management systems, lighting fixtures that are not hard wired or appliance management systems. 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.
 - Garage doors, garage door track/rail assembly, rollers or physical damage.
 - Intercoms related to doorbells.
- DOLLAR LIMITS PER SERVICE AGREEMENT
- Concealed wiring - \$500 per incident.

* Does not apply to garage door opener coverage.

To learn more, go to

2-10.com/electrical

Roof and Washer/Dryer



ROOF LEAK REPAIR INCLUDES:	Seller Coverage	Buyer 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 effective date of coverage.		✓
Flashing		✓

EXCLUDED:

- Gutters, chimneys, vent and drain lines, roof-mounted installations, leaks over 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.

DOLLAR LIMITS PER SERVICE AGREEMENT:

- Cost to diagnose, repair and/or replace - \$300.

CLOTHES WASHER AND DRYER INCLUDES:	Seller Coverage	Buyer Coverage
All components except those excluded		✓

EXCLUDED:

- Plastic mini-tub, soap dispensers, filter screens, knobs, dials, lint screen and damage to clothing. One washer and one dryer is covered per Service Agreement.

To learn more, go to

2-10.com/bonus



additional buyer options...

NEW

ADDITIONAL REFRIGERATOR, WET BAR REFRIGERATOR OR BUILT-IN WINE COOLER (PURCHASE UP TO TWO):

	Buyer Option
All components that affect the cooling operation of the unit including compressor, thermostat, condenser coil, evaporator and defrost system	✓
Wet bar refrigerator (up to 16 cubic feet)	✓
Built-in wine cooler (30 bottle maximum)	✓

EXCLUDED:

- Refrigerators with more than one compressor. Multi-media center, racks, shelves, doors, glides, slides, glass interior thermal shells, food spoilage, ice-makers and freezers which are not an integral part of the refrigerator.

DOLLAR LIMITS PER SERVICE AGREEMENT:

- Cost to diagnose, repair and/replace - \$500.

ENHANCED HVAC:

	Buyer Option
Plenum modification	✓
Condensing unit pads and package unit pads	✓
Stands	✓
Electrical cutoff switches	✓

EXCLUDED:

- Water towers, humidifiers, chillers, pre-coolers. Geothermal underground piping, well pumps (and their components). Roof jacks, filters, all components of zone controlled and energy management systems. Free standing units and any type of gas units. Collapsed ductwork.

DOLLAR LIMITS PER SERVICE AGREEMENT:

- The Enhanced HVAC Option - \$1,000.

FRESHWATER SWIMMING POOL/SPA EQUIPMENT:

	Buyer Option
All components and parts of the heating, pumping, pool-sweep motors and filtration systems.	✓
A spa, including an exterior hot tub and whirlpool, is also covered along with a swimming pool if the units utilize common equipment. If they do not utilize common equipment, an additional fee is required to cover the second set of equipment.	✓

EXCLUDED:

- Pool sweeps, skimmers, lights, jets, liners, concrete-encased, underground electrical, plumbing or gas lines, cleaning equipment, structural defects, solar equipment, chlorinators, sanitizing system and energy management systems. Water chemistry control equipment and materials, disposable filtration media, heat pump, valve actuator motor, remote control panels and switches. Saltwater circuit board and saltwater cell, unless option purchased.

DOLLAR LIMITS PER SERVICE AGREEMENT:

- Cost to diagnose, repair and/or replace - \$1,000.

NEW

SALTWATER SWIMMING POOL/SPA EQUIPMENT:

	Buyer Option
All items listed as covered for Freshwater Swimming Pool/Spa Equipment as well as saltwater cell and circuit board.	✓

EXCLUDED:

- All items listed as excluded for Swimming Pool/Spa Equipment as well as salt, panel box, remote controls and dials.

DOLLAR LIMITS PER SERVICE AGREEMENT:

- Cost to diagnose, repair and/or replace - \$1,000.

SEPTIC SYSTEM:

	Buyer Option
Septic tank, ejector pump from house to septic tank, line from house to septic tank	✓

EXCLUDED:

- Lift stations, tile fields and leach beds, insufficient capacity, ground-level clean out, pumping, grinder pumps. Coverage begins 30 days from date of closing.

DOLLAR LIMITS PER SERVICE AGREEMENT:

- Cost to diagnose, repair and/or replace - \$500.

WATER SOFTENER:

	Buyer Option
All components and parts of domestic water softener	✓

EXCLUDED:

- Conditions of insufficient or excessive water, water filters, water purification systems and water softening media.

WATER WELL MECHANICAL:

	Buyer Option
All components and parts of well pump if utilized for primary dwelling	✓

EXCLUDED:

- Well casing, pressure tank, piping or electrical lines leading to or connecting pressure tank and primary dwelling, holding or storage tanks and re-drilling of well, system/parts utilized for lawn sprinkler systems. Coverage begins 30 days from date of closing.

DOLLAR LIMITS PER SERVICE AGREEMENT:

- Cost to diagnose, repair and/or replace - \$500.



“Long Live Happy Homes®” says it all.

It says we are in the business of promises kept... and promises kept make our customers happy.

It says we have protected over 5.5 million new and pre-owned homes.

It says we partner with thousands of the nation's finest real estate professionals, home builders and service contractors who consider our 1-year renewable systems and appliances home warranty service agreement the most comprehensive protection available.

It says we relentlessly focus on reducing the financial risks for our millions of customers.

It says we welcome you as our next happy customer.



LONG LIVE HAPPY HOMES®

ADDITIONAL TERMS OF COVERAGE: To keep the cost of this Home Warranty Service Agreement (Agreement) affordable, we cannot cover everything. Cost limits for coverage are identified in the trade section under the title "DOLLAR LIMITS". Our team is available 24/7 to answer questions and explain terms of coverage at 2-10.com/warranty or 800.775.4736.

TERMS & CONDITIONS

We provide service for covered systems and/or appliances that:

1. are located within the perimeter of the main foundation of the principal residence and the attached garage located at the address shown, except exterior well pump, air conditioner, septic system and pool and/or spa equipment, are covered only if such option is selected;
2. do not operate correctly due to normal wear and tear;
3. are 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 Agreement. If on the effective date of this Agreement, the defect or malfunction of the covered system or appliance 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.);
4. are specified as "included" in the trade section. If a system or item is not specified as "included" then it is not eligible for service; and
5. are located in owned or rented residential property less than 5,000 square feet (for homes between 5,000 to 10,000 square feet an additional fee 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). Systems and appliances located in park model RVs, fifth wheels, motor homes, travel trailers and campers are not eligible for service.

A. PROVIDING SERVICE

1. No claim forms are used, but we must pre-approve service by an authorized, independent service contractor. 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, but they must call us for authorization prior to performing service. Your service contractor must be licensed and insured.

2. In instances where the cost of completing a full repair or replacement exceeds a stated "dollar limit", we will pay an amount equal to the contract "dollar limit" instead 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, as described in subsection b, below:

a. Instead of performing repair or replacement services, we may pay you cash. The amount of cash we will pay is the lesser of (i) what the ordinary customer would pay after negotiating the best price for such services in your area and without the benefits of this contract, or (ii) the amount we would pay for parts and labor for covered service based upon our contracts with authorized service contractors, this amount is usually less than retail cost or your actual cost. We are not obliged to extend such an offer in any particular instance. Such offers are typically made subject to restrictions.

b. We may offer cash payment instead of repairs or replacement (except as provided in (iv) below) when:

- (i) Following a response to a covered breakdown, the system or appliance would remain non-compliant with laws, regulations or code requirements;
- (ii) The system or appliance is subject to a manufacturer's recall for a defect unrelated to the covered breakdown; or
- (iii) A system becomes non-repairable and a replacement system is no longer available; or
- (iv) A system or appliance does not operate because one or more component parts original to the equipment is not available, then the cash payment will not exceed the reasonable value of a similar part and associated labor.

B. LIMITATIONS OF LIABILITY

1. We solely determine whether covered systems or appliances and their components will be repaired or replaced. Replacement is "like-kind". For appliances and plumbing fixtures, "like-kind" replacement will be with equal or better quality equipment, unless previously noted in the trade section. For heating and air conditioning equipment, "like-kind" means equal energy efficiency rating, such as the SEER rating for air conditioning appliances. Except for 13-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 systems and appliances with the replacement system, appliance or component thereof; (b) any type of chemical or material needed to run the replacement systems, appliance or component including, but not limited to, differences in technology, refrigeration requirements or efficiency; or (c) mandates by federal, state or local governments.

2. When replacement systems or appliances of identical dimensions are not readily available, we are responsible for installation of "like-kind" equipment but not for the cost of construction or carpentry needed because of the different dimensions. We are not responsible for upgrades or matching color or brand.

3. We do not correct to bring into compliance, nor pay for corrections of violations of building, fire, zoning code or local ordinances or state and federal laws or regulations unless for specific covered systems and appliances. Corrections to code violations are covered up to \$250 per Service Agreement, when the Supreme Protection option is purchased. We do not perform verification and/or diagnostic testing of ductwork the sealing of ductwork, and associated repair costs.

4. We are not obligated to perform if required permits or approvals cannot be obtained. We are liable for the costs of permits up to \$250 per Service Agreement only if the Supreme Protection option is purchased.

5. We are not liable for incidental, indirect, special, punitive or consequential damages or for bodily/personal injury or property damage.

6. When it is necessary to open walls, floors or ceilings to perform a covered service, we will restore surfaces to a rough finish only.

7. We are not responsible for the repair of any cosmetic defects, smells, noises or for the cost of cleaning any parts or equipment.

8. 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): 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, pet 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.

9. 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.

10. We do not remove any hazardous materials including asbestos; do not transport or store any hazardous materials; and do not perform any repairs where there is environmental contamination or if such repairs would cause contamination. We do not pay 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. If noted for specific covered systems and appliances, haul away fees are covered if the Supreme Protection option was purchased.

11. We do not perform repairs related to adequacy or capacity, manufacturer's recall, improper design, improper previous repair or problems caused by alterations, modifications or improper installation. We are not responsible for items under the manufacturer's warranty unless the Supreme Protection option is purchased.

12. We do not repair or replace systems or appliances classified as commercial by the manufacturer, or heating and air conditioning systems over five tons.

13. The maximum aggregate liability for all claims is \$25,000.00.

14. We reserve the right to obtain an additional opinion at our expense.

15. You are responsible for additional charges to remove or install non-related equipment in order to make repairs.

16. You are responsible for cleaning and/or maintaining as specified by the equipment manufacturer.

17. Covered systems or appliances no longer identifiable by model and serial number are limited to \$250 per unit.

C. LEASE OPTION HOMES

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

D. CONDOMINIUMS AND MULTI-FAMILY UNITS

1. If service coverage is for a duplex, triplex or fourplex dwelling unit and every unit is covered, then service will be provided for common systems and appliances. The same options must be purchased for each dwelling unit.

2. If the service request is for a dwelling unit within a building of five or more units, then only systems and appliances specific to the covered unit will be covered. Common grounds and facilities are excluded.

E. RENEWALS AND TRANSFER OF AGREEMENT

1. This 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.

2. If the covered home is sold during the term of this Agreement, you may transfer coverage to the next homeowner by notifying us at 800.795.9595.

F. CANCELLATION OR TERMINATION

You may cancel this Agreement at any time and is non-cancelable by us, except for:

1. Fraud or material misrepresentation concerning any covered item or any other facts related to this Agreement.
2. Nonpayment of fees.
3. 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 Agreement is canceled a pro rata refund of the purchase price of this Agreement for the unexpired term 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.

G. DISPUTES

We handle every claim separately. This means we review the unique cause(s) of your claim. We rely on the information you provide to our customer service representative about your system or appliance, and the information provided by the independent service contractor that inspects and repairs equipment failures. In the event you do not agree with our determination, we will engage in a commercially reasonable dispute resolution process of your choice but both you and we agree that your unique situation is not to be resolved in combination with any other homeowner that has a home service warranty.

H. STATE DISCLOSURES

This agreement is administered and obligated by, as well as, backed by full faith and credit of Home Buyers Resale Warranty Corporation ("the provider," "us" or "we"). **Virginia Residents:** This agreement is administered and obligated by, as well as, backed by full faith and credit of 2-10 Home Buyers Warranty of Virginia, Inc. ("the provider," "us" or "we.") **THIS WARRANTY IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER FOR INSURANCE.** If you're unable to contact or obtain satisfaction from the Provider you may contact the Commissioner via: Commissioner of Insurance P.O. Box 1157, Richmond, Virginia 23218 or 800.552.7945.

I. 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.

yes, I'm happy to sign up!

Order online at 2-10.com/warranty
or call 800.795.9595.

1. Property to be Covered

Address _____

City _____ State _____ Zip _____

2. Select Service Agreement (select one)

Note: For homes over 5,000 square feet and homes with 5 or more units, call for a quote.

Single-Family Home (under 5,000 square feet)

_____ \$340 Seller/Buyer Coverage with \$100 Service Fee **-OR-**

_____ \$380 Seller/Buyer Coverage with \$75 Service Fee

Condo/Townhome

_____ \$320 Seller/Buyer Coverage with \$100 Service Fee **-OR-**

_____ \$360 Seller/Buyer Coverage with \$75 Service Fee

Multi-Family Home

Buyer Coverage with \$100 Service Fee

_____ \$640 Duplex _____ \$960 Triplex _____ \$1,280 Fourplex **-OR-**

Buyer Coverage with \$75 Service Fee

_____ \$720 Duplex _____ \$1,080 Triplex _____ \$1,440 Fourplex

3. Select Additional Seller Options

_____ \$70 A/C and Heat Pump for the Seller (included for Buyer)

4. Select Additional Buyer Options

_____ \$40 Additional Refrigerator, Wet Bar Refrigerator or Built-In Wine Cooler (sold separately, purchase up to two)

_____ \$75 Enhanced HVAC

_____ \$160 Freshwater Swimming Pool/Spa Equipment

_____ \$350 Saltwater Swimming Pool/Spa Equipment

_____ \$160 Additional Freshwater Swimming Pool/Spa Equipment

_____ \$50 Septic System

_____ \$40 Water Softener

_____ \$80 Water Well Mechanical

_____ \$99 Supreme Protection

\$ _____ TOTAL COST (DUE AT CLOSE OF SALE)

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, administering and advertising.

5. Home Seller(s) and Buyer(s) Information

Seller(s) Name _____

Phone # _____ Email _____

Buyer(s) Name _____

Phone # _____ Email _____

Go Green – Go Paperless

Simplify and receive your confirmation and download your Home Warranty Service Agreement electronically.

Yes – I want to switch to paperless (*be sure to provide email above*)

6. Seller's and Buyer's Agent Information

Service Agreement Being Purchased By:

Seller's Agent Buyer's Agent Seller Buyer Other

SELLER'S AGENT INFORMATION

Agent Name _____

Real Estate Office _____

Phone # _____

Email _____

BUYER'S AGENT INFORMATION

Agent Name _____

Real Estate Office _____

Phone # _____

Email _____

CLOSING AGENCY/TITLE COMPANY

Name _____ Fax # _____

Address _____

Closing Date _____ File # _____

Email _____

7. Sign

Seller, by signing below, acknowledges that he or she has read this Home Warranty 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 Home Warranty 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. THE PURCHASE OF A RESIDENTIAL HOME WARRANTY SERVICE AGREEMENT IS OPTIONAL AND SIMILAR COVERAGE MAY BE PURCHASED THROUGH OTHER RESIDENTIAL SERVICE COMPANIES OR INSURANCE COMPANIES AUTHORIZED TO TRANSACT BUSINESS.

I accept to purchase coverage

WAIVER: After being advised of the benefits and costs of this Service Agreement, we decline coverage. We agree to hold the Broker and/or Agent harmless if there is later a failure that would have been covered under the Service Agreement.

Seller Signature _____ Date _____

Buyer Signature _____ Date _____

8. Order Your Warranty!

Plan Confirmation # _____

Order online: 2-10.com/warranty **Phone:** 800.795.9595 **Fax:** 800.331.2699

Make checks payable to: HBW of Virginia

PO Box 952931, St. Louis, MO 63179-2931



relax, you're covered...

LONG LIVE HAPPY HOMES®

	SELLER COVERAGE	BUYER COVERAGE
2-10 HOME BUYERS WARRANTY COVERED ITEMS:	<i>Seller coverage is complimentary, where allowed by law, and requires a commitment to purchase this Home Warranty Service Agreement for the buyer.</i>	\$340 / \$380 \$100 Service Fee / \$75 Service Fee
Air Conditioning & Heat Pump (up to two systems)	\$70 option	✓
Attic, Ceiling and Exhaust Fans	✓	✓
Built-In Bathtub Whirlpool Motor and Pump	✓	✓
Built-In Microwave	✓	✓
Dishwasher	✓	✓
Doorbell System	✓	✓
Drain Line Stoppages	✓	✓
Electrical Switches and Receptacles	✓	✓
Electrical Wiring	✓	✓
Fire and Burglar Alarms	✓	✓
Fuse Panels and Circuit Breaker Panels	✓	✓
Garage Door Openers (up to three)	✓	✓
Garbage Disposal	✓	✓
Heating System (up to two systems)	✓	✓
Permanently Installed Sump Pump	✓	✓
Plumbing System	✓	✓
Range, Oven and Cooktop	✓	✓
Refrigerator	✓	✓
Roof Leak Repair	buyer only	✓
Steam or Hot Water Heat Systems	✓	✓
Telephone Wiring	✓	✓
Thermostats (all types)	✓	✓
Toilet Assembly Parts	✓	✓
Trash Compactor	✓	✓
Washer/Dryer	buyer only	✓
Water Heaters (multiple units)	✓	✓

delight knowing you have these buyer options...

Additional Refrigerator, Wet Bar Refrigerator or Built-In Wine Cooler (sold separately, purchase up to two)	\$40
Enhanced HVAC	\$75
Freshwater Swimming Pool/Spa Equipment	\$160
Saltwater Swimming Pool/Spa Equipment	\$350
Additional Freshwater Pool/Spa Equipment	\$160
Septic System	\$50
Water Softener	\$40
Water Well Mechanical	\$80
Supreme Protection	\$99

Enroll: 2-10.com/warranty | 800.795.9595 Request Service: 2-10.com/warranty | 800.775.4736