



**13**  
**mo.** WARRANTY

**We've Got You Covered**

NATIONAL



**COVERAGE THAT GIVES YOU REAL-LIFE ASSURANCE.**

- Enhanced Seller's Coverage
- No Cap on Refrigerant
- Re-Key Service

# BE PREPARED.

## Know the difference.

Unlike a homeowners insurance policy that covers rare occurrences such as fire, theft and severe weather damage, a contract with Home Warranty of America (HWA) protects you against life's everyday disasters – the frustrating home system and appliance breakdowns that disrupt your routine and wreak havoc on your monthly budget.



With HWA, you're *prepared* when essential home appliances and mechanical systems fail due to normal wear and tear, and *protected* against the surprisingly high cost to repair or replace them.

## Why choose HWA?

Home Warranty of America is a nationwide leader in the home warranty industry with two decades of experience helping homeowners feel confident when buying, selling or just plain living in their homes.

### Homeowners and real estate professionals depend on HWA for:

Best-in-Class selection of coverage and payment plans

Customer service 24/7/365

More than 120 items covered

Protection against unknown pre-existing conditions

FREE Seller's Coverage for up to 180 days

13 months of initial coverage

No age restrictions on home

Coverage for townhomes, condominiums and investment properties

Multi-year plans

Add-on options for fully customizable plans

National network of independent qualified service technicians\*



### ONLY HWA!

GreenPlus Option with  
ENERGY STAR®  
replacement products

### INCLUDED!

Refrigerant

### PLUS!

Easy online ordering,  
claims and  
informational videos!

# ▶ NOT SURPRISED.

## Protect your home and your budget.

Appliance and home system breakdowns are bound to happen. When they do, are you covered? A home warranty from HWA affords you **13 months of repair and replacement coverage for a fraction of the cost of just one major repair.**

### Typical repair and replacement costs WITHOUT HWA\*

Item	Repair	Replace
Washer	\$220	\$750
Dryer	\$220	\$750
Refrigerator	\$620	\$1,500
Oven	\$200	\$1,200
Dishwasher	\$200	\$650
Heating System	\$465	\$6,500

## We're here for you 24/7/365.



Our customer service organization is unmatched in the industry. With an average of 20+ years helping customers, rest assured that whether you need to report an emergency, make a claim, or simply ask a question, our customer service experts are ready to help.

## Need repair for a covered item?



Home Warranty of America boasts a national network of pre-screened independent service contractors who have the expertise to handle repair requests quickly and professionally.†



### Real Estate Professionals get VIP treatment at the Concierge Desk

- Toll-free VIP connection to HWA Specialists
- Streamlined response to your inquiries
- Extended hours during peak season

## REQUESTING SERVICE IS EASY!

**1** Call 888-492-7359 or visit [HWAHomeWarranty.com](http://HWAHomeWarranty.com)

**2** One of our service contractors will contact you to schedule an appointment

**3** You pay a small trade call fee based on your selected plan

\*Based on industry retail rates. Costs may vary in your geographic region. Please review the sample contract for specific terms and conditions. †HWA is not a contractor, but engages independent qualified service technicians to service homes.

## SAMPLE COVERAGE TERMS

### SHOULD YOU NEED SERVICE

PLEASE READ THIS CONTRACT CAREFULLY and then place your claim at [www.HWAHomeWarranty.com](http://www.HWAHomeWarranty.com) or by calling 1-888-HWA-RELY.

Have your Contract Number, make or model of the Covered Items, and Covered Property's complete street address available. You will pay the Trade Call Fee, stated on Your Coverage Letter, or the actual cost of Services, whichever is less, when the Authorized Repair Technician arrives at your home. Where this Contract requires a Covered Item to be in a certain condition as a prerequisite to coverage, or when a Service Request is made, **HWA reserves the right to request a copy of any visual or mechanical test that may have been performed by a home inspector or other licensed mechanical contractor.**

### DEFINITIONS

1. "Authorized Repair Technician" means the service contractor HWA assigns in response to Your request for Service.
2. "Contract" means this service contract between You and HWA, including the Coverage Letter and the Plan Coverage Summary.
3. "Coverage Letter" means the letter attached to this Contract that includes Your specific coverage information.
4. "Coverage Period" means the duration of this contract as identified on the Coverage Letter.
5. "Coverage Period Start Date" means the date listed on the Coverage Letter.
6. "Covered Property" means the address that is eligible for coverage and identified on the Coverage Letter. Covered Property must not be commercial property or residential property converted, in whole or in part, into a business.
7. "Covered Items" means: (i) systems and components as specifically described herein as "Included" and that are located inside the confines of the Covered Property dwelling or garage (well or septic pumps, air conditioners, or pools/spas located at, but not necessarily inside, the Covered Property dwelling or garage are Covered Items); (ii) **are in proper working order on the Coverage Period Start Date**; and (iii) become inoperative due to normal wear and tear, including breakdowns due to insufficient maintenance if, at the time the issue or breakdown, was unknown. Commercial-Grade Equipment and/or non-essential Components are not Covered Items.
8. "Home Owner" means any customer who is not a Home Seller.
9. "Home Seller" means a customer who is selling the Covered Property.
10. "HWA" "We" "Us" or "Company" means Home Warranty of America, Inc."
11. "Service" or "Services" means the diagnosis and performance of the work, including parts and labor, to repair or replace any Covered Item in accordance with the provisions set forth in this Contract.
12. "Trade Call Fee" means an amount due by You for a Service visit by an Authorized Repair Technician as listed on the Coverage Letter.
13. "You" and "Your" and the "Customer" means the person contracting for services covered by this Contract and/or whose name appears on the Coverage Letter.
14. "SEER Standard" mean the then-current U.S. Department of Energy Seasonal Energy Efficiency Ratio (SEER) requirement where the Covered Property is located.

### IMPORTANT

THIS IS A CONTRACT FOR REPAIR OR REPLACEMENT OF SPECIFIED APPLIANCES AND HOME SYSTEMS. **THIS IS NOT A CONTRACT FOR INSURANCE.** THE PURCHASE OF COVERAGE IS NOT MANDATORY, AND SIMILAR COVERAGE MAY BE PURCHASED THROUGH ANOTHER RESIDENTIAL SERVICE OR INSURANCE COMPANY. THIS CONTRACT COVERS ONLY COVERED ITEMS AND EXCLUDES ALL OTHERS UNLESS OTHERWISE STATED. SUBJECT TO ALL LIMITATIONS CONTAINED HEREIN, THIS CONTRACT PROVIDES COVERAGE FOR UNKNOWN DEFECTS IF THE DEFECT IS NOT DETECTABLE THROUGH VISUAL INSPECTION OR SIMPLE MECHANICAL TEST, AND THE COVERED ITEMS **ARE IN PROPER WORKING ORDER ON THE COVERAGE PERIOD START DATE.** UNLESS OTHERWISE SPECIFIED, ANY DOLLAR LIMIT MENTIONED IS IN THE AGGREGATE. **HOME WARRANTY OF AMERICA, INC. (HWA) WILL NOT REIMBURSE YOU FOR SERVICES PERFORMED WITHOUT HWA'S PRIOR APPROVAL.**

### CUSTOMER SERVICE

1. You must notify HWA as soon as a problem is discovered. HWA will accept service requests 24 hours a day, 7 days a week, 365 days a year. HWA will assign an Authorized Repair Technician within 48 hours. If You request Service outside of Authorized Repair Technicians' normal business hours (i.e. usually 8 AM - 5 PM in your time zone, M-F, subject to change), you will be responsible for any additional fees and/or overtime charges. In emergency situations, HWA will determine what repairs constitute an emergency (generally goods that are essential to health and safety, such as loss of heating, cooling, plumbing or substantial electrical service, and such service renders the home otherwise uninhabitable—and **not** related to a Force Majeure Event), and will make reasonable efforts to expedite emergency service.
2. HWA has the sole right to select the Authorized Repair Technician to perform the Service. **HWA will not reimburse for Services without its prior approval.**
3. You will pay the Trade Call Fee, listed on Your Coverage Letter, or the actual cost of Services, whichever is less, when the Authorized Repair Technician arrives at Your home. The Trade Call Fee is for each visit by an Authorized Repair Technician, except as noted below. The Trade Call Fee applies to **each call** dispatched and scheduled, **including but not limited to those calls wherein coverage is deemed excluded or denied under Your Contract.** The Trade Call Fee is due if you fail to be present at a scheduled time, or in the event you cancel a service call at the time when the Authorized Repair Technician is on the way to Your home, or already at Your home. Failure to pay the Trade Call Fee will result in the suspension of coverage until the proper Trade Call Fee is paid. After the Trade Call Fee is paid, coverage will be reinstated; however, the Coverage Period will not be extended to cover the suspension period.
4. No Services will be performed if the Authorized Repair Technician is prevented from entering the Covered Property due to the presence of animals, insects, unsafe conditions, or if the Covered Item is not easily accessible. In this event, the Trade Call Fee will still be owed.

If Services provided under this Contract should fail, then HWA will provide for the necessary repairs without an additional Trade Call Fee for a period of 90 days on parts and 30 days on labor

### COVERAGE TIME, RENEWAL AND PAYMENT

You must report defects or malfunctions to HWA during the Coverage Period of this Contract.

1. Coverage begins on the Coverage Period Start Date and continues until the Coverage Period End Date, as set forth in the Coverage Letter.
2. Optional coverage may be added within 30 days of the Coverage Period Start Date, after which additional optional coverage eligibility is subject to a 30-day waiting period.
3. If the Contract was entered into as part of a real estate transaction, Home Owner's Coverage, as set forth in the Coverage Letter will be suspended until payment is received.
4. Offer for future coverage is at HWA's sole discretion. You will be notified of rates and terms for continuation of coverage 30 days prior to the expiration of the initial Coverage Period End Date.
5. If you elect to renew coverage for an additional one-year period following the expiration of the initial Coverage Period (Renewal Term), you will be automatically renewed for additional one-year periods thereafter, unless you notify HWA in writing thirty (30) days prior to the expiration of the Renewal Term by mail at P.O. Box 850, Lincolnshire, IL 60069 or by email at [cancel@hwhomewarranty.com](mailto:cancel@hwhomewarranty.com). If You have any questions, You may contact HWA at 1-888-492-7359.
6. You will select Your payment method upon order of this Contract or upon renewal. Payment may be made in monthly installments or in full as indicated in your Coverage Letter. Contracts enrolled in monthly installment payment plans will auto-renew prior to the expiration of the initial Coverage Period and additional renewed Coverage Periods. You agree to make payment and understand and agree such payments will be debited from a pre-authorized credit card or checking account (unless you pay by check), based upon the payment plan You choose. You will not receive a monthly or annual bill. If Your payments are not current, We may refuse to provide Service under this Contract. Except as otherwise specifically stated in this Contract, your payments are non-refundable.



Including a home warranty in your real estate listing may help your home **sell faster and at a higher value.**

## HOME OWNER'S COVERAGE

This Section discusses included coverage [indicated by a ✓] for the Covered Property. HWA shows examples of components "not covered" to assist your understanding of this Contract, and examples are not exhaustive. **Your coverage depends upon the Plan you selected and any optional coverages You purchased. Your selected Plan is listed in the Coverage Selection section of Your Coverage Letter. The specific coverages included in that Plan are listed on the Plan Coverage Summary included with Your Coverage Letter. It is also important to review Limits of Liability.** Some coverages listed below may be available as stand-alone optional coverages.

HWA's sole responsibility is to arrange for an Authorized Repair Technician to provide Service in accordance with the terms of this Contract. **HWA IS NOT AN AUTHORIZED REPAIR TECHNICIAN** and will not actually perform the repair or replacement of any systems or components.

**HWA's obligation to pay for the repair or replacement of Covered Items is limited to \$5,000 in the aggregate per Covered Item and \$15,000 in the aggregate during the Coverage Period, unless otherwise noted.**

### STANDARD COVERAGE

The following coverages are included in the Gold Plan.

#### Kitchen Appliances – One (1) of each kitchen appliance per Covered Property

- ✓ Built-in Microwave
- ✓ Dishwasher (built-in only)
- ✓ Garbage Disposal
- ✓ Range/oven/cooktop (Gas or electric; built-in or free-standing)
- ✓ Trash compactor (built-in only)

**NOT COVERED:** rollers, seals, problems caused by bones or foreign objects other than food, interior linings, shelves, glass, knobs, Sensi-heat burners, portable range/oven/cooktop, lock and key assemblies, meat probe assemblies

#### Plumbing System

- ✓ Leaks and breaks of water, drain, gas, waste or vent lines, except if caused by freezing or roots
- ✓ Toilet tanks, bowls and mechanisms (replaced with builder's standard)
- ✓ Toilet wax seal rings
- ✓ Instant hot water dispensers
- ✓ Valves for shower, tub, and diverter angle stops, rinses and gate valves
- ✓ Permanently installed interior sump pumps (used for storm water only)
- ✓ Built-in bathtub whirlpool motor and pump assemblies
- ✓ Stoppages/clogs, including hydro jetting, within 125' of access point
- ✓ Polybutylene piping (**\$1,000 limit per Coverage Period**)
- ✓ Main line stoppages if a ground level clean out is available

**NOT COVERED:** stoppages and clogs that cannot be cleared by cable or hydro jetting, or that can only be cleared through roof vent, access to drain or sewer lines from vent or removal of water closets and/or toilets, costs to locate, access or install ground level clean out; hose bibs, fixtures, cartridges, bathtubs and showers or their associated faucet or drain mechanisms, sinks, toilet lids and seats, cabling or grouting, whirlpool jets, septic tanks, water softeners, pressure regulators, recirculating pumps, inadequate or excessive water pressure, sewage ejector pumps, re-routing of plumbing lines, holding or storage tanks, saunas or steam rooms, back-up and battery sump pump systems, basket strainers

**LIMITATIONS:** HWA WILL PAY NO MORE THAN \$1,000 FOR DIAGNOSIS, REPAIR OR REPLACEMENT OF ANY COVERED PLUMBING SYSTEM ITEM. HWA IS NOT RESPONSIBLE FOR COSTS TO ACCESS ANY COVERED ITEM THAT IS CONCRETE ENCASED OR OTHERWISE INACCESSIBLE. HWA WILL PAY NO MORE THAN \$2,000 IN THE AGGREGATE DURING THE COVERAGE PERIOD FOR ANY AND ALL PLUMBING REPAIRS REQUIRED DUE TO RUST.

#### Water Heater

- ✓ Parts and components of gas, tankless, electric, or oil water heaters, including circulating pumps, except:

**NOT COVERED:** solar water heaters or components, fuel, holding or storage tanks, noise, energy management systems, flues and vents, problems resulting from sediment, units exceeding 75 gallons, drain lines and drain line components

**LIMITATIONS:** HWA WILL PAY NO MORE THAN \$1,000 IN THE AGGREGATE DURING THE COVERAGE PERIOD FOR THE REPAIR OR REPLACEMENT OF TANKLESS OR OIL WATER HEATERS.

#### Electrical System

- ✓ Parts and components, except:

**NOT COVERED:** fixtures, carbon monoxide alarms, detectors or related systems, intercoms and doorbell systems associated with intercoms, inadequate wiring capacity, solar power systems and panels, direct current (D.C.) wiring or components, attic and whole house fans, damages due to power failure or surge, circuit overload, solar components, energy management systems

**LIMITATIONS:** HWA WILL PAY NO MORE THAN \$2,000 IN THE AGGREGATE DURING THE COVERAGE PERIOD FOR ANY AND ALL COVERED ELECTRICAL REPAIRS REQUIRED DUE TO RUST.

#### Ductwork

- ✓ Duct from heating unit to point of attachment at registers or grills

**NOT COVERED:** registers and grills, insulation, asbestos-insulated ductwork, flues, vents and breaching, ductwork exposed to outside elements, separation due to settlement and/or lack of support, damper motors, electronic, computerized and manual systems management and zone controllers, diagnostic testing of, or locating leaks to, ductwork including but not limited to as required by law, ordinance or regulation, or when required due to the installation or replacement of system equipment

**LIMITATIONS:** WHEN AUTHORIZED REPAIRS REQUIRE ACCESS TO DUCTWORK, HWA WILL ONLY PROVIDE DIAGNOSIS, REPAIR, SEALING, OR REPLACEMENT TO DUCTWORK THROUGH UNOBSTRUCTED WALLS, CEILINGS OR FLOORS (OBSTRUCTIONS INCLUDE BUT ARE NOT LIMITED TO FLOOR COVERINGS, APPLIANCES, SYSTEMS AND CABINETS). IF THE DUCTWORK IS ACCESSIBLE ONLY THROUGH CONCRETE ENCASED FLOOR, WALL, OR CEILING HWA WILL PAY NO MORE THAN \$1,000 FOR DIAGNOSIS, REPAIR, OR REPLACEMENT OF SUCH DUCTWORK, BUT WILL NOT COVER ANY COSTS AS A RESULT OF, OR DETERMINED BY, DIAGNOSTIC TESTING.

#### HVAC System Generally (Residential, 5-ton capacity or less)

IF THE MAIN HVAC SYSTEM OF HEAT IN YOUR HOME FUNCTIONS AS BOTH AN A/C UNIT, AND A HEATING SYSTEM, THEN IT IS SUBJECT TO ALL A/C AND ALL HEATING SYSTEM LIMITATIONS LISTED BELOW. HWA's obligation to pay for the repair or replacement of Covered Items is limited to \$5,000 in the aggregate per type of Covered Item. For example, if there are two HVAC units on the Covered Property, HWA's obligation to pay for the repair or replacement of the two HVAC units is \$5,000 total for both, not \$5,000 each.

- ✓ All components and parts of geothermal/water source heat pumps that are located within the foundation of the home or attached garage

#### Heating System/Furnace (Residential, 5-ton capacity or less)

- ✓ All components and parts necessary for the operation of the system, including heat pumps which heat and cool the home
- ✓ For units below SEER and/or R-22 equipment and when HWA is unable to facilitate repair/replacement of failed items at the current SEER rating or with R-22 equipment, repair/replacement will be performed with SEER/R-410A equipment and/or 7.7 HSPF or high compliant and plenum, indoor electrical and duct connections and air handling transition when requiring SEER or R-410A compatibility changes

**NOT COVERED:** baseboard casings, oil storage tanks, portable units, solar heating systems, fireplaces, key valves, filters, electronic air cleaners, registers, grills, clocks, timers, heat lamps, fuel storage tanks, vents, humidifiers, gas heat pump systems, outside or underground piping and components for geothermal and/or water source heat pumps, Management Systems [i.e. an energy management system controlled outside of the standard controls, including but not limited to smart phone applications that can interface with your thermostat/HVAC unit; or a built in damper system that can modify airflow to sections of a property], improper use of metering devices, condensate pumps, after market inducer fan motors, pellet stoves, cable heat, wood stoves, solar heating and components

**LIMITATIONS:** COVERAGE UNDER THIS SECTION IS LIMITED TO THE MAIN HEATING SOURCE NOT TO EXCEED A 5 TON CAPACITY. DURING THE COVERAGE PERIOD, HWA WILL PAY NO MORE THAN \$1,500 PER COVERED SYSTEM AND COMPONENT FOR DIAGNOSIS, ACCESS, AND REPAIR OR REPLACEMENT OF ANY HOT WATER OR STEAM CIRCULATING HEATING SYSTEMS OR GEOTHERMAL/WATER SOURCE HEAT PUMP.

#### Air Conditioning/Cooling System (Residential, 5-ton capacity or less)

- ✓ All components and parts of ducted electric central air conditioning and ducted electric wall air conditioning
- ✓ For units below SEER and/or R-22 equipment and when HWA is unable to facilitate repair/replacement of failed items at the current SEER rating or with R-22 equipment, repair/replacement will be performed with SEER/R-410A equipment and/or 7.7 HSPF or higher compliant

**NOT COVERED:** gas-fueled systems, condenser casings, registers and grills, filters, electric air cleaners, window and/or non-ducted wall units, water towers, humidifiers, improperly sized units, chillers and components, all exterior condensing, cooling and pump pads, roof mounts, jacks, stands or supports, condensate pumps, outside or underground piping and components for geothermal and/or water source heat pumps, electronic, Management Systems, mismatched condensing unit and evaporative coil per manufacturer specifications, improper use of metering devices

#### Doorbells

✓ All parts and components, except:

**NOT COVERED:** door bells associated with intercom systems, video and/or monitors, and battery-operated door bells

#### Ceiling Fans and Exhaust Fans

✓ Motors      ✓ Bearings  
✓ Switches     ✓ Blades  
✓ Controls

**NOT COVERED:** Whole house fans, belts, shutters, filters, light fixture

**LIMITATIONS:** HWA WILL PAY NO MORE THAN \$400 IN THE AGGREGATE DURING THE COVERAGE PERIOD.

#### Central Vacuum

✓ All mechanical system components and parts

**NOT COVERED:** ductwork, blockages, accessories

**LIMITATIONS:** HWA WILL PAY NO MORE THAN \$400 IN THE AGGREGATE DURING THE COVERAGE PERIOD FOR DIAGNOSIS AND REPAIR OF EACH VACUUM.

#### Burglar and Fire Alarm Systems

✓ All components and parts

**NOT COVERED:** any wiring or parts located outside the main confines of the home, batteries, video and/or monitors, sprinkler alarms and systems

**LIMITATIONS:** HWA WILL PAY NO MORE THAN \$400 IN THE AGGREGATE DURING THE COVERAGE PERIOD FOR DIAGNOSIS AND REPAIR OF EACH BURGLAR AND FIRE ALARM SYSTEM.

#### Garage Door Opener

✓ All components and parts of the garage door opener, except:

**NOT COVERED:** garage doors, adjustments, Infra-red sensors, chains, tracks, rollers, hinges, and springs

#### Instant Hot Water Dispenser

✓ Parts and components

### ADDITIONAL COVERAGE/UPGRADE OPTIONS

The following additional coverages are available at Your option. Your coverage depends upon the Plan and optional coverages you selected. Your selected Plan and any optional coverages are listed on Your Coverage Letter. **The same standard coverage inclusions, exclusions and limitations as Home Owner's Coverage apply to Optional Coverage. Additional Coverage/Upgrade Options are available for Home Owners only, not available to add to Listing Coverage, unless stated as 'Included' under Listing Coverage.**

#### PREMIUM UPGRADE

Premium Coverage adds certain coverage to the heating, cooling, plumbing, and kitchen appliances that are otherwise excluded. Premium Upgrade includes:

**Kitchen Appliances:** racks, baskets, rollers, door seals, interior linings, rotisseries, clocks, lighting, handles and knobs, and removable buckets

**Plumbing:** Fixtures and cartridges, faucets, shower heads and shower arms (replaced with chrome builders' standard), interior hose bibs, toilets of similar quality (**\$500 limit on toilets**)

**Water Heater:** problems resulting from sediment

**Heating System:** filters

**Air Conditioning/Cooling System:** Filters, costs related to refrigerant recapture, and window units

**Garage Door Opener:** remote receiving/transmitting devices, hinges and springs

#### ORANGEPLUS UPGRADE

OrangePlus Coverage adds certain coverage to Standard coverages that are otherwise excluded. OrangePlus offers the following upgrades:

- ✓ Increases toilet replacement of similar quality up to \$600 in the aggregate
- ✓ Building code violations up to \$250 in the aggregate
- ✓ Building permits up to \$250 per occurrence
- ✓ Increases professional series appliances to \$2,500 for each eligible appliance
- ✓ Removal of all defective equipment that is replaced by HWA under the terms of this Contract
- ✓ Coverage of systems with mismatched components, and improperly installed systems

**LIMITATIONS:** HWA WILL PAY NO MORE THAN \$750 IN THE AGGREGATE DURING THE COVERAGE PERIOD FOR ANY IMPROPERLY MISMATCHED AND/OR UNKNOWN IMPROPER INSTALLATION. HWA WILL REPAIR OR REPLACE ANY COVERED ITEM THAT FAILS OR IS IDENTIFIED DUE TO AN ASSOCIATED FAILURE THAT WAS NOT PROPERLY MATCHED IN SIZE OR EFFICIENCY, AND/OR IMPROPERLY INSTALLED, PROVIDED THAT IT WAS UNKNOWN OR COULD NOT BE KNOWN TO THE HOME SELLER, HOME OWNER, REAL ESTATE OR OTHER AGENT BY A VISUAL INSPECTION OR SIMPLE MECHANICAL TEST PRIOR TO THE COVERAGE PERIOD START DATE. IF A SERVICE REQUEST IS MADE PURSUANT TO THIS CONTRACT OPTION, **HWA RESERVES THE RIGHT TO REQUEST A COPY OF ANY VISUAL OR MECHANICAL TEST THAT MAY HAVE BEEN PERFORMED BY A HOME INSPECTOR OR OTHER LICENSED MECHANICAL CONTRACTOR.**

**EXCLUSION:** CODE VIOLATIONS FOR ITEMS NOT LOCATED ON THE COVERED PROPERTY.

#### GREENPLUS UPGRADE

✓ If a dishwasher, refrigerator, clothes washer, heating system (limited to gas furnace), or water heater breaks down and it cannot be repaired, HWA will replace as follows:

- The dishwasher, refrigerator and clothes washer will be replaced with an ENERGY STAR® Qualified product (subject to availability), including a unit with all other similar features as the existing one
- The heating system will be replaced with a 90 percent efficiency model
- The water heater will be replaced with a tankless water heater

**LIMITATIONS:** HWA WILL PAY NO MORE THAN \$1,500 FOR UPGRADE REPLACEMENT OF TANKLESS WATER HEATERS AND WILL ONLY PAY UPON PROOF OF REPLACEMENT. RECEIPT FOR REPLACEMENT MUST BE PROVIDED TO HWA WITHIN THE COVERAGE PERIOD. NO COSTS FOR MODIFICATIONS OR ALTERATIONS WILL BE PAID FOR A HEATING SYSTEM.

#### SEER/R-410A MODIFICATIONS UPGRADE

- ✓ Modifications or upgrades to valve line sets, evaporator coils, stands, plumbing
- ✓ Additional costs associated with evacuating and cleaning the system of all R-22 refrigerant and crane charges required for completion of install of the evaporator coil

**NOT COVERED:** permits, cleaning, disposal or ductwork testing/sealing

**LIMITATIONS:** HWA WILL PAY NO MORE THAN \$1,000 IN THE AGGREGATE DURING THE COVERAGE PERIOD FOR THE ABOVE COVERAGES **ONLY** IN THE EVENT GOVERNMENT REGULATIONS PREVENT HWA FROM REPAIRING OR REPLACING A COVERED AIR CONDITIONING SYSTEM, OR HEATING SYSTEM, WITH ONE OF SIMILAR EFFICIENCY OR CAPACITY AND HWA PROVIDES AN UPGRADED UNIT PURSUANT TO THIS CONTRACT.

#### Kitchen Refrigerator with Ice Maker

- ✓ Parts and components
- ✓ Integral freezer unit

**NOT COVERED:** racks, shelves, ice crushers, water and ice dispensers and their respective equipment, water lines and valve to ice maker, mini fridges, wine coolers, interior thermal shells, freezers which are not an integral part of the refrigerator, food spoilage, door seals, lighting, handles, units moved out of the kitchen, audio/visual components, and internet connection equipment



**HWA Premium Coverage** offers coverage on 30+ items not typically covered by other home warranty contracts!

### Washer/Dryer Package

- ✓ Parts and components of the clothes washer
- ✓ Parts and components of the clothes dryer

**NOT COVERED:** plastic mini-tubs, soap dispensers, filter screens, knobs and dials, door seals, venting, and lint screens

### Re-Key Services

- ✓ Re-key up to six (6) locks (including deadbolts) inside main confines of the home or garage—attached or unattached—with up to four (4) new keys

**NOT COVERED:** repair or replacement of doors, door handles, knobs, or locks

### Telephone Line

- ✓ Parts and labor costs for repairs of all fittings, splitters, outlets and other passive equipment for inside telephone wire and telephone jacks, inside cable wire and cable outlets, and inside internet wire and internet connections

**NOT COVERED:** Structured Wiring Panels, recreational vehicle wiring, outside drop wiring, installation of new jacks, installation of additional wire beyond that which is required to be repaired to reestablish the functions of the Covered Items, and running additional wire through the walls

**LIMITATIONS:** COVERAGE IS ONLY AVAILABLE FOR COVERED PROPERTIES WITH AN ELECTRICAL SERVICE ENTRANCE RATED AT OR BELOW 400 AMPS.

### Stand Alone Appliances

- ✓ For each additional stand-alone refrigerator or freezer, all components and parts, including integral freezer unit

**NOT COVERED:** ice crushers, water lines and valve to ice maker, mini fridges, wine coolers, interior thermal shells, food spoilage, door seals, handles, units moved out of the kitchen

**LIMITATIONS:** HWA will pay no more than \$1000 in the aggregate during the Coverage Period for repair or replacement of a Stand-Alone Freezer.

### Pool and/or Spa Equipment (in-ground or built into a patio deck)

- ✓ All above ground components and parts of the heater, pump, filter, pool sweep motor, and timer
  - Both pool and spa are covered (including exterior hot tub and whirlpool) if they utilize common equipment
  - One pool or spa if the common equipment is not utilized (unless an additional coverage fee is paid)

**NOT COVERED:** lights, liners, electrical, plumbing or gas lines, structural defects, solar equipment, jets, fuel storage tanks, control boards, switches, panels, or any cleaning equipment, ornamental fountains and similar equipment, pool cover and related equipment, booster pump, disposable filtration medium, water chemistry control equipment, fill line, fill valves, valve actuators, turbo valves, pop-up heads and similar components

**LIMITATIONS:** HWA WILL PAY NO MORE THAN \$1,000 IN THE AGGREGATE DURING THE COVERAGE PERIOD.

### Salt Water Pool Equipment

- ✓ Pool/Spa Equipment Coverage (see this coverage for more details)
- ✓ Circuit board and salt cell of salt water pool

**NOT COVERED:** Salt

**LIMITATIONS:** HWA WILL PAY NO MORE THAN \$1,500 IN THE AGGREGATE DURING THE COVERAGE PERIOD.

### External Water Line Repair (may be added within 30 days of Coverage Period Start Date)

- ✓ Coverage begins 30 days after Contract Start Date or the date this coverage was added.
- ✓ Leaks or breaks due to normal wear and tear of portion of the water service line that You own between the utility's point of responsibility or from Your well pump discharge line (excluding casement/pitless adapter) up to the inlet side of the water meter or shut-off valve of the Covered Property, up to a maximum **aggregate limit of \$5,000 each Coverage Period. This limit includes the cost of any permits required to perform services under this Contract.**
- ✓ If original parts are unavailable or more costly, COMPATIBLE, AFTERMARKET, SUBSTITUTE, REMANUFACTURED, OR RECYCLED PARTS MAY BE USED FOR THE REPAIRS.

- ✓ If a public sidewalk or street is required to be cut or excavated to conduct the repairs, HWA will cover the costs to repair such section of the public sidewalk or street, up to a maximum **aggregate limit of \$5,000 each Coverage Period.**

- ✓ Landscape restoration up to a maximum **aggregate limit of \$500 each Coverage Period** to address any remedial action You undertake to fix landscaping damaged by the repairs, but only if You provide HWA proper documentation of such expenses during the Coverage Period.

**NOT COVERED:** relocating any water meter at the time of repair, unless required by applicable law, external water lines not owned by You, clogs or blockage of Your external water line, pressure switches, meter vaults, shared or branch lines, storage or pressure tanks, main shut-off valves that are not leaking, moving any section of Your external water line unless necessary to complete a covered repair, removal of debris or obstacles needed to access and repair Your external waterline, repairs required by any local, state, or federal agency inspection, unless otherwise covered by this Contract, updates to non-leaking portion of Your external water line to meet requirements of applicable law, movement or repair of buried wells at above ground, well equipment or well-related components, repairing private paved, asphalt and/or concrete surfaces or structures, costs associated with opening and closing any portion of the Covered Property's foundation or slab to access Your external water line, and thawing any frozen section of the external water line.

### External Sewer and Septic Line Repair (may be added within 30 days of Coverage Period Start Date)

- ✓ Coverage begins 30 days after Contract Start Date or the date this coverage was added.
- ✓ Leaks, blocks or breaks due to normal wear and tear or tree roots of the portion of the dew service line You own from the utility's point of responsibility or from Your septic tank to the point where Your sewer or septic tank enters the Covered Property at the foundation, up to a maximum **aggregate limit of \$5,000 each Coverage Period** (this limit includes the cost of any permits required to perform services under this Contract), **so long as the external sewer or septic line is in proper working order on the Coverage Period Start Date.**
- ✓ If original parts are unavailable or more costly, COMPATIBLE, AFTERMARKET, SUBSTITUTE, REMANUFACTURED, OR RECYCLED PARTS MAY BE USED FOR THE REPAIRS.
- ✓ If a public sidewalk or street is required to be cut or excavated to conduct the repairs, HWA will cover the costs to repair such section of the public sidewalk or street, up to a maximum **aggregate limit of \$5,000 each Coverage Period.**
- ✓ Landscape restoration up to a maximum **aggregate limit of \$500 each Coverage Period** to address any remedial action You undertake to fix landscaping damaged by the repairs, but only if You provide to HWA during the Coverage Period proper documentation of such expenses.

**NOT COVERED:** external sewer or septic line not connected to a public sewer system or Your septic tank, common waste branch lines, external sewer or septic line not owned by You or damage related to the backup of sewers and drains caused by main sewer lines, devices connected to Your external sewer or septic line, moving any section of Your external sewer or septic line unless necessary to complete a covered repair, removal of items necessary to access your external sewer or septic line, such as debris or obstacles, non-conforming drain line, such as basement or storm drain systems, connected to Your external sewer or septic line, repairs required by any local, state, or federal agency inspection, unless otherwise covered by this Contract, updates to non-leaking portion or any free-flowing section of Your external sewer or septic line to meet requirements of applicable law, interior pipes, private paved, asphalt and/or concrete surfaces or structures, and thawing any frozen section of Your external sewer or septic line.

### Septic System (per tank)/Sewer Ejector Pump/Septic Tank Pumping

- ✓ Aerobic pump
- ✓ Jet pump
- ✓ Sewage ejector pump
- ✓ Septic tank and line from house to tank
- ✓ If a stoppage is due to a septic tank back up, then HWA will pump the septic tank one time during the Coverage Period of the plan

**NOT COVERED:** tile fields and leach beds, leach lines, lateral lines, insufficient capacity, cleanout, and seepage pits, the cost of gaining or finding access to the septic tank, the cost of sewer hook ups, disposal of waste, chemical treatments, tanks, leach lines, cesspools, and mechanical pumps/systems

**LIMITATIONS:** HWA WILL PAY NO MORE THAN \$500 IN THE AGGREGATE DURING THE COVERAGE PERIOD. SEPTIC TANK PUMPING COVERAGE CAN ONLY BECOME EFFECTIVE IF A SEPTIC CERTIFICATION WAS COMPLETED WITHIN NINETY (90) DAYS PRIOR TO CLOSE OF SALE. HWA MAY REQUIRE A COPY OF THE CERTIFICATION PRIOR TO SERVICE.

## Well Pump

- ✓ All components and parts of well pump utilized for main dwelling only

**NOT COVERED:** well casings, pressure tanks or switches, hoisting or removal, piping or electrical lines leading to or connecting pressure tank and main dwelling, holding or storage tanks, and re-drilling of wells

**LIMITATIONS:** HWA WILL PAY NO MORE THAN \$1,500 IN THE AGGREGATE DURING THE COVERAGE PERIOD.

## LISTING COVERAGE

Coverage Period for Listing Coverage for the property listed by Home Seller starts on the Coverage Period Start Date and continues until the earliest to occur of the following: (i) the sale of the Covered Property; (ii) the expiration or cancellation of the listing of the Covered Property; or (iii) 180 days from the Coverage Period Start Date (the "Listing Period", including any extension thereof). HWA, in its sole discretion, may extend Home Seller's Listing Coverage after expiration of the initial 180-day Coverage Period.

### LISTING COVERAGE ELIGIBILITY:

- Listing Coverage is only available if property is listed with a licensed real estate professional and the listing property is either owner occupied or vacant at the time the initial order for coverage is placed.
- Listing Coverage is not available to an owner of investment and/or rental properties or for a property within a multiple unit of 5 or more dwellings.

## BASIC LISTING COVERAGE

The following coverages are available to Home Sellers. **The same standard coverage inclusions, exclusions, and limitation as Home Owner's Coverage apply to Listing Coverage.**

- ✓ Kitchen Refrigerator w/ Ice Maker
- ✓ Washer/Dryer
- ✓ Kitchen Appliances
  - ✓ Dishwasher
  - ✓ Built-In Microwave
  - ✓ Range/Oven/Cooktop
  - ✓ Trash Compactor
  - ✓ Garbage Disposal
- ✓ Instant Hot Water Dispenser
- ✓ Doorbells
- ✓ Ceiling & Exhaust Fans
- ✓ Central Vacuum
- ✓ Burglar & Fire Alarms
- ✓ Garage Door Opener
- ✓ Plumbing System
- ✓ Water Heater (including tankless)
- ✓ Electrical System

## OPTIONAL LISTING COVERAGE

Optional coverage for HVAC units must be added or removed within 24 hours of Coverage Start Date. If Optional Listing Coverage is added, it cannot be cancelled in the event a claim has been filed.

For Home Sellers, the following coverage is included if listed on the Coverage Letter. The same standard coverage inclusions, exclusions, and limitation as Home Owner's Coverage apply to Listing Coverage.

- ✓ Heating System
- ✓ Air Conditioning / Cooling System
- ✓ Ductwork

### LISTING COVERAGE LIMITS OF LIABILITY & EXCLUSIONS:

The following Listing Coverage limits of liability and exclusions are in addition to those limits of liability and exclusions found in the Limits of Liability and Exclusions sections of this Contract.

1. **System Replacement.** During the Listing Period, and for the first 30 days of the Home Owner's Coverage Period, HWA is not liable for replacement of entire systems or appliances due to obsolete, discontinuation, or unavailability of one or more integral parts. However, HWA will provide reimbursement for the costs of those parts determined by reasonable allowance for the fair value of similar parts.
2. **Pre-Existing Conditions.** During the Listing Period, HWA will not pay for the repair or replacement of any Covered Items if they are inoperable as a result of preexisting conditions, deficiencies, insufficient maintenance, and/or defects.

3. **LIMITATIONS:** HWA'S OBLIGATION UNDER LISTING COVERAGE IS LIMITED TO \$1,500 IN THE AGGREGATE DURING THE COVERAGE PERIOD, SUBJECT TO THE FURTHER LIMITATIONS SET FORTH HEREIN.

## ALTERNATIVE DWELLINGS

The Covered Property must be a single-family home, townhome, or condominium (including manufactured housing, which must be anchored to a permanent foundation and not moved during the duration of this Contract) under 5,000 square feet, unless: (i) an alternative dwelling type—i.e. 5,000 square feet or more, new construction, or multiple units—is applied for by phoning 1-888-HWA-RELY; **and** (ii) such alternative dwelling type is approved by HWA as a Covered Property. Guest houses, mother-in-law units, and other structures ("Guest Unit"), subject to HWA's review and approval, are covered if the appropriate fee is paid for additional coverage to the Guest Unit. Please contact HWA, with details regarding the size and number of appliances in the Guest Unit, for a quote.

If this Contract is for a duplex, triplex, or fourplex dwelling, for coverage to apply to common systems and appliances, then every unit within such dwelling unit **must be covered** by an HWA contract with applicable optional coverage.

If this Contract is for a property within a multiple unit of 5 or more dwellings, then only items contained within the confines of each individual property are covered. **Common systems and appliances are excluded.**

## LIMITS OF LIABILITY

1. **Delays.** Problems cannot always be diagnosed and repaired on the first Service visit. HWA is not liable for losses or damages resulting from misdiagnosis or delays in completing diagnosis or repairs.
2. **Model/Serial Numbers.** HWA is not responsible for repair or replacement of a system or appliance lacking a visible Model or Serial Number.
3. **Obstructed Items.** HWA is not responsible for providing access to, or closing access from, any Covered Item which is concrete-encased or otherwise obstructed or inaccessible (including but not limited to beneath crawl spaces, floor coverings, systems, cabinets, etc.).
4. **Opened Walls/Ceilings.** If it is necessary to open walls or ceilings to make repairs, HWA will close the opening, provided the walls and/or ceilings were not damaged by water prior to the Authorized Repair Technician beginning its Services or repairs, and return to a rough finish condition, subject to the monetary limits in this Contract. HWA is not responsible for the restoration of wall coverings, floor coverings, plaster, cabinets, countertops, tiling, paint, or other surfaces. Similarly, HWA is not responsible for the repair of any cosmetic defects or performance of routine maintenance.
5. **Hazardous Materials.** HWA will have no liability for the removal of, failure to detect, or contamination of any asbestos, radon gas, mold, or other hazardous products or materials as a result of failure to detect any asbestos, radon gas, mold, or other hazardous products or materials.
6. **Consequential Damages.** HWA is not responsible for consequential or secondary damages. This includes, but is not limited to, repair of conditions caused by any of the following: chemical or sedimentary build up, insect infestation, mold, mildew or bacterial manifestations, misuse or abuse, theft or vandalism, failure to clean or maintain as specified by the equipment manufacturer, missing parts, structural changes, fire, freezing, electrical failure or surge, water damage, intentional acts, riot, lightning, mud, earthquake, soil movement or settlement, storms, accidents, pest damage, Force Majeure events (as defined below), failure due to excessive water pressure, **or any other perils not considered loss or damage due to normal wear and tear.**
7. **Force Majeure.**
  - a. This warranty is not insurance, but covers "normal wear and tear." Plans do not cover any damage to Your home or home system caused by or as a direct or indirect result of a Force Majeure Event, including but not limited to, acts of God, fire, war, flood, earthquake, hurricanes, tornadoes, and other natural disasters, acts of terrorism, acts of any governmental authorities, accidents, strikes, labor troubles, shortages in supply, changes in laws, rules, or regulations of any governmental authority, and any other cause beyond HWA's reasonable control.



With our GreenPlus Option, replace covered systems and appliances with an ENERGY STAR® qualified product!



- b. When a Force Majeure Event occurs, HWA will make commercially reasonable efforts to fulfill its obligations under this Contract. Force Majeure Events may result in delays or HWA's inability to perform under this Contract. If HWA is unable to perform its obligations, in whole or in part, due to a Force Majeure Event, then HWA's obligations shall be suspended to the extent made necessary by such Force Majeure Event, and in no event shall HWA be liable to You for its failure to fulfill its obligations for damages caused by any Force Majeure Event.
8. **Loss of Use Damages.** HWA IS NOT LIABLE FOR INDIRECT, CONSEQUENTIAL, OR ECONOMIC DAMAGES FOR LOSS OR DAMAGES TO ANY PERSON OR PROPERTY ARISING FROM THE LOSS OF USE OR THE INABILITY TO USE ANY COVERED ITEMS OR PROPERTY TO THE EXTENT SUCH MAY BE DISCLAIMED BY LAW, AND YOU EXPRESSLY WAIVE THE RIGHT TO ALL SUCH DAMAGES.
  9. **Repairs/Replacements.** HWA has the sole right to determine whether any Covered Item will be repaired or replaced. Parts and replacements will be of similar or equivalent quality and efficiency to those being replaced, subject to all other provisions of this Contract. Where replacement equipment of identical dimensions is not readily available, HWA is responsible for providing installation of similar quality equipment but NOT for the cost of construction or carpentry made necessary by different dimensions. **HWA is not responsible for upgrading or matching color or brand.** During the first 30 days of the Home Owner's Coverage Period, HWA is not liable for replacement of entire systems or appliances due to obsolete, discontinuation, or unavailability of one or more integral parts. However, HWA will provide reimbursement for the costs of those parts determined by reasonable allowance for the fair market value of similar parts.
  10. **Commercial Grade Equipment.** HWA is not liable for the repair or replacement of commercial grade equipment, systems, or appliances. HWA will pay no more than \$1,500 in the aggregate (or \$2,500 when coverage includes OrangePlus) during the Coverage Period for the repair or replacement of professional series or similar appliances, including, but not limited to brand names such as Sub-Zero, Viking, Bosch, JENN-AIR, GE Monogram, Thermador, subject to all other provisions, limitations, and exclusions in this Contract.
  11. **Routine Maintenance.** HWA is not liable for normal or routine maintenance. You are responsible for performing normal and routine maintenance and cleaning pursuant to the manufacturer's specifications.
  12. **Warranted Products.** HWA will not be responsible for repairs of systems or components arising from a manufacturer's defect or recall. HWA's responsibilities will be secondary to any other extended or in-home warranties that exist for the covered systems, components, and appliances.
  13. **Haul Away.** HWA is not responsible for removal and hauling away of old equipment or appliances, **unless OrangePlus coverage has been purchased.** Where available, You may choose to pay an additional fee directly to the Authorized Repair Technician for removal and/or disposal of an old system, component or appliance.
  14. **Cash Option.** HWA reserves the right to offer cash back in lieu of repair or replacement in the amount of **HWA's actual cost** for the repair or replacement services and equipment necessary to effectuate the repair and/or replacement, which may be **less than the retail price**, to repair or replace any Covered Item.
  15. **Authorized Repair Technician.** Customer understands and agrees that HWA is not a contractor. HWA will not be the Authorized Repair Technician and HWA will not perform the Services under this Contract. HWA engages third party contractors to service homes under the Contract. HWA will subcontract with Authorized Repair Technicians that meet HWA's standards. **You understand and agree that HWA: (i) is not liable for the negligence, omissions, or other conduct of the Authorized Repair Technician; and (ii) is not an insurer of the Authorized Repair Technician's performance.**
  16. **Second Opinions.** HWA reserves the right to require a second opinion, which HWA will obtain at its own cost.
  17. **Remedies.** You understand and agree that Your sole remedy under this Contract is the recovery of the cost of the covered repair or replacement, whichever is less. You understand and agree that, in no event, will HWA's liability exceed \$5,000 per Covered Item or \$15,000 in the aggregate during the Coverage Period.

## EXCLUSIONS

The following exclusions are in addition to the items listed as "NOT COVERED" in the Coverage sections of this Contract. **Where this Contract requires an Item to be in a certain condition as a prerequisite to coverage, or when a Service Request is made, HWA reserves the right to request a copy of any visual or mechanical test that may have been performed by a home inspector or other licensed mechanical contractor.**

1. **Management Systems.** Electronic or computerized energy management or lighting and appliance management systems are excluded from coverage.
2. **Non-essential Components.** Items not required for Covered Items to function, which may include but is not limited to: accessories, clocks, timers, racks, baskets, lights, shelves, meat probe assemblies, rotisseries, removable buckets, audio/visual components, internet connectivity devices, remote control devices, freezers or dispensers which are not an integral part of a refrigerator, lock and key assemblies.
3. **Hazardous Substances.** Services do not include the identification, detection, abatement, encapsulation, or removal of asbestos, radon gas, mold, or other hazardous substances, and **HWA has no obligation to arrange for, and will have no liability for, the removal of the hazardous substance(s).** If any hazardous materials are encountered while performing the Services, the Authorized Repair Technician has no obligation to continue the work until the hazardous materials are abated, encapsulated, or removed, or it is determined that no hazard exists. The Authorized Repair Technician will comply with U.S. Environmental Protection Agency regulations regarding lead paint. This may require an extension of time to complete the work.
4. **Excluded Repairs.** HWA is not liable for repairs related to adequacy or capacity of Covered Items in the Covered Property; improper installation, design, or previous repair of Covered Items not completed under this Contract; or problems or failures caused by a manufacturer's defect. Unless the optional coverage for such is purchased, HWA is not responsible for providing upgrades, components, parts or equipment required due to the incompatibility of the existing equipment with the replacement system, appliance or component/part, including but not limited to SEER standard, R-410A and/or 7.7 HSPF or higher compliant, as well as any other efficiency required by federal, state, or local governments.
5. **Common Systems and Appliances.** Except as otherwise provided in the Alternative Dwellings section, common systems and appliances are excluded.
6. **Building and Zoning Code Requirements/Violations.** You understand and agree that HWA will not contract for: (i) services to meet current building and zoning code requirements or to correct for code violations (except when optional coverage is purchased and as set forth above); and (ii) services when permits cannot be obtained. You further understand and agree that HWA will not pay for the costs to obtain permits (except when optional coverage is purchased and as set forth above).

## TRANSFER OF CONTRACT

If Your Covered Property is sold during the term of this Contract, You may transfer this Contract to the new owner by notifying HWA by phoning 1-888-HWA-RELY. You must inform HWA of the change of ownership and provide the name, email address, and phone number of the new owner. A copy of the Contract is available upon request. You may not otherwise assign this Contract without HWA's prior written consent.

HWA may assign this Contract, in whole or in part, without Your consent, to the fullest extent allowed by law. You understand and agree that, in the event of such an assignment, HWA will have no further obligation to You.

## CANCELLATION

Obligations of the provider under this Contract are backed only by the full faith and credit of HWA and are not guaranteed under a reimbursement insurance policy.

You may cancel this Contract at any time. If You cancel within the first 30 days of the Coverage Period, and no Service Request has been made, then you are entitled to a full refund of the cost of this Contract, less a cancellation fee of the lesser of \$30 or 10% of the Contract Fee. You may not transfer the right to cancel the Contract to another person within the first 30 days of the effective date of this Contract.

HWA cannot cancel this Contract, except for: (i) nonpayment of Contract Fees; or (ii) fraud or misrepresentation of facts material to the issuance of this Contract; or (iii) in the event a Contract Holder threatens acts of violence or bodily harm that would pose risk or harm to HWA or an Authorized Repair Technician.

If HWA cancels this Contract, or You cancel after the first 30 days of the Coverage Period, You will be entitled to a pro rata refund of the Contract Fee You paid for the unexpired term, less an administrative fee of the lesser of \$30 or 10% of the Contract Fee, **and any actual service costs incurred by HWA.** If Listing Coverage is cancelled after service has been performed, and the Contract Fee has not yet been paid, You will be responsible for purchase of the Contract, or reimbursement to HWA of services incurred, whichever is less.

## RESOLUTION OF DISPUTES

1. **This provision constitutes an agreement to resolve any disputes, claims or controversies under this Contract through good faith negotiation.** Either party may initiate negotiations by providing written notice to the other party which lists the subject of the dispute and the relief requested. The parties will respond to any notices and requests in a timely and complete manner.
2. The parties agree that if a dispute cannot be resolved, trial courts within the county where the Covered Property is located will have exclusive jurisdiction to try the dispute. **WITHOUT REGARD TO CONFLICTS OF LAW ANALYSIS, ANY OBJECTIONS AS TO JURISDICTION OR VENUE IN SUCH COURT ARE EXPRESSLY WAIVED.**
3. **BOTH PARTIES HEREBY IRREVOCABLY WAIVE ALL RIGHT TO TRIAL BY JURY IN ANY ACTION, PROCEEDING, OR COUNTERCLAIM (WHETHER BASED UPON CONTRACT, TORT, OR OTHERWISE) ARISING OUT OF OR RELATING TO THIS CONTRACT OR THE ACTIONS OF THE PARTIES IN THE NEGOTIATIONS, ADMINISTRATION, PERFORMANCE, OR ENFORCEMENT HEREOF.**
4. Unless otherwise required by the laws of the state where the Covered Property is located, this Contract will be governed, construed and enforced in accordance with the laws of the state of Texas without regard to principles of conflicts of law.
5. Any legal or judicial proceeding commenced by or on behalf of You under this Contract (including the assertion by you of any counterclaim) will take place on an individual basis. Class actions, collective actions, and other similar representative proceedings of any kind or nature (whether pursued through the courts, through arbitration, or through any other judicial forum) are not permitted. **BY ENTERING INTO THIS CONTRACT YOU UNDERSTAND AND AGREE THAT YOU MAY BRING CLAIMS AGAINST HWA OR ITS AFFILIATES ONLY IN YOUR INDIVIDUAL CAPACITY, AND WAIVE ANY RIGHT TO BRING CLAIMS AGAINST HWA OR ITS AFFILIATES AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS ACTION, COLLECTIVE ACTION, OR OTHER REPRESENTATIVE PROCEEDING.**
6. Any failure by HWA to assert a right or enforce a requirement under this Contract shall not be deemed a waiver of that or any other right or requirement and shall not preclude HWA from asserting any right or enforcing the requirement at any time.

## PERSONALLY IDENTIFIABLE INFORMATION

For purposes of this Section only, "HWA," "We," "Us," and "Our" also include any Related Company. A "Related Company" includes, without limitation, any current or future franchisor, franchisee, licensee, parent company, subsidiary, third party, or affiliate of the brands (including Direct Energy) that We operate under. Personally Identifiable Information (PII) includes any information that You have shared with Us, that We have collected about you during the Coverage Period, and/or We collected in the course of providing services to You, that may be used to specifically identify or contact You, such as Your name, mailing address, email address, phone number, or fax number.

By being a Customer under this Contract, using Our products and services, or by submitting Your PII to Us, You are consenting to the terms of this notice and Our privacy policy located at [www.HWAHomeWarranty.com/privacy](http://www.HWAHomeWarranty.com/privacy). If You would like to limit Our use of Your PII, You may request so in writing at Direct Energy/Home Warranty of America, 12 Greenway Plaza, Ste. 250, Houston, TX 77046, Attn: Privacy Officer, c/o Compliance Department or by email at [privacy@directenergy.com](mailto:privacy@directenergy.com).

## CONTRACT TERMS

HWA will provide You with written notification of any material changes to this Contract 30 days in advance of the implementation of such changes. You may not receive a notice when the changes are favorable to You or when changes are mandated by a regulatory agency. After notice of a material change, You may terminate this Contract by providing written notice within the 30-day period prior to the effective date of the change. If you do not respond prior to the expiration of the 30-day period, you will be deemed to have accepted the change.



## STATE SPECIFIC PROVISIONS & NOTICES

**Iowa Residents** – The issuer of this Contract is subject to regulation by the insurance division of the Department of Commerce of the State of Iowa. Complaints which are not settled by the issue may be sent to the insurance division.

**Massachusetts Residents** – In addition to Your cancellation rights listed above, You may cancel this Contract within 20 days of the date this Contract was mailed to You or within 10 days of delivery if this Contract is delivered to You at the time of sale or within a longer time period permitted under this Contract. If You have not received any Service, You are entitled to a full refund of the amount paid by You under this Contract. A 10% penalty per month must be added to a refund that is not paid or credited to You within 45 days after the cancellation of this Contract.

**Minnesota Residents** – In addition to Your cancellation rights listed above, You may cancel this Contract within 20 days of the date this Contract was mailed to You or within 10 days of delivery if this Contract is delivered to You at the time of sale or within a longer time period permitted under this Contract. If You have not received any Service, You are entitled to a full refund of the amount paid by You under this Contract. A 10% penalty per month must be added to a refund that is not paid or credited to You within 45 days after the cancellation of this Contract.

**New Hampshire Residents** – In the event you do not receive satisfaction under this Contract, you may contact the New Hampshire Insurance Department at 21 South Fruit St. Suite 14, Concord, New Hampshire, 03301 or by calling 800-852-3416.

**New York Residents** – In addition to Your cancellation rights listed above, You may cancel this Contract within 20 days of the date this Contract was mailed to You or within 10 days of delivery if this Contract is delivered to You at the time of sale or within a longer time period permitted under this Contract. If You have not received any Service, you are entitled to a full refund of the amount paid by You under this Contract. A 10% penalty per month must be added to a refund that is not paid or credited to You within 30 days after the cancellation of this Contract.

**North Carolina Residents** – The purchase of this Contract is not required either to purchase or to obtain financing for a home appliance.

**Oklahoma Residents** – This Contract is not issued by the manufacturer or wholesale company marketing the product. This Contract will not be honored by such manufacturer or wholesale company. Coverage afforded under this Contract is not guaranteed by the Oklahoma Insurance Guaranty Association. Home Warranty of America, Inc. is both the obligor and administrator.

**South Carolina Residents** – In addition to Your cancellation rights listed above, You may cancel this Contract within 20 days of the date this Contract was mailed to You or within 10 days of delivery if this Contract is delivered to You at the time of sale or within a longer time period permitted under this Contract. If You have not received any Service, You are entitled to a full refund of the amount paid by You under this Contract. A 10% penalty per month must be added to a refund that is not paid or credited to You within 45 days after the cancellation of this Contract.

**Vermont Residents** – In addition to Your cancellation rights listed above, You may cancel this Contract within 20 days of receipt of this Contract if You have not received any Service for a full refund of the amount paid by You under this Contract.

**Virginia Residents** – In addition to Your cancellation rights listed above, You may cancel this Contract within 20 days of the date this Contract was mailed to You or within 10 days of delivery if this Contract is delivered to You at the time of sale or within a longer time period permitted under this Contract. If You have not received any Service, You are entitled to a full refund of the amount paid by You under this Contract. A 10% penalty per month must be added to a refund that is not paid or credited to You within 45 days after the cancellation of this Contract. If you are unable to contact or obtain satisfaction from the home service contract provider then you may contact the Bureau of Insurance at P.O. Box 1157, Richmond, VA 23218-1157 or by calling 1-877-310-6560.

**Wisconsin Residents** – In addition to Your cancellation rights listed above, You may cancel this Contract within 15 days of the date this Contract was delivered to you for a full refund. This Contract shall not be cancelled due to unauthorized repair of covered equipment. If You cancel this Contract, no deduction shall be made from the refund for the cost of any service received.

**THIS WARRANTY IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.** Provided notice or proof of loss is furnished as soon as reasonably possible and within one (1) year after the time it was required by this Contract, failure to furnish such notice or proof within the time required by this Contract does not invalidate or reduce a claim unless Home Warranty of America is prejudiced thereby and it was reasonably possible to meet the time limit. This Contract shall be governed, construed and enforced in accordance with the laws of the State of Wisconsin without regard to principles of conflicts of law.

# Ask us about these other plan options that may fit your needs better.

PLAN OPTIONS	Gold			Platinum			Diamond		
	Trade Call Fee	Annual Fee	Monthly Fee	Trade Call Fee	Annual Fee	Monthly Fee	Trade Call Fee	Annual Fee	Monthly Fee
<b>Townhome/Condo/Mobile Home</b>	\$75	\$430	\$33.08	\$100	\$520	\$40.00	\$100	\$560	\$43.08
<b>Over 5,000 Square Feet</b>									
5,000 to 7,500 Square Feet	\$75	\$810	\$62.31	\$100	\$990	\$76.15	\$100	\$1,062	\$81.69
7,500 to 10,000 Square Feet	\$75	\$1,575	\$121.15	\$100	\$1,925	\$148.08	\$100	\$2,065	\$158.85
Over 10,000 Square Feet	\$75	\$2,025	\$155.77	\$100	\$2,475	\$190.38	\$100	\$2,655	\$204.23
<b>Multi-Flats</b>									
Duplex	\$75	\$810	\$62.31	\$100	\$990	\$76.15	\$100	\$1,062	\$81.69
Triplex	\$75	\$1,170	\$90.00	\$100	\$1,430	\$110.00	\$100	\$1,534	\$118.00
Fourplex	\$75	\$1,530	\$117.69	\$100	\$1,870	\$143.85	\$100	\$2,006	\$154.31
<b>Multi-Year</b>									
2 Year	\$75	\$855	•	\$100	\$1,045	•	\$100	\$1,121	•
3 Year	\$75	\$1,260	•	\$100	\$1,540	•	\$100	\$1,652	•
<b>New Construction (coverage begins on the 366th day after close)</b>									
2 Year	\$75	\$450	•	\$100	\$550	•	\$100	\$590	•
3 Year	\$75	\$600	•	\$100	\$700	•	\$100	\$740	•
4 Year	\$75	\$790	•	\$100	\$890	•	\$100	\$930	•

Mother-In-Law Units: Call 888-492-7359 for pricing.  
 • Ask your Account Executive about other payment options.

## DID YOU KNOW A SELLER'S HOME WARRANTY BENEFITS EVERYONE?

When a home's on the market, buyers are bound to notice a leaky pipe or electrical problems. They may be less inclined to buy or to offer the full asking price. Getting things fixed quickly – and properly – is essential.

HWA helps you overcome these challenges. With our free basic listing coverage, homes for sale receive home warranty coverage for up to six months, with the option to extend if the home stays on the market. Our free listing coverage can also be supplemented with HVAC system coverage for only \$50.

After the sale, it's simple to transfer coverage to the buyer at a competitive rate, ensuring that the new owners will enjoy peace of mind.



**13**  
mo  
WARRANTY

Most home warranties are only good for a year. HWA protects your home for a full 13 months after the sale.

**FREE\* LISTING COVERAGE FOR UP TO 12 MONTHS!** Ask your Real Estate Professional about coverage for both Buyers and Sellers!

\*See Terms & Conditions for details



# 13-Month Home Warranty

## We've Got You Covered

Home Warranty of America™, Inc.  
 Dept. 3344, Carol Stream, IL 60132-3344  
 P 888.492.7359 F 888.492.7360  
 HWAHomeWarranty.com

If placing your order by phone or online, have information ready.

### Applicant Information

Applicant first and last name		
Covered property address		
City	State	Zip
Mailing Address (if different)		
City	State	Zip
Phone	Email	
<b>Order Date</b>	<b>Phone/Web Confirmation #</b>	

### Closing Information (if available)

Closing company	Closing agent
Phone #	Closing #

Buyer's Coverage Levels	Gold \$450	Platinum \$550	Diamond \$590
Trade Call Fee per occurrence or actual cost, whichever is less	\$75	\$100	\$100
<b>Covered Items*</b>			
Unknown Pre-Existing Conditions	✓	✓	✓
Unknown Insufficient Maintenance	✓	✓	✓
Heating System/Furnace	✓	✓	✓
Air Conditioning System/Cooler	✓	✓	✓
Ductwork	✓	✓	✓
Plumbing System	✓	✓	✓
Stoppages/Clogs	✓	✓	✓
Permanent Sump Pump	✓	✓	✓
Water Heater Including Tankless	✓	✓	✓
Instant Hot Water Dispenser	✓	✓	✓
Whirlpool Bath Tub	✓	✓	✓
Electrical System	✓	✓	✓
Ceiling Fans and Exhaust Fans	✓	✓	✓
Doorbells, Burglar & Fire Alarm Systems	✓	✓	✓
Central Vacuum	✓	✓	✓
Dishwasher	✓	✓	✓
Garbage Disposal	✓	✓	✓
Built-In Microwave	✓	✓	✓
Range/Oven/Cooktop	✓	✓	✓
Trash Compactor	✓	✓	✓
Garage Door Opener	✓	✓	✓
Kitchen Refrigerator w/ Ice Maker		✓	✓
Washer/Dryer Package		✓	✓
Telephone Line Coverage		✓	✓
Re-Key		✓	✓
SEER/R-410A Modifications		✓	✓
Premium Coverage		✓	✓
OrangePlus Coverage			✓

### Premium Coverage

Includes coverage for over 30 items traditionally not covered by basic home warranty plans:  
 • Water heater – sediment buildup  
 • Plumbing – fixtures, faucets, shower heads  
 • Plus over 25 more items!

### Plan Cost

Select coverage level:

Gold \$450       Platinum \$550       Diamond \$590

Townhome/Condo/Mobile Home:

Gold \$430       Platinum \$520       Diamond \$560

### Plan Accept/Decline

I have been offered a Home Warranty of America home warranty for my home and understand the terms/conditions of coverage.

Buyer's Coverage date of closing \_\_\_\_\_  Seller's Coverage  
 Decline benefits of this coverage. Signature \_\_\_\_\_

**Waiver** Purchase of this coverage is not mandatory. Applicant has reviewed the home warranty plan and hereby declines coverage. Applicant agrees to hold the real estate broker and agent harmless in the event of a subsequent mechanical failure which otherwise would have been covered under the warranty plan.

### Real Estate Agent Information

Initiating Agent Name \_\_\_\_\_

Whom do you represent?  Buyer  Seller

Company Name \_\_\_\_\_ Phone \_\_\_\_\_

Email \_\_\_\_\_

Other Party's Agent \_\_\_\_\_

### Optional Coverage

#### Seller's Coverage

**FREE Coverage**

**\$50 Optional Seller's Coverage** Heating/Cooling/Ductwork

#### Buyer's Coverage

##### Add on to All Plans:

**\$70 GreenPlus Coverage:**

- Covered system or appliance will be replaced with an ENERGY STAR® qualified product
- Dishwasher, Refrigerator and Clothes Washer
- Heating System replacement with 90% efficiency model
- Water Heater replacement with Tankless Water Heater

**\$90 External Water Line Repair**

**\$195 External Water Line + Sewer & Septic Line Repair**

**\$190 Pool/Spa Combo**

**\$190 Additional Pool or Spa**

**\$345 Salt Water Pool (Includes Pool/Spa Combo)**

**\$100 Well Pump**

**\$75 Septic System/Sewage Ejector Pump and Septic Tank Pumping**

**\$35 2nd Refrigerator**

**\$50 Freezer – Stand Alone**

##### Add on to Gold or Platinum:

**\$100 OrangePlus**

##### Add on to Gold :

**\$50 Kitchen Refrigerator w/ Ice Maker**

**\$85 Washer/Dryer Package**

**\$70 Premium Coverage**

### OrangePlus Coverage

- Code violations and permits up to \$250
- Unknown improperly matched and/or installed systems
- Increases Professional Series Appliances up to \$2,500
- Increases toilet replacement up to \$600
- Removal of defective equipment

Total Optional Seller's Coverage \$ \_\_\_\_\_

Total Optional Buyer's Coverage \$ \_\_\_\_\_

**Grand Total Coverage** \$ \_\_\_\_\_

\*See contract for specific coverage on components and parts.

The fee for this warranty is to be paid at closing and includes all fees payable to HWA™ for service and plan administration per the plan's service agreement.

This Home Warranty is subject to terms and conditions.

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