

HISENSE® LIMITED EXTENDED SERVICE PLAN

Congratulations on purchasing a Hisense Extended Service Plan!

IMPORTANT: Extended Service Plan will be voided if inaccurate information was given when purchasing your policy. Model plate sticker information and purchase price must be accurate with supplied receipt and at time of service. To get extended service on your Hisense® unit you are obligated to provide original proof of purchase, the proof of policy purchase, and the physical Hisense® unit. Please keep this email and the original documents.

Quick Start Frequently Asked Questions:

When does my Extended Service Plan start? Your Hisense® Extended Service Plan starts after your applicable manufacturer's warranty ends.

When does my Extended Service Plan end? Your Hisense® Extended Service Plan ends based on your purchased policy (1, 2, or 3 years) after your manufacturer's warranty.

How to get Extended Service Plan service? Hisense Customer Call center is available Monday–Friday from 9 a.m.-9 p.m., Saturday–Sunday from 9 a.m.-6 p.m. EST. Call **1-888-935-8880**

Where can I find my service details/terms and conditions? Page 2-5 of this document has all the information you need. Or feel free to call us with any questions. Toll Free 1-888-935-8880

Will my Hisense unit be repaired or replaced? Certain Products are eligible for on-site service. On-site service may not be available in certain locations where an authorized service provider is not available. It is possible that certain on-site repairs will need to be completed off site and require that the Product to be shipped directly to Hisense's authorized service center. Once Hisense receives the Product and repairs or replaces it, Hisense will return the repaired/replaced Product back to you. In the event that on-site service is not available, or your unit is not repairable, Hisense will, solely within the applicable extended service plan period and at its sole discretion, provide you other remedial solutions, including but not limited to replace the Product with a new or refurbished similar Product of equal or greater value.

What's not covered? Lost or stolen items, crack screens, and damage caused by any external or environmental conditions. See page 3 for full list of terms and conditions.

HISENSE® LIMITED EXTENDED SERVICE PLAN

Hisense USA Corporation (“Hisense”) hereby offers to the first end user consumer purchaser (“Purchaser”) a Limited Extended Service Plan to the purchased Hisense® Product, when shipped in its original container and sold or distributed in the United States and Puerto Rico by an authorized Hisense dealer, and provided that this Product was not sold either “as is”, “with all faults”, “sales final” or per similar terms. Hisense will, solely within the applicable extended service plan period, and at Hisense’s sole discretion, either repair the defective Product or provide the Purchaser with other remedial solutions, including but not limited to a like new or refurbished product of similar or better quality. By purchasing this Limited-Service Plan, you, the Purchaser, understand and agree to be bind by the terms and conditions set forth herein.

Getting Extended Service Plan Service:

Extended service plan service may be obtained by contacting Hisense using any of the methods below. Proof of purchase in the form of an original bill of sale or receipted invoice with a legible date of purchase that evidences the Product is within the applicable extended service period must be presented to Hisense in order to obtain extended service. Hisense will respond to extended service requests within a commercially reasonable time. Service available for Customers in the United States and Puerto Rico.

How to Contact Us:

Call

Toll Free 1-888-935-8880

Email

service@Hisense-USA.com

Live Chat

<https://www.hisense-usa.com/contact>

On-Site Service:

Certain Products, as stated herein, are eligible for on-site service at Hisense’s sole discretion. To obtain on-site service, Purchaser must call, or email Hisense as described above to trouble-shoot the issue with the Product. On-site service may not be available in certain locations where an authorized service provider is not available. An authorized service provider is considered unavailable if the Purchaser’s location exceeds fifty (50) miles from the service provider’s business address. In the event that onsite service is not available, Hisense will, at its sole discretion, provide Purchaser other remedial solutions, including but not limited to replace the Product with a new or refurbished similar Product of equal or greater value, or refund the purchase price of the Product to the Purchaser.

On-site service requires that Hisense authorized service provider be given clear, complete, unobstructed, and easy access to the front, sides and rear of the Product. On-site service does not include that the service provider removes, reinstalls or transports the Product. It is possible that certain on-site repairs will need to be completed off site, and at Hisense's discretion, require that the Product to be shipped directly to Hisense’s authorized service center. Once Hisense receives the Product and repairs or replaces it, Hisense will return the repaired/replaced Product back to the Purchaser.

HISENSE® LIMITED EXTENDED SERVICE PLAN

TERMS AND CONDITIONS ALL HISENSE PRODUCTS:

This limited extended service plan shall not apply to:

- (a) Any defects caused or repairs required as a result of: abusive operation; negligence; accident; shipment damages; improper packaging, delivery, installation or re-installation which is not in accordance with Hisense provided user manuals, installation instructions or other documentation provided with the Product; frequent re-installation or relocation of the Product (or part thereof); application and use for which this Product (or part thereof) was not intended as set forth in the user's manual or other applicable Product documentation or use beyond Hisense 's Product specifications.
- (b) Any defects caused or repairs required as a result of any Product that has been tampered with, modified, adjusted or repaired by any person other than Hisense, a Hisense authorized service provider or a Hisense authorized service center or dealer.
- (c) Any replacement of accessories, handles, glassware, shelving, racking, trays, consumable or peripheral items required through normal use of the Product, including but not limited to, batteries, filters, bulbs, fuses, etc.
- (d) Any cosmetic damage to the Product surface or exterior, including but not limited to that which has been defaced or caused through normal wear and tear, improper shipping and handling or the use of chemical cleaning agents.
- (e) Any defects caused or repairs required as a result of damage caused by any external or environmental conditions, including but not limited to, use of incorrect voltage, fluctuations or surges in transmission line/power line/generator voltage, liquid spillage, or acts of nature or of God.
- (f) Extended service plan claims for Products returned with altered, illegible or missing model, factory serial number or safety or regulatory markings.
- (g) Any Products used for rental, business or commercial purposes.
- (h) Any installation, consumer instruction, delivery, setup, adjustment, and/or programming charges.
- (i) A Product that is not installed in accordance with installation instructions included with the Product.

No other entity other than Hisense is authorized to extend, enlarge or transfer this extended service plan on behalf of Hisense.

The express warranties in this limited extended service plan are, in lieu of and, except to the extent prohibited by applicable law, Hisense disclaims all other warranties and conditions, express or implied, whether arising by law, statute, by course of dealing or usage of trade, including, without limitation, implied warranties, or conditions of merchantability and/or quality, fitness for a particular use or purpose, and/or non-infringement. Hisense does not warrant uninterrupted or error-free operation of this Product.

HISENSE® LIMITED EXTENDED SERVICE PLAN

Limitations: (a) Hisense shall not be liable for any incidental, special, consequential, economic, exemplary or indirect damages of any kind or nature (including lost profits or damages for loss of time or loss of use or loss of data) arising from or in any connection with the use or performance of a Product or a failure of a Product, even if Hisense is aware of or has been advised of the possibility of such damages; (b) the remedies described in this limited extended service plan constitute complete fulfillment of all obligations and responsibilities of Hisense to the Purchaser with respect to the Product and shall constitute full satisfaction of all claims, whether based in contract, negligence, strict liability or otherwise. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Hisense Full Size and Compact Refrigeration, Wine/Beverage Cooler, Chest Freezer, Portable Air Conditioner, and Dehumidifier:

This limited extended service plan shall not apply to:

- (a) Any defects caused or repairs required as a result of: abusive operation; negligence; accident; shipment damages; improper delivery and installation; installation not in accordance with electrical or plumbing codes; leaky, broken, frozen pipes or restricted drains; inadequate air supply; damages caused by improper packaging by Purchaser; application and use for which this Product was not intended as set forth in the user's manual or other applicable Product documentation.
- (b) any third-party accessories or add-on's.
- (c) Food, medication, drink or similar losses.

Hisense TV, Laser TV, Screen, And Sub-woofer:

This limited service plan shall not apply to:

- (a) Any defects caused or repairs required as a result of: abusive operation; negligence; accident; shipment damages; improper packaging, delivery, installation or re-installation which is not in accordance with Hisense provided user manuals, installation instructions or other documentation provided with the Product; frequent re-installation or relocation of the Product (or part thereof); application and use for which this Product (or part thereof) was not intended as set forth in the user's manual or other applicable Product documentation or use beyond Hisense 's Product specifications.
- (b) Damage caused to the Laser TV due to: obstructed or insufficient air flow; liquid Or hazardous substance spillage; placement on vibrating or uneven surfaces, and to the Sub-woofer due to abnormal or excessively loud usage (e.g. beyond Hisense's Product specifications).
- (c) Any signal reception problems (including antenna related problems), images "burnt" into the screen, signal noise or echo, interference or other signal transmission or delivery problems, availability of third-party provided services or content (including, without limitation, image, audio or video content

HISENSE® LIMITED EXTENDED SERVICE PLAN

EXTENDED SERVICE PLAN PERIODS:

All service plan periods start on the last day of your manufacturer warranty, which is calculated by the original date of purchase. Purchaser is obligated to be able to show original proof of purchase, purchase of extended service plan policy, provide the model and serial number, as well as have possession of the unit that is under warranty.

Full Size Refrigeration (over 6.5 cu. ft.), Compact Refrigeration (6.5 cu. ft. or less), Wine/Beverage Cooler, Chest Freezer (over 3.5 cu. ft.):

Purchased Plan year(s) for parts and labor. Compressor, evaporator, condenser, drier, connecting tubing only, when the Product is used in normal (e.g. home) environments. (Replacement Product and parts assume the remaining original plan period, or ninety (90) days, whichever is longer).

ONLY REFRIGERATORS WITH A STATED INTERNAL CAPACITY OVER TWELVE (12.0) CUBIC FEET ARE ELIGIBLE FOR ON-SITE SERVICE. REFRIGERATORS WITH A STATED INTERNAL CAPACITY EQUAL TO OR LESS THAN TWELVE (12.0) CUBIC FEET ARE NOT ELIGIBLE FOR ON-SITE SERVICE. ONLY WINE COOLERS WHICH HAVE BEEN DESIGNED TO BE BUILT-IN WILL BE CONSIDERED FOR ON-SITE SERVICE. "BUILT-IN" MEANS INSTALLED UNDER A COUNTER OR IN AN ENCLOSURE IN A PERMANENT OR SEMIPERMANENT MANNER. THE AUTHORISED SERVICE PROVIDER WILL NOT INSTALL, UNINSTALL OR REINSTALL A BUILT-IN WINE COOLER IF TOOLS ARE REQUIRED.

Hisense Tv, Laser TV, Laser Screen, Sub-woofer:

Purchased Plan year(s) for parts and labor (replacement Product and parts assume the remaining original extended service plan period, or ninety (90) days, whichever is longer).

This Extended Service Plan is only valid in the United States and Puerto Rico and only applies to Products sold/distributed and serviced in the United States and Puerto Rico.

NO SERVICE PLAN (WHETHER EXPRESS OR IMPLIED) INCLUDING BUT NOT LIMITED

TO ANY IMPLIED SERVICE PLAN OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY AFTER THE EXPRESS PERIOD STATED ABOVE, AND NO OTHER EXPRESS SERVICE PLAN OR GUARANTY GIVEN (BY ANY PERSON, FIRM OR ENTITY WITH RESPECT TO THE PRODUCT) SHALL BE BINDING ON HISENSE. REPAIR OR REPLACEMENT IS THE EXCLUSIVE REMEDY OF THE PURCHASER. HISENSE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT. NOTWITHSTANDING THE FOREGOING, PURCHASER'S RECOVERY AGAINST HISENSE SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT SOLD BY HISENSE. THIS SERVICE PLAN SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL END USER CONSUMER PURCHASER OF THE PRODUCT AND IS NOT TRANSFERABLE.

Some States do not allow limitations on how long an implied service plan lasts, or the exclusion or limitation of incidental or consequential damages or allow limitations on warranties; therefore, the limitations or exclusions stated above may not apply to Purchaser, solely within those specific States. This service plan gives you specific legal rights, and you also may have other rights which vary from State to State. This service plan applies to the maximum extent not prohibited by law.

HISENSE® LIMITED EXTENDED SERVICE PLAN

Cancellation. Purchaser may cancel this Limited Extended Service Plan for any reason at any time. To cancel it, call us at 1-888-935-8880. If the Purchaser cancel this Limited Extended Service Plan within the first 30 days after purchase of this Limited Extended Service Plan, the Purchaser will receive a 100% refund of Limited Extended Service Plan purchase price. If the Purchaser cancel the Limited Extended Service Plan after the first 30 days, the Purchaser will get a prorated refund based on the time remaining on the Purchaser's Limited Extended Service Plan.

Hisense reserves the right to cancel the Purchaser's Limited Extended Service Plan based on nonpayment, fraud, or material misrepresentation by the Purchaser or for any reason by provide the Purchaser a 30-day written notice in advance. If Hisense cancels the Purchaser's Limited Extended Service Plan, the Purchaser will receive a pro rata refund.

Arbitration. Please read this section carefully. It affects your right. Most of your concerns about the Limited Extended Service Plan can be addressed by contacting Hisense at 1-888-935-8880. In the event Hisense cannot resolve any dispute relating to this Limited Extended Service Plan with you, then Hisense and you both agree that any controversy or claim arising out of or relating to this Limited Extended Service Plan, or the breach thereof, shall be settled by arbitration before a single arbitrator administered by the American Arbitration Association (the "AAA") in accordance with its Consumer Arbitration Rules. Unless the parties agree otherwise, the arbitration hearing shall be held in the State of Georgia. To the extent permitted by law, the parties give up the right to resolve any controversy or claim arising out of or relating to this Limited Extended Service Plan in court, whether in front of only a judge, or in front of a judge and a jury. The parties agree to arbitrate solely on an individual basis, and that this agreement does not permit class arbitration, or any claims brought as a plaintiff or class member in any class or representative arbitration proceeding. Neither the AAA nor the arbitrator shall have the power to consolidate more than one person's claims or to otherwise preside over any form of a representative or class proceeding. A judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

If you would like to opt out the arbitration clause, please contact Hisense at 1-888-935-8880.