



# Home Warranty Service Agreement

LONG LIVE HAPPY HOMES®



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

- ✓ Washer/Dryer for Buyer
- ✓ Refrigerator for Seller and Buyer
- NEW** Service Guarantee – Industry Exclusive!

Certain items and events are not covered.  
Please refer to exclusions listed in this Home Warranty Service Agreement.

Enroll: 2-10.com | 800.795.9595 Request Service: 2-10.com | 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 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 eligible, unforeseen costly repairs.

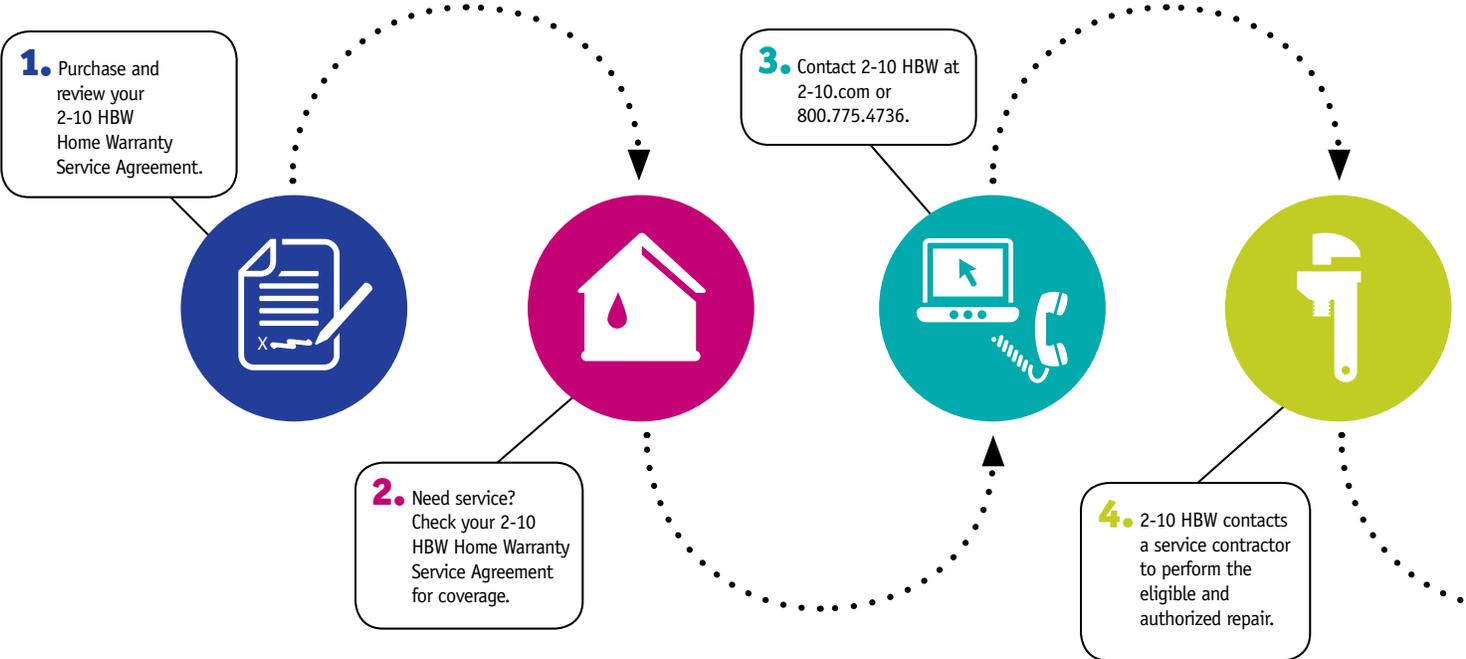
2-10 HBW has covered over 5.5 million new and pre-owned homes, and we have a network of authorized, independent service contractors. One phone call, or a few clicks online, takes care of most everything. It's fast, it's easy... and we do the work.

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. A Service Agreement with coverage details will be sent to the mailing address provided for the buyer, or if "Go Green" is selected, information will be sent electronically. 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 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** or **800.775.4736**, 24 hours a day, 7 days a week to request service. We will assign an authorized, independent service contractor to handle your eligible repairs. A service contractor will schedule a time during normal business hours to diagnose and repair your covered item; under normal circumstances, our service effort will be initiated within 48 hours. 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 system malfunction that causes ongoing damage to the home; 3) a condition that immediately endangers health and safety.

# 2-10 HBW... the best in the business.

## 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 costs that have been authorized for a covered repair. 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 a service contractor for a single service (plumbing, electrical, appliances, heating and air conditioning and pools/spas). The service fee is due when the service contractor arrives at the home. You may not place a new request for service when any previous service fee is outstanding. Certain non-covered costs, such as permits and haul away of old equipment, may be covered for the buyer when the Supreme Protection option is purchased. Any additional work performed by the service contractor, at your request, will be at your sole cost and risk.

5. You have a happily serviced home.



NEW

## What is the 2-10 HBW Service Guarantee?

You will not be charged a new service fee if the same part that was serviced by 2-10 HBW fails again within the term of the Service Agreement. Service performed within the last 30 days of the Service Agreement will be guaranteed for 30 days.

# here are the details... and some options.

## Heating



INCLUDED, UP TO TWO SYSTEMS:	Seller Coverage	Buyer Coverage
Centrally ducted gas, electric, oil and gravity heating systems	✓	✓
Steam, hydronic or hot water heat systems	✓	✓
Geothermal and water source system	✓	✓
Thermostats	✓	✓
Ductwork	✓	✓
Interior gas lines	✓	✓
<b>Supreme Protection (OPTIONAL FOR BUYER ONLY)</b>		
Filters		✓
Built-in heat lamps		✓
Permits up to \$250 per Service Agreement		✓
Haul away/disposal fees		✓
Items under manufacturer's warranty		✓
Improper installation/repair/modification when necessary to effect an eligible repair		✓

### 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.

### SELLER LIMIT:

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

### 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.

To learn more, go to

[2-10.com/heating](http://2-10.com/heating)

NEW

## HVAC Plus (OPTIONAL FOR BUYER ONLY)

Perform service related to mismatched systems, components having incompatible capacity ratings on covered system or other code violations deemed necessary to affect covered repairs and replacements to heating or air conditioning.

Buyer Option

✓

### EXCLUDED:

- Upgrades not related to an eligible repair.

### DOLLAR LIMITS PER SERVICE AGREEMENT:

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

## Air Conditioning and Heat Pump



INCLUDED, UP TO TWO SYSTEMS:	Seller Coverage	Buyer Coverage
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 regulations	*	✓
Upgrades related to R410A compatibility regulations, including plenum modification	*	✓
<b>*Seller must purchase A/C and Heat Pump option for coverage.</b>		
<b>Supreme Protection (OPTIONAL FOR BUYER ONLY)</b>		
Filters		✓
Window units		✓
Refrigerant recovery		✓
Condensing unit pads and package unit pads		✓
Electrical cut-off switches		✓
Permits up to \$250 per Service Agreement		✓
Haul away/disposal fees		✓
Items under manufacturer's warranty		✓
Improper installation/repair/modification when necessary to effect an eligible repair		✓

### EXCLUDED:

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

### SELLER LIMIT:

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

### 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.

To learn more, go to

[2-10.com/ac](http://2-10.com/ac)

## Appliances



INCLUDED:	Seller Coverage	Buyer Coverage
Built-in microwave	✓	✓
Clothes washer and dryer		✓
Dishwasher	✓	✓
Garbage disposal	✓	✓
Range, oven, cooktop	✓	✓
Refrigerator	✓	✓
Trash compactor	✓	✓
<b>Supreme Protection (OPTIONAL FOR BUYER ONLY)</b>		
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:

- Appliances not located in the primary kitchen, with the exception of clothes washer and dryer.
- Meat probe assemblies, outdoor glass, sensi-heat burners will only be replaced with standard burners for range/oven/cooktop.
- Multi-media center, racks, shelves, interior thermal shells, food spoilage and freezers which are not an integral part of the kitchen refrigerator.
- Door glass, portable or counter top units, trim kits, meat probe assemblies, rotisseries for built-in microwave.
- 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.
- Duplicate appliances.

### DOLLAR LIMITS PER SERVICE AGREEMENT:

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

To learn more, go to

[2-10.com/appliances](http://2-10.com/appliances)

## 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, sewer grinders, backflow preventers, drain line stoppages due to roots, performing diagnosis with camera, fixtures, water meters, 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, flue venting, insufficient capacity and solar equipment.

### DOLLAR LIMITS PER SERVICE AGREEMENT:

- Concealed/concrete encased water, gas, drain, waste, vent piping, leaks and breaks in the plumbing system - \$500.
- Polybutylene piping - \$1,000.
- 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](http://2-10.com/plumbing)

## Electrical, etc.



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](http://2-10.com/electrical)

## 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, appliances or electrical. We will cover costs related to the failed item, but not costs related to the additional government requirements. Corrections to code violations are covered up to \$250 per Service Agreement, with Supreme Protection, or when HVAC Plus is purchased.

• When replacing a system, we are responsible for installing replacement equipment and parts of similar features related to primary function, capacity and efficiency, but not for matching dimensions, brand or color. 2-10 HBW is not responsible for matching any feature of an existing system or appliance that does not contribute to the primary function of that system or appliance.

For more information on this, and other coverage details, see the "Terms and Conditions" on page 7 of this Service Agreement.

## Buyer Options



NEW

### ADDITIONAL REFRIGERATOR, BUILT-IN WINE COOLER, FREESTANDING FREEZER, WET BAR REFRIGERATOR (sold separately):

	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/or replace (per unit) - \$500.

NEW

### ROOF LEAK REPAIR:

	Buyer Option
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 - \$1,000.

# Buyer Options Continued

## SEPTIC SYSTEM:

Septic tank, ejector pump from house to septic tank, line from house to septic tank

Buyer  
Option  
✓

### 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.

## SWIMMING POOL—FRESHWATER/SPA EQUIPMENT:

All components and parts of the heating, pumping, pool-sweep motors and filtration systems.

Buyer  
Option  
✓

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:

- Cleaning equipment including pop-up heads, turbo valves, creepy crawlers and the like, skimmers, lights, jets, liners, concrete-encased, underground electrical, plumbing or gas lines, cleaning equipment, structural defects, solar equipment, chlorinators, sanitizing system, booster pumps for water features and energy management systems. Water chemistry control equipment and materials, disposable filtration media, heat pump, valve actuator motor, remote control panels switches and booster pumps for water features. All pool/spa equipment for a saltwater swimming pool or spa, unless option purchased.

### DOLLAR LIMITS PER SERVICE AGREEMENT:

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

## SWIMMING POOL—SALTWATER/SPA EQUIPMENT:

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

Buyer  
Option  
✓

### EXCLUDED:

- All items listed as excluded for Swimming Pool—Freshwater/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.

## WATER SOFTENER:

All components and parts of domestic water softener

Buyer  
Option  
✓

### EXCLUDED:

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

## WELL PUMP:

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

Buyer  
Option  
✓

### 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.

To learn more, go to

[2-10.com/bonus](http://2-10.com/bonus)



## **“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 ("Service 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 or 800.775.4736.

## TERMS & CONDITIONS

We provide service for covered systems and/or appliances:

1. that are located at the address shown and within the perimeter of the main foundation of the principal residence or the attached garage. The following items are covered outside the main foundation with applicable coverage: an exterior well pump, air conditioner, septic system, water heater, pressure regulator, pool or spa;
2. which do not operate correctly due to normal wear and tear;
3. are in place and in good and safe working order at the beginning of the service period. Coverage will apply to an existing defect or mechanical failure provided the defect or mechanical failure could not have been detected by a visual inspection and a simple mechanical test. A visual inspection of the covered item means that it is intact and without damage or missing parts that make the item inoperable. A system or appliance is in good and safe working order if the item functions normally without irregularity, smoke or other adverse outcome when operated.

(NOTE: Go to 2-10.com/HVAC-certification for our optional HVAC Certification program.)

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, daycare 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 some instances we may pay cash instead of performing a repair or replacement service, when: (i) the cost of completing a repair or replacement exceeds the stated "DOLLAR LIMIT"; or (ii) even after repair or replacement, the system or appliance remains non-compliant with laws, regulations or code requirements; or (iii) the system or appliance is subject to a manufacturer's recall for a defect unrelated to the covered breakdown.
  - a. If we elect payment, the amount will equal 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 Service Agreement; 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); or (iii) the "DOLLAR LIMIT" reduced by the service fee paid to the service contractor by you.
  - b. We are not obliged to extend such an offer in any particular instance. Such offers are typically made subject to restrictions. Some or all of such a payment may be made to you or a service contractor. We are not responsible for work performed by you when cash has been paid in lieu of services.

## B. LIMITATIONS OF LIABILITY

1. We solely determine whether covered systems or appliances and their components will be repaired or replaced. When replacing a system, we are responsible for installing replacement equipment and parts of similar features related to primary function, capacity and efficiency, but not for matching dimensions, brand or color. We are not responsible for matching any feature of an existing system or appliance that does not contribute to the primary function of that system or appliance. Except for 13 SEER coverage and R410A compatibility upgrades and code violations as outlined in number 3, 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 of systems or appliances of identical dimensions are not readily available, we are responsible for installation of replacement equipment, but not for the cost of construction or carpentry needed because of different dimensions.
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, with Supreme Protection, or when HVAC Plus 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 pay for restoration of surfaces to a rough finish only such as patch, tape, mud and/or sand.
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. Costs to repair failures due to inadequate capacity, manufacturer's recall, improper design, improper previous repair, problems caused by alterations or modifications, will be at homeowner's expense. Correction of improper installations or correction of mismatched equipment will be at homeowner's expense, except as part of Supreme Protection when necessary to effect an eligible repair. We do not repair 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.

## 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. Each unit in a duplex, triplex or fourplex must have a separate Service Agreement otherwise service will not 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 Service Agreement may be renewed at our option and where permitted by state law. In that event, you will be notified of the terms, conditions and rate of the offer. Agreement payment plans may be available and have an administrative processing and handling fee not to exceed 10%.
2. If the covered home is sold during the term of this Service Agreement, you may transfer coverage to the next homeowner by notifying us at 800.795.9595.

## F. CANCELLATION OR TERMINATION

The Provider is the responsible party for honoring cancellation requests. You may cancel this Service Agreement at any time and is non-cancelable by us (send your written request to us at cancellations@2-10.com), except for:

1. Fraud or material misrepresentation concerning any covered item or any other facts related to this Service 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 Service Agreement for the unexpired term less service cost(s), any other unpaid charges and a \$25 processing fee. **Georgia and South Carolina Residents:** Service cost(s) and \$25 processing fee will not be deducted.

**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 less service cost(s), any other unpaid charges and a \$25 processing fee to the party purchasing the Service Agreement. **Georgia Residents:** Service cost(s) and \$25 processing fee will not be deducted. **South Carolina Residents:** \$25 processing fee will not be deducted. Upon return of the agreement, refund or credit shall be performed within 45 days, or subject to a 10% penalty per month.

## 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 service contractor that inspects and repairs equipment failures within the Terms & Conditions of this Service Agreement. In the event you do not agree with our determination, we will engage in a commercially reasonable dispute resolution process of our 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 Warranty Service Agreement.

## H. STATE DISCLOSURES

This Limited Service Agreement is administered and obligated by Home Buyers Resale Warranty Corporation d/b/a 2-10 Home Buyers Warranty (the "Provider," "us," and "we"). The agreement holder is referred to as "you." Obligations of the Provider under this Service Agreement are backed by full faith and credit of the Provider (issuer) and are not guaranteed under an Agreement Reimbursement Insurance Policy. **Georgia Residents:** THIS IS NOT A CONTRACT OF INSURANCE. However, the performance of this Service Agreement is guaranteed by a surety bond written by: Westchester Fire Insurance Company, 1601 Chestnut Street, P. O. Box 41484, Philadelphia, PA 19101-1484, 215.640.1000. If we fail to pay any valid claim within sixty (60) days after proof of loss has been filed, you are entitled under Georgia law to make such a claim directly against Westchester Fire Insurance Company at the address shown above. Our cancellation of this Service Agreement will be in writing and conform to the requirement of Georgia Insurance Code §33-24-44. Coverage is limited to one- or two family residential building structures in Section D. Condominiums and Multi-Family Units. **South Carolina Residents:** This is not an insurance policy. You may contact the Department of Insurance at 1201 Main Street, Suite 100, Columbia, SC 29201, 800.768.3467.

## 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.



# relax, you're covered...

LONG LIVE HAPPY HOMES®

**2-10 HOME BUYERS WARRANTY  
COVERED ITEMS:**

	SELLER COVERAGE	BUYER COVERAGE
	<i>Seller coverage is complimentary, where allowed by law, and requires a commitment to purchase this Home Warranty Service Agreement for the buyer.</i>	<b>\$409 / \$449</b> <i>\$100 Service Fee / \$75 Service Fee</i>
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	✓	✓
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, Built-In Wine Cooler, Freestanding Freezer, Wet Bar Refrigerator (sold separately)	\$40
HVAC Plus	<b>NEW</b> \$99
Roof Leak Repair	\$100
Septic System	\$50
Supreme Protection	\$99
Swimming Pool—Freshwater/Spa Equipment	\$160
Swimming Pool—Saltwater/Spa Equipment	\$350
Swimming Pool—Additional Equipment	\$160
Water Softener	\$80
Well Pump	\$80

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