

Step One: Property Buyer's Information

Please Print or Type

PROPERTY BUYER'S NAME _____

PROPERTY ADDRESS TO BE COVERED _____

CITY _____ STATE _____ ZIP _____

E-MAIL _____

Mailing Address (if different from above)

PROPERTY BUYER'S ADDRESS _____

CITY _____ STATE _____ ZIP _____

Step Three: Agent/Closing Information

REAL ESTATE FIRM _____

AGENT'S NAME _____ PHONE (Main Office) _____

ADDRESS _____

COOPERATING AGENT _____ PHONE (Main Office) _____

ADDRESS _____

Closing Information

COMPANY _____

OFFICER _____ PHONE (Main Office) _____

CLOSING NUMBER _____ EXPECTED CLOSE _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

Step Four: Sign Acceptance or Waiver

Note: Real estate professionals offer this plan as a service to home sellers and buyers. The plan fee is to be paid at closing and includes the full amount of fees due and payable for Plan administration and provision of service, as well as all fees, if any, payable to an agent for processing, administration, and advertising.

Acceptance of Coverage: I have read the terms and conditions contained herein and desire the benefits of this coverage. I represent that all systems and appliances to be covered are in place and in safe working order on the effective date of this contract. Listed are those items not currently operating:

Waiver of Coverage: In waiving this plan, I agree to not hold the above real estate and closing agents liable for the repair or replacements of a system or appliance that would otherwise have been covered by this warranty.

SIGNATURE _____ DATE _____

Step Two: Choose the Plan and Options

MAXIMUM VALUE PLAN \$50 Trade Call Fee (or actual if less)
(Includes Standard Plan/Air Conditioning/
Maximum Upgrade—\$360 Value) **\$330** _____

STANDARD PLAN — Single Family Home with A/C **\$310** _____
(Without A/C — Save \$60) **\$250** _____

STANDARD PLAN — Condominium or Mobile Home with A/C .. **\$280** _____
(Without A/C — Save \$60) **\$220** _____

STANDARD PLAN — MULTIPLE UNITS with A/C
 DUPLEX \$520 **TRIPLEX \$630** **FOURPLEX \$740** _____
(To add optional coverage, multiply option costs times the number of units and add to the standard plan)

NEW CONSTRUCTION PLAN with A/C (Covers Years 2-5) **\$515** _____


OPTIONS FOR ADDITIONAL CHARGE

MAXIMUM Upgrade Option \$ 50 _____
Relocation/Modifications Option (*\$1,000 Limit*) \$100 _____
Swimming Pool/Spa Equipment \$125 _____
Additional Pool/Spa \$ 50 _____
Kitchen Refrigerator \$ 50 _____
Washer/Dryer \$ 50 _____
Roof Coverage (*Limited*) \$100 _____
Well Pump System Coverage \$120 _____
Septic System Coverage \$ 50 _____

TOTAL COVERAGE _____

Trade Call Fee is \$50 (or actual cost if less)

For price quote and information on MULTI-FAMILY UNITS, SPECIAL COVERAGE, DUPLICATE SYSTEMS (on homes over 5000 sq. ft.) please call (888) 874-2074.

 If you wish to use your MasterCard or VISA, please complete the following:

Card Number _____ Exp. Date _____

Signature _____

Step Five: Give Buyer Sample Contract

Separate at perforation and deliver sample contract to the Buyer prior to closing, so that the buyer knows what is covered and how to request service.

Step Six: Order the Plan Prior to Closing

Keep this copy in your file.

By Internet: www.landamwarranty.com
Fax (24 hours): 888-217-9051 • Phone: 888-874-2074

These are the items covered under the
STANDARD WARRANTY PLANS

(see the contract inside for more details)

Air Conditioner (if paid for)	Recirculating Pump	Garbage Disposal
13 SEER Protection	Sump Pump	Trash Compactor
Heating System	Septic Tank Pumping	Built-in Microwave
Ductwork	Sewer Lines	Range/Oven/Cooktop
Electrical System	Sewage Ejector Pump	Central Vacuum System
Plumbing System	Toilets	Exhaust Fans
Water Heater	Dishwasher	Ceiling Fans
Pressure Regulator	Hot Water Dispenser	Attic Fans
Drain Stoppages	Bathtub Whirlpool (Motor/Pump)	Garage Door Opener



For protection against unexpected modification costs add the Relocation/Modifications Option

- Government regulations (like 13 SEER) may create the need to relocate equipment or make modifications to the home when replacing covered components.
- These costs are not covered under standard home warranty plans, and may create a significant additional costs.
- Protection for up to \$1,000 for these costs, should they be deemed necessary.
- May be purchased in conjunction with the Maximum Upgrade Option for a combined \$1,500 in protection.

For added peace of mind choose the

MAXIMUM Upgrade Option

The MAXIMUM Upgrade Option covers an additional 27 items including:

- Appliance parts – racks, rollers, clocks and more
- Icemaker (if refrigerator option is purchased)
- Registers/grills and built-in heat lamps
- Smoke detectors
- Toilets replaced with like quality (up to \$600 per occurrence)
- Faucets, showerheads and arms
- Replacement of ceiling fans will be of like quality
- Garage door opener springs, remotes and hinges
- Code violation upgrade/modifications coverage up to \$500

Processing Number **800 443-5599** or Fax **888 217-9051**

Internet www.landamwarranty.com



Corporate Office
550 North Third Street
Burbank, CA 91502

You must first contact Company for service. We do not reimburse or pay for repairs made without prior approval.

BEFORE CALLING FOR SERVICE

1. SHUT OFF the system or appliance to prevent further damage.
2. MAKE SURE THE PROBLEM IS COVERED. Problems left by the previous owner are not covered. We only cover systems and appliances that fail due to normal wear and tear. Certain exclusions and limitations could have an effect on coverage. PLEASE READ YOUR CONTRACT.
3. Is coverage in effect? Has BHWC been paid? Has the contract expired?

HOW TO OBTAIN SERVICE

Call (800) 521-2492, or to save \$5.00 on non-emergency service requests go to www.bhwc.com, or fax request to (888) 217-9051. BHWC is available to accept service requests 24 hours a day, 365 days a year. BHWC will dispatch a contractor who will call you directly to schedule an appointment during normal working hours.

On weekends and holidays, the contractor will contact you within 48 hours. Emergency service (see LIMITATIONS ON LIABILITY, paragraph #1 for the definition of an emergency) will commence no later than 24 hours after the report of the malfunction. BHWC will determine what constitutes an emergency, and BHWC will make reasonable efforts to expedite emergency service. If you request BHWC to perform non-emergency service outside of normal business hours, you will be responsible for payment of additional fees, including overtime.

TRADE CALL FEE

You are responsible for the payment of a trade call fee each time a service technician is dispatched (except where more than one visit is required to remedy the same problem, in which case multiple visits will be considered a single service trade call fee). The trade call fee is due and payable at completion of the trade call. BHWC will provide no additional service if a prior trade call fee is delinquent.

OTHER SERVICE INFORMATION

Because of your property location or other circumstances, BHWC may permit you or request that you obtain your own technician. BHWC will pay only its usual and customary repair cost for covered repairs, and will pay for service only if the following conditions are met:

- A. You must first call BHWC to report the malfunction and obtain a work order number.
- B. Prior to work commencement, you must call BHWC with the technician's estimate and obtain a payment authorization number. BHWC reserves the right to use a technician of BHWC's choice if the estimate is, in BHWC's opinion, unreasonably expensive.
- C. After completion of work, mail or fax invoice to BHWC. Invoice must include work order number and authorization number to be paid. Also, indicate who is to be paid, you or the technician. The trade call fee will be deducted from the total.
- D. This method of service is for repairs only, not replacements. All other terms and conditions of this contract are still applicable.

PLAN EFFECTIVE DATES

The effective and expiration dates are listed on the declaration sheet accompanying this contract. Coverage will begin at close of sale provided the plan fee is received by BHWC within 14 days; if the plan fee is not received by BHWC within that period, the effective date will be the date the plan fee is received. BHWC will accept plan fee up to 30 days after the closing without requiring an inspection.

Contracts or requests for additional coverage received more than 30 days after close of sale may be subject to a waiting period and must be accompanied by a current inspection report or contractor certification showing items to be covered are operating properly.

If this contract is a renewal of a previously issued contract, there will be no lapse of coverage if payment of plan fee is received before the expiration date of the previous contract. If payment of plan fee is received after the expiration date of the previous contract, coverage will begin 30 days after receipt of payment. BHWC reserves the right to inspect covered systems and appliances during this 30-day waiting period. The homeowner agrees to cooperate. (See LIMITATIONS ON LIABILITY, paragraph #17, "RENEWAL/TRANSFER.")

New Construction Plan coverage and any optional coverage begins on the first anniversary of the close of sale and continues for four years from that date, provided the New Construction Plan fee is received by BHWC within 14 days from the close of sale. All systems and appliances must be in good working condition at the time coverage begins on the first anniversary after the close of sale.

COVERED SYSTEMS / APPLIANCES

BHWC will repair or replace covered systems and appliances if they become inoperative due to normal wear and tear during the term of this contract. Only those systems and appliances specifically mentioned are covered, and only if they are properly and permanently installed and located within the perimeter of the main foundation of the home and/or detached garage, and were functioning in a safe and proper manner on the effective date of this contract.

KITCHEN APPLIANCES: OVEN/RANGE (Gas or Electric); DISHWASHER; GARBAGE DISPOSAL; HOT WATER DISPENSER; BUILT-IN TRASH COMPACTOR; BUILT-IN MICROWAVE OVEN.
NOT COVERED: COSMETIC PROBLEMS, SUCH AS CHIPS, DENTS OR SCRATCHES; TRIM KITS; RACKS; ROLLERS; BASKETS; LIGHTS; INTERIOR LININGS; CLOCKS; HANDLES; KNOBS; BUCKETS; LOCK & KEY ASSEMBLIES; SHELVES; SELF-CLEANING MECHANISMS; TIMERS; MEAT PROBES; REFRIGERATOR/STOVE COMBINATION UNITS; HALOGEN UNITS; ELECTROMAGNETIC INDUCTION UNITS.

This home service contract is backed by the Full Faith and Credit of

Best Home Warranty Company

HOME WARRANTY CONTRACT

HEATING SYSTEM: Coverage is available on gas or electric heating systems not to exceed 2 units. FURNACES: Forced Air, Floor, Gravity, or Wall. SYSTEMS: Heat Pump, Hot Water, or Radiant. If BHWC determines that replacing a heat pump system is required, BHWC will replace with a unit that meets 13 SEER and/or 7.7 HSPF requirements, including replacing any covered components that are necessary to maintain compatibility with the replacement unit, including the air handler, evaporative coil, transition, plenum, indoor electrical, duct connection, accessible refrigerant and condensate drain lines, and thermostatic expansion valves. REPAIR AND REPLACEMENTS TO HOT WATER, GLYCOL, LITHIUM, RADIANT AND GRAVITY FLOW SYSTEMS ARE LIMITED TO \$1,500. REPLACEMENTS ARE SOMETIMES SUBJECT TO CERTAIN LIMITS; SEE LIMITATIONS ON LIABILITY, PARAGRAPHS #6, #7, AND #9. NOTE: ON DUAL PACK SYSTEMS, THE AIR CONDITIONING SIDE WILL ONLY BE COVERED IF THE AIR CONDITIONING OPTION WAS REQUESTED AND THE ADDITIONAL PREMIUM HAS BEEN PAID.

NOT COVERED: MALFUNCTIONS CAUSED BY A FAILURE TO PERFORM ROUTINE MAINTENANCE, INCLUDING, BUT NOT LIMITED TO FILTER CHANGES AND CLEANING; REGISTERS, GRILLS, HEAT LAMPS, FIREPLACES AND KEY VALVES; WOOD OR PELLET STOVES; OIL, DIESEL, OR KEROSENE UNITS; GEO-THERMAL SYSTEMS; CRANE CHARGES; COLLAPSED, CRUSHED, DISINTEGRATED OR WATER DAMAGED DUCTWORK; FLUES AND VENTS; HUMIDIFIERS; CLEANING; FILTERS; AIR FILTRATION SYSTEMS; PORTABLE HEATERS; ZONE CONTROL SYSTEMS; SOLAR HEATING SYSTEMS; STANDS.

ELECTRICAL SYSTEM: ELECTRICAL PANELS; SWITCHES; PLUGS; CENTRAL VACUUM SYSTEMS; REPAIRS ONLY TO WIRING AND LOW VOLTAGE LIGHTING SYSTEMS.
NOT COVERED: LIGHT FIXTURES; REMOTE CONTROLS; STRETCHED PLUGS; REMOVABLE ATTACHMENTS, ACCESSORIES, HOSES OR CENTRAL VACUUM BLOCKAGES; REPLACEMENT OF LOW VOLTAGE SYSTEMS; ENERGY MANAGEMENT OR LIGHTING AND APPLIANCE MANAGEMENT SYSTEMS; SMOKE DETECTORS.

PLUMBING SYSTEM: WATER HEATER (Gas/Electric, max 75 gal.); FLUSHING MECHANISMS; TOILET TANK AND BOWL (replaced with two piece white builder's standard when necessary); TUB AND SHOWER VALVES (replaced with chrome builder's standard when necessary); GAS, WATER, DRAIN/WASTE PIPE LEAKS; BUILT-IN BATH/TUB WHIRLPOOL MOTOR AND PUMP ASSEMBLY; PRESSURE REGULATOR AND INLINE SHUTOFF VALVE.
NOT COVERED: FAUCETS; WATER CONDITIONING EQUIPMENT; LANDSCAPING OR FIRE SPRINKLING SYSTEMS; MAIN SHUT OFF VALVE; SOLAR WATER HEATERS; FLUES AND VENTS; WATER FLOW AND/OR CAPACITY LIMITATIONS CAUSED BY RUST, CALCIFICATION AND/OR MINERAL DEPOSITS; ELECTROLYSIS; WATER DISCOLORATION; BATH/TUB JET PLUMBING; SHOWER HEADS AND ARMS; BATH/TUBS; FIXTURES; SINKS; TUB AND SHOWER BASE PANS; TILE; CAULKING. TANKLESS AND/OR DIRECT VENT WATER HEATER REPAIRS AND REPLACEMENTS ARE LIMITED TO \$500. BHWC WILL NOT REPLACE A WATER HEATER BECAUSE OF NOISE OR PAY FOR REPIPEING OF DWELLING.

DRAIN LINES/SEPTIC TANK PUMPING: BHWC will clear mainline stoppages that can be cleared through an existing ground level cleanout without excavation. If the stoppage is due to septic tank backup, BHWC will pump only one septic tank, one time only.

NOT COVERED: HYDRO-JETTING; BROKEN OR COLLAPSED SEWER LINES OUTSIDE THE FOUNDATIONS; STOPPAGES OR ROOTS THAT PREVENT THE EFFECTIVE USE OF AN EXTERNALLY APPLIED SEWER MACHINE CABLE; THE COST OF FINDING OR GAINING ACCESS TO THE CLEANOUT OR SEPTIC TANK; REMOVAL OF TOILET; COSTS TO INSTALL A GROUND LEVEL CLEANOUT; CHEMICAL TREATMENT OF THE SEPTIC TANK AND/OR SEWER LINES; LEACH LINES; SEPTIC SYSTEM PUMPS; CESSPOOL.

PUMPS: SUMP PUMPS; RECIRCULATING PUMPS; SEWAGE EJECTOR PUMP.
NOTE: COSTS TO REPAIR AND/OR REPLACE PUMPS ARE LIMITED TO \$500.
NOT COVERED: AEROBIC PUMP, JET PUMP, SEPTIC SYSTEM.

FANS: Kitchen/bathroom exhaust fans, attic fans, whole house fans, and ceiling fans, All fans, including deluxe and premium, will be replaced with builder's standard.
NOT COVERED: NOISE; WOBBLING; LIGHT FIXTURES; REMOTE TRANSMITTERS.

GARAGE DOOR OPENER: If replacing, BHWC will install system of comparable capacity and one that conforms to applicable legal standards.
NOT COVERED: DOORS; SPRINGS; REMOTE TRANSMITTERS; LIGHTS; HINGES.

OPTIONAL COVERAGES

(Coverage Provided Only If Listed on Declaration and Additional Premium has been Paid)

AIR CONDITIONING SYSTEM: Coverage is available on cooling systems with cooling capacity not exceeding 5 tons per unit (2 units maximum). CONDENSER; COIL; EVAPORATIVE COOLING UNIT; COMPRESSOR AND MOTORS. If BHWC determines that replacing an air conditioning system is required, BHWC will replace with a unit that meets 13 SEER and/or 7.7 HSPF requirements, including replacing any covered components that are necessary to maintain compatibility with the replacement unit, including the indoor furnace or air handler, evaporative coil, transition, plenum, indoor electrical, duct

connection, accessible refrigerant and condensate drain lines, and thermostatic expansion valve. NOTE: REPLACEMENTS ARE SOMETIMES SUBJECT TO CERTAIN LIMITS; SEE LIMITATIONS ON LIABILITY, PARAGRAPHS #6, #7, AND #9. BHWC WILL PAY FOR THE RECAPTURING OF PURON OR R-22 FREON ONLY. REPAIRS AND/OR REPLACEMENTS TO SYSTEMS THAT DO NOT UTILIZE PURON OR R-22 FREON WILL BE LIMITED TO \$1,000 PER CONTRACT. REPLACEMENTS WILL BE SUBJECT TO REVIEW BY BHWC DURING THE FIRST 30 DAYS OF COVERAGE.

NOT COVERED: MALFUNCTIONS CAUSED BY A FAILURE TO PERFORM ROUTINE MAINTENANCE, INCLUDING, BUT NOT LIMITED TO FILTER CHANGES AND CLEANING; GAS OR PROPANE AIR CONDITIONING SYSTEMS; INACCESSIBLE REFRIGERANT AND CONDENSATE DRAIN LINES; GEO-THERMAL SYSTEMS; WATER COOLED SYSTEMS; MISMATCHED SYSTEMS; CLEANING; FILTERS; CHILLERS; FLUES AND VENTS; HUMIDIFIERS; AIR FILTRATION SYSTEMS; ZONE CONTROL SYSTEMS; COLLAPSED, CRUSHED, DISINTEGRATED OR MOISTURE DAMAGED DUCTWORK; DUCTWORK TESTING AND/OR SEALING; CRANE CHARGES; PORTABLE ROOM OR WINDOW UNITS; REGISTERS; GRILLS; STANDS.

RELOCATION/MODIFICATIONS OPTION: BHWC will pay up to \$1,000 aggregate (combined limit for the term of the contract) to perform equipment relocations and/or modifications that BHWC deems necessary due to changes in government regulations to complete covered repairs and replacements to heating, air conditioning or water heaters. Coverage extends to: structural issues; access issues; vents; pads; stands; roof jacks; outside electrical; inaccessible refrigerant lines; inaccessible drain lines.
NOT COVERED: CLEANING, PERMITS, DISPOSAL COSTS, DUCTWORK TESTING AND/OR SEALING.

SWIMMING POOL/SPA EQUIPMENT: Above ground and accessible parts and components of the filtration, pumping, and heating system (including the pool sweep pump, blower motors, motor, and timer). Both pool and spa equipment is covered if they utilize common equipment. If they do not utilize common equipment, then only one or the other is covered unless an additional fee is paid. NOTE: Heater repairs and/or replacements caused by rust, deterioration or corrosion are limited to \$500 per contract.
NOT COVERED: UNDERGROUND OR INACCESSIBLE PARTS AND COMPONENTS; CLEANING EQUIPMENT; POOL SWEEPS; DAMAGE DUE TO A LACK OF MAINTENANCE OR IMPROPER CHEMICAL BALANCE; LIGHTS; DISPOSABLE FILTRATION MEDIUMS; CHLORINATORS; IONIZERS; OZONE GENERATORS; HEAT PUMPS; SALT WATER SYSTEMS; REMOTE CONTROL SYSTEMS; MOTORIZED VALVES; VALVE ACTUATORS; COMPUTERIZED CONTROL BOARDS; JETS; FOUNTAIN OR WATERFALL PUMPS; COVERS AND RELATED EQUIPMENT; STRUCTURAL DEFECTS; SOLAR RELATED EQUIPMENT; SKIMMERS.

KITCHEN REFRIGERATOR: Electrical or mechanical malfunction, except;
NOT COVERED: COSMETIC PROBLEMS, SUCH AS CHIPS, DENTS OR SCRATCHES; FILTERS; FOOD SPOilage; LIGHTS; INTERIOR THERMAL SHELLS; INSULATION; MULTI-MEDIA CENTER; ICE MAKERS OR WATER DISPENSERS; REFRIGERATOR FREEZERS WHICH REQUIRE AN ADDITIONAL COMPRESSOR TO FUNCTION; STAND ALONE FREEZERS; REFRIGERATORS LOCATED OUTSIDE THE KITCHEN AREA.

WASHER AND DRYER: Parts and components, except;
NOT COVERED: COSMETIC PROBLEMS, SUCH AS CHIPS, DENTS, OR SCRATCHES; PLASTIC MINI-TUBS; SOAP DISPENSERS; FILTER AND LINT SCREENS; VENTING; DAMAGE TO LAUNDRY. MALFUNCTIONS DURING THE FIRST 30 DAYS OF CONTRACT CAUSED BY RUST ARE SUBJECT TO REVIEW BY BHWC.

ROOF COVERAGE: Leaks resulting from rainwater penetrating the roof due to normal wear and deterioration of the building materials covering the roof. COSTS OF DIAGNOSIS, REPAIRS, PARTS AND MATERIALS WILL BE LIMITED TO \$1,000 PER CONTRACT. Note: Service delays frequently occur during periods of rain and storms. While we make every effort to expedite service, no guarantees can be made. UNDER NO CIRCUMSTANCES IS BHWC LIABLE FOR CONSEQUENTIAL DAMAGES CAUSED BY LEAKS.

NOT COVERED: LEAKS THAT OCCUR IN A DECK OR BALCONY WHEN SAID DECK OR BALCONY SERVES AS THE ROOF OF THE STRUCTURE BELOW; LEAKS IN PATIOS, PORCHES, OR DETACHED GARAGES; LEAKS THAT RESULT FROM OR THAT ARE CAUSED BY ROOF MOUNTED INSTALLATIONS; SKYLIGHTS; UN-WORKMANLIKE CONSTRUCTION OR REPAIRS; MISSING OR BROKEN ROOF SHINGLES OR TILES; STRUCTURAL COLLAPSE DUE TO EARTHQUAKE, ROT OR IMPROPER DESIGN AND/OR INSTALLATION; PERSONS WALKING OR STANDING ON THE ROOF; FAILURE TO PERFORM NORMAL MAINTENANCE TO ROOF AND GUTTERS; ACTS OF GOD; LEAKS MANIFESTED PRIOR TO THE EFFECTIVE DATE OF THE CONTRACT.

SEPTIC SYSTEM COVERAGE: Aerobic pump, jet pump, septic tank and line from house.
NOT COVERED: TILE FIELDS AND LEACH BEDS; LEACH LINES; LATERAL LINES; INSUFFICIENT CAPACITY; INSTALLATION OF A CLEANOUT; COST TO DIAGNOSE, REPAIR AND/OR REPLACE THE SYSTEM, INCLUDING PUMPS, SEPTIC TANK AND/OR LINE IS LIMITED TO A TOTAL OF \$500 MAXIMUM.

WELL PUMP SYSTEM COVERAGE: Well pump system that is the primary source of water to the home and is used for domestic purpose only: PRESSURE, HOLDING AND STORAGE TANKS; ABOVE GROUND PIPING AND ELECTRICAL LINES BETWEEN THE TANK AND THE MAIN DWELLING; DROP PIPE AND CABLE IN THE WELL; WELL PUMP (Maximum 2 HP). COSTS OF REPAIR AND/OR REPLACEMENT OF ITEMS OTHER THAN THE WELL PUMP, SUCH AS BUT NOT

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BHWC Trade Call Guarantee

(Trade call fee is paid only if BHWC performs service.)

Read Before Requesting Service

The intent of this contract is to provide service for covered systems and appliances that were in place and functionally operable on the effective date of this contract and which failed during the term of this contract due to normal wear and tear. Only the work specifically authorized by BHWC will be performed. Under no circumstances will BHWC pay for unauthorized work, or reimburse a contract holder for such work. If you need service call (800) 521-2492.

SPANISH

Sírvase Leer El Siguiente Parrafo Antes De Solicitar El Servicio

El objeto del presente contrato es proporcionar servicio a los sistemas y aparatos cubiertos por el mismo, que se instalaron y funcionaban correctamente en la fecha de puesta en vigencia de este contrato y dejaron de funcionar adecuadamente, durante el plazo de vigencia del mismo, debido al desgaste y uso normales. Sólo se realizarán los trabajos específicamente autorizados por BHWC. Bajo ninguna circunstancia, BHWC pagará por trabajos no autorizados ni reembolsará al titular del contrato por dichos trabajos. Si necesita servicio; llame al (800) 521-2492.

CHINESE

要求維修前請先閱讀下述說明

本合同旨在對已承保之設備與器具提供維修服務。但該設備或器具必須是在合同生效之日已安裝就位並可正常運作。而在本合同期內由於正常磨損而產生故障者。僅限於經BHWC專門認可之維修工作方可進行。凡有未經認可之維修工作，BHWC概不支付維修費，亦不予合同持有人報銷此類費用。若需維修，請撥電話：(800) 521-2492

KOREAN

서비스 요청을 하기 전에 반드시 알아 두어야 할 사항

본 계약은, 정상위치에서 본 계약 당시에 작동가능하고 있는 본 계약에서 커버되는 시스템과 장치들이 정상적 소모로 인하여 기능을 상실할 경우 서비스를 제공하는 데 목적을 두고 있습니다. 오직 BHWC에서 특정 승인한 수리관리만 이행되어야 합니다. 어떠한 상황에서도 BHWC는 비승인된 수리관리에 대하여 지불을 하지 않을 뿐 아니라 또한 그러한 수리에 대한 비용을 계약인에게 환불하지도 않습니다. 서비스가 필요할 때는 (800) 521-2492로 전화하십시오.

VIETNAMESE

ĐỌC TRƯỚC KHI YÊU CẦU DỊCH VỤ

Mục đích của hợp đồng nhằm cung cấp sự sửa chữa cho những hệ thống được bảo kê và những đồ dùng đặt ở nơi bình thường và trong tình trạng sử dụng được từ ngày hợp đồng này có hiệu lực và bị hư trong thời hạn hợp đồng, gây nên bởi sự hư hao thông thường. Sự sửa chữa phải được phép của BHWC. Không trong bất kỳ trường hợp nào mà BHWC lại trả tiền cho những dịch vụ không được phép trước, hay hoàn trả người đứng tên trên hợp đồng cho dịch vụ đó. Nếu bạn cần dịch vụ: Xin gọi (800)521-2492

JAPANESE

保証サービスについてのご注意

本契約の目的は、本契約効力日に取付けられ正常に作動していて、本契約期間内に通常の損耗を原因として故障した電気機器を修理保証サービスを提供することにあります。特に当社が指定したサービスに限ります。指定外のサービスについては、理由の如何を問わず、支払いも払戻しも致しません。保証サービスに関するお問い合わせ先：電話番号 (800)521-2492。

For Claims Service Call 800 521-2492
or go to www.bhwc.com

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LIMITED TO, PLUMBING PIPES, BOOSTER PUMP, TANKS, ELECTRICAL LINES, AND ACCESS LABOR TO REMOVE AND/OR REPLACE WELL PUMP ARE LIMITED TO \$500 PER CONTRACT. NOT COVERED: WELL CASINGS; SYSTEMS USED PARTLY OR WHOLLY FOR IRRIGATION OR AGRICULTURAL PURPOSES; RE-DRILLING OF WELLS.

MAXIMUM UPGRADE OPTION: The following items (which are excluded under the standard contract) will be covered under the terms and conditions of the contract:

- **APPLIANCES:** Trim kits, racks, rollers, baskets, interior linings, clocks, rotisseries, handles, knobs, buckets, lock & key assemblies, self-cleaning mechanisms, and shelves.
- **REFRIGERATOR:** Ice makers (with purchase of kitchen refrigerator option). If the ice maker is unavailable, BHWC's obligation is limited to \$200.
- **HEATING SYSTEM:** Registers, grills, built-in heat lamps.
- **ELECTRICAL:** Smoke detectors.
- **PLUMBING:** Toilets replaced with like quality up to \$600 per occurrence, faucets (replaced with chrome builder's standard on 4 inch centers when necessary), hose bibs, showerheads and arms (replaced with chrome builder's standard when necessary), water heater sediment.
- **FANS:** Replacement of ceiling fans will be with like quality.
- **GARAGE DOOR OPENER:** Springs, remote transmitters, hinges.
- **AIR CONDITIONING:** (if air conditioning paid for) Registers, grills, disposable filters.
- **CODE UPGRADES/MODIFICATIONS:** BHWC will pay for upgrades or modifications necessary to complete the installation of, or repairs to, a covered plumbing, electrical, air conditioning, or heating item, provided the required upgrade is the result of changes to a local ordinance or code or 13 SEER regulation and that failure to upgrade prevents BHWC from completing an in progress service call.

NOTE: A \$500 MAXIMUM AGGREGATE LIMIT IS PLACED ON CODE UPGRADES/MODIFICATIONS PER CONTRACT. This coverage does not include an inspection of the property to determine if a system or appliance was or was not installed properly and proper permits were obtained. The contract holder is responsible for the cost for changes or upgrades relating to hazardous material removal.

LIMITATIONS ON LIABILITY

1. **EMERGENCIES:** An emergency is defined as the loss of plumbing, a substantial loss of electrical service, the loss of heating or cooling, or any other condition within the home that renders the home uninhabitable, if the structures, components or systems related thereto are covered by this contract. If a malfunction has created an emergency, as defined in this contract, a reasonable effort will be made to provide expedited services.
2. **WHO DOES THE WORK:** BHWC will respond to your request for service by dispatching a contractor or technician. The contractor or technician will call you to schedule an appointment to perform the requested service. Only the work specifically authorized by BHWC will be performed. If you experience difficulties with the contractor or technician, you should contact BHWC.
3. **TRAVEL TIME:** If the covered property is in a remote area, or if it is necessary to hire a technician who charges travel time, BHWC will pay up to a maximum of \$75 for travel time. Travel time charges in excess of \$75 will be paid by the contract holder.
4. **ACCESS:** If it becomes necessary to gain access to a malfunctioning system or appliance by opening a wall, floor, or ceiling, BHWC will restore the opened area to a rough finish only. BHWC will not refinish, restore or replace countertops, cabinets, floor or wall coverings, or repair any cosmetic defect. **ACCESS TO A COVERED ITEM THAT IS RESTRICTED OR LIMITED IS NOT COVERED, AND IT IS THE HOMEOWNER'S RESPONSIBILITY TO PROVIDE ACCESS TO THE COVERED ITEM.** If a malfunctioning system or part thereof is encased in or covered by cement, and is within the perimeter of the main foundation of the home or garage, the liability of BHWC for the repair or replacement of said system is limited to \$500 per contract (the \$500 limitation includes cost of leak detection).
5. **INADEQUATE SIZE OR CAPACITY: IF A SYSTEM, APPLIANCE, OR COMPONENT IS DETERMINED TO BE UNDERSIZED OR OVERLOADED, OR IS PROVEN TO BE INADEQUATE, REPAIR OR REPLACEMENT OF THE MALFUNCTIONING SYSTEM OR APPLIANCE IS NOT COVERED BY THIS CONTRACT.**
6. **REPAIR OR REPLACEMENT:** BHWC solely will decide whether a malfunctioning system or appliance should be repaired or whether it should be replaced. Replacements and repair parts will be similar in features, efficiency, and capacity to those being repaired or replaced, but may not match color, brand, or dimensions. **HOMEMADE, SYSTEMS CLASSIFIED BY THE MANUFACTURER AS COMMERCIAL, AND/OR NON-STANDARD SYSTEMS ARE NOT COVERED.** BHWC reserves the right to find, have made, or have rebuilt a hard-to-locate part or component. BHWC reserves the right to provide cash in lieu of a repair or replacement in the amount of our actual cost (less than retail) to repair or replace such item.
7. **MODIFICATIONS/DISPOSAL COSTS:** BHWC is not responsible for modifications to pipe runs, flues, ducts, electrical or plumbing systems, closets or any other structural modifications and similar conditions needed for access, repairs, or installation of a covered system. BHWC is not responsible for any costs to dispose of old parts or equipment.
8. **OTHER OPINIONS:** BHWC reserves the right to get other opinions on the repair or replacement cost. If BHWC decides to obtain other opinions, that decision will not result in an additional trade call fees to the contract holder.
9. **BUILDING CODE OR GOVERNMENT REGULATION:** If building codes, Consumer Product Safety

Commission standards, or government regulations prevent BHWC from repairing or replacing a system or appliance with like capacity, efficiency, or design, BHWC's liability is limited to the amount that it would have cost to repair or replace the system or appliance in the absence of such code or regulation. The contract holder is responsible for obtaining all permits and for correcting any existing code violations and for any changes relating to upgrades required by law or hazardous material removal.

10. **DELAYS/MANUFACTURER'S DEFECT:** BHWC is not responsible for delays due to labor difficulties, weather, delivery problems, availability of parts, or other events beyond its control. If a failure is caused by a manufacturer's defect, recall, defective materials or parts, it shall not be covered. BHWC is not responsible for repair or replacement of any system or appliance or component thereof that is determined to be defective by the Consumer Product Safety Commission.
11. **ADDITIONAL SERVICE CRITERIA: IF A MALFUNCTION OR DEFECT IS DISCOVERED BY AN INSPECTION COMPANY PRIOR TO THE CLOSING, OR BY A PUBLIC UTILITY COMPANY AT THE TIME GAS OR ELECTRIC SERVICE IS TRANSFERRED TO THE CONTRACT HOLDER, THE DEFECT OR MALFUNCTION SHALL BE CONSIDERED A NON-COVERED PRIOR CONDITION.** Contract coverage will be extended to other unknown pre-existing conditions provided the defect or malfunction in a covered system or appliance was not discovered until after the effective date of this contract, and provided the defect or malfunction would not have been apparent by visual inspection and simple mechanical test prior to effective date. **IF THE BUYER OR SELLER OR AGENT OF EITHER HAD PRIOR KNOWLEDGE OF A DEFECT OR MALFUNCTION IT WILL NOT BE COVERED.** Malfunctions to any system, appliance or covered option caused by rust and/or calcification are subject to review by BHWC.
12. **ACTS OF GOD, ETC.: THIS CONTRACT DOES NOT COVER DAMAGE TO COVERED SYSTEMS AND APPLIANCES RESULTING FROM ACTS OF GOD, MOLD, STORMS, EARTHQUAKE, NUCLEAR INCIDENTS, WAR, RIOT, VANDALISM, FIRE, FLOOD, ACCIDENTS, MISUSE, NEGLECT, PESTS, PETS, FREEZE DAMAGE, ODORS, ABNORMAL WEAR AND TEAR, POWER FAILURE OR SHORTAGE, SURGE OR OVERLOAD, ATTEMPTED OR IMPROPER PREVIOUS REPAIRS, IMPROPER DESIGN OR INSTALLATION.**
13. **ELIGIBLE PROPERTIES:** This contract covers a single family dwelling, less than 5,000 square feet, used only for residential purposes. Homes over 5,000 square feet, multiple units, guest houses, and other structures are covered only if the appropriate additional fees are paid. **A DWELLING USED FOR COMMERCIAL PURPOSES, OR AS A DAY CARE CENTER, REST HOME, OR A SCHOOL, OR FOR ANY OTHER NON-RESIDENTIAL USE WILL NOT BE COVERED.**
14. **COMMON AREAS/Common Systems: IF THE COVERED DWELLING IS A CONDOMINIUM, TOWNHOUSE, MOBILE HOME, OR MULTI-FAMILY DWELLING, COVERAGE IS LIMITED TO THOSE SYSTEMS AND APPLIANCES LOCATED WITHIN THE PARTICULAR UNIT. COMMON AREAS OF COMMON SYSTEMS WILL NOT BE COVERED.**
15. **CONSEQUENTIAL DAMAGES: THIS CONTRACT DOES NOT PROVIDE COVERAGE FOR DAMAGE CAUSED TO THE HOME OR ITS CONTENTS BY A MALFUNCTIONING SYSTEM OR APPLIANCE, INCLUDING, BUT NOT LIMITED TO, FIRE, WATER, AND/OR MOLD DAMAGE. BHWC IS NOT RESPONSIBLE FOR ANY CLAIM ARISING OUT OF ANY PATHOGENIC ORGANISMS REGARDLESS OF ANY EVENT OR CAUSE THAT CONTRIBUTED IN ANY SEQUENCE TO DAMAGE OR INJURY. PATHOGENIC ORGANISMS MEAN ANY BACTERIA, YEASTS, MILDEW, VIRUS, FUNGI, MOLD, OR THEIR SPORES, MYCOTOXINS OR OTHER METABOLIC PRODUCTS.**
16. **RENTAL PROPERTIES:** If the covered property is a rental unit or if it becomes a rental unit during the course of the contract, the contract holder must notify BHWC of the mailing address of the property owner and must designate the party responsible for the payment of any trade call fee before service is rendered.
17. **RENEWAL/TRANSFER:** Contract may be renewed at BHWC's discretion only. In that event, contract holder will be notified of the prevailing rate and terms of renewal. Premium rates may increase upon renewal. This contract may be transferred if the property is sold during the term of this contract; original contract holder must notify BHWC of the change in ownership.
18. **REMODELING/ROUTINE MAINTENANCE, ETC.:** Damage to a covered system or appliance caused by remodeling activity or construction is not covered. Failures or malfunctions that result from failure to perform routine cleaning and/or maintenance, improper previous repairs and/or missing parts, will not be covered.
19. **VACANT PROPERTIES:** If a property is vacant and utilities are not on at walk-thru, coverage will begin 10 days after all systems and appliances have been activated, tested and determined to be operating properly.
20. **CONTRACTORS' WARRANTIES:** BHWC will warrant service performed while a contract is in effect as follows: 30 days labor and 90 days parts from completion of the service call. Under no condition will new service be initiated after the expiration date of the contract without prior written approval.
21. **CANCELLATION:** If no claims have been placed, contract holder may cancel and receive full refund without penalty within the first 30 days after the effective date of the contract, or within 10 days of receipt of the contract by the contract holder. In the event the contract is cancelled by contract holder after the period indicated above or after filing a claim, contract holder shall be entitled to a pro rata refund of the paid contract fee for the unexpired term less any outstanding balance on account and less a \$25 administrative cost incurred by BHWC. The right of a contract holder to cancel contract pursuant to this section applies only to the original purchaser of the contract. Contract is noncancelable by BHWC except for nonpayment of fees; fraud or misrepresentation of facts material to the issuance of this contract; or upon mutual agreement between contract holder and BHWC. If contract is cancelled by BHWC, contract will not be cancelled until at least 15 days after notice of cancellation is mailed to the contract holder. All requests for cancellation must be submitted to BHWC in writing.

It's Your Best Move!

Guaranteed Protection and Peace of Mind for Buyers and Sellers

The LandAmerica Best Home Warranty Plan gives you the competitive edge to sell a home faster and at a higher price while protecting you against after-sale disputes. And if you're a buyer, you can eliminate costly repair bills that can cause a financial drain you can't afford.

We Eliminate Worry

The high cost of upkeep and repairs are a major expenditure for home owners. Our Home Warranty Plan takes the worry out of getting costly and quality repairs for items like appliances, heating, plumbing, and electrical systems. We're only a phone call away with personal and responsive service that you can rely on.

We Deliver More Coverage

Not all home warranty plans are created equal. We have a track record of success as well as features that we have pioneered in the home warranty industry.

- Trade Call Guarantee — Our low trade call fee is paid only if service is performed.
- More Standard Coverage — Our standard warranty includes more items than other plans.
- Maximum Value — Our Maximum Value Plan combines the Standard Plan with air conditioning PLUS the Maximum Upgrade Option (which covers an additional 27 items including code violation upgrades).



We're Known for Reliable Service

In the home warranty industry, we receive high marks for customer service. We're available 365 days a year and 24 hours a day to efficiently dispatch local, qualified and pre-screened repair service for emergencies. Our priority is to provide convenient and quality service you can depend on. For your convenience you can request service by phone, internet, e-mail, or fax.

BHWC is a home warranty company that operates nationally with a management team that has been involved in the growth of home warranty for over 30 years. BHWC is subsidiary of LandAmerica Financial Group, Inc. *(A Fortune 500 Company)*



About LandAmerica Financial Group, Inc.

Based in Richmond, Virginia, LandAmerica Financial Group, Inc. is a leading provider of real estate transaction services. Through its many subsidiaries, LandAmerica serves residential and commercial customers with more than 900 offices and a network of 10,000 active agents throughout the United States, Mexico, Canada, the Caribbean, Latin America, and Europe. LandAmerica is recognized on Fortune 500 and Forbes Platinum 400 company.

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Issued and administered by Best Home Warranty Company

- Guaranteed Protection
- Peace of Mind
- Convenience
- Dependability
- Personal & Responsive Customer Service
- Includes 13 SEER Protection

