

# Enroll now

2-10.com/agent | 720.531.6723  
agentservices@2-10.com



## SELECT YOUR COVERAGE

For multi-year pricing, multiple units, guest homes, or homes over 5,000 square feet, call for a quote.

☐ **Seller Coverage** Seller Service Fee \$100  
☐ \$50 Seller A/C and Heat Pump option

☒ **Buyer Coverage** w/\$100 Service Fee Buyer pricing is shown for one year of coverage, either prepaid in full or monthly installments.\* Monthly payments available for Buyer only.

### Simple Coverage

- ☐ \$555 / \$51 Single Family  
☐ \$535 / \$49 Condo/Duplex/Townhome (per unit)

### Standard Coverage

- ☒ \$645 / \$59 Single Family  
☐ \$625 / \$57 Condo/Duplex/Townhome (per unit)

### Supreme Coverage

- ☐ \$765 / \$70 Single Family  
☐ \$745 / \$68 Condo/Duplex/Townhome (per unit)

**NEW  
MONTHLY  
PAYMENTS!**  
Available  
in Portal.

### New construction w/\$100 Service Fee

3 years of systems and appliances protection. Completes 2-10 HBW structural warranty.

- ☐ \$550 Simple ☐ \$650 Standard ☐ \$750 Supreme  
☐ Begin at closing ☐ Begin 1 year after closing

### Additional Buyer options

May be purchased up to 30 days after closing. Pricing is shown per year and monthly.

- ☐ \$50 / \$4.56 Additional Refrigerator, Built-In Wine Cooler, Freestanding Freezer or Wet Bar Refrigerator (sold separately)  
☐ \$65 / \$5.93 Washer and Dryer (included in Supreme)  
☐ \$85 / \$7.76 Plus **NEW** ☐ \$50 / \$4.56 Septic System  
☐ \$180 / \$16.43 Pool/Spa Freshwater ☐ \$75 / \$6.84 Well Pump  
☐ \$355 / \$32.39 Pool/Spa Saltwater ☐ \$50 / \$4.56 Pre-Season HVAC Tune-Up  
☐ \$180 / \$16.43 Additional Pool/Spa ☐ \$60 / \$5.48 Extended Pipe Leak  
☐ \$200 / \$18.25 Mini-Split HVAC System **NEW** ☐ \$100 / \$9.13 Roof Leak  
☐ \$180 / \$16.43 Zone Control HVAC System **NEW** ☐ \$50 / \$4.56 Service Fee Buy Down to \$75

**Totals**  
\$ 645.00 Service Agreement  
\$ Seller A/C and Heat Pump option  
\$ Buyer option(s)  
\$ 645.00 Total due\*

\*In North Carolina: SALES TAX UP TO 7.5% IS DUE.  
Monthly payments subject to a processing fee of 9.5%.

## PROPERTY INFORMATION

### Home to be covered

Address 1196 Smith Creek  
City Wake Forest State NC Zip

Mailing address if different from above:

Address  
City State Zip

### Home Seller(s) and Buyer(s) information

Seller(s) name KM Partners LLC  
Phone 951-757-9521 Email Joshua@millerfinancial.com  
Buyer(s) name  
Phone Email

### ☐ Go Green - I want to go paperless!

Receive your confirmation and download your Home Warranty Service Agreement electronically. (Be sure to provide email above.)

### Agent information

Service Agreement being purchased by: ☒ Seller ☐ Buyer ☐ Other

#### Seller's agent information

Agent name Kim Myers/for Jim Allen MLS ID R11804

Real estate office Coldwell Banker HPW

Phone 919-756-6484 Email Kim@JimAllen.com

#### Buyer's agent information

Agent name  
Real estate office  
Phone Email

#### Closing Agency/title company

Name  
Address  
Closing date File #  
Phone Email

The above charges for the principal unit and additional units include the full amount of all fees, if any, payable to the real estate broker and its agents for processing, administering, and advertising. Payment can be made by check or credit card. Payments outside of close of sale are accepted. Monthly payment cannot be enrolled through the mail and must be enrolled through Agent Portal or by contacting Agent Services.

MAKE CHECKS PAYABLE TO: Home Buyers Resale Warranty Corporation, PO Box 952848, St. Louis, MO 63195-2848

## COVERAGE AGREEMENT

☒ I agree to purchase coverage or accept coverage purchased on my behalf.

☐ I decline coverage and hereby agree to WAIVE all claims against 2-10 HBW, the Broker and/or Agent for potential Failures that could have been covered under this Service Agreement.

Seller  
signature

dotloop verified  
04/09/25 9:32 AM PDT  
TGDZ-9GLD-084A-KILX

Buyer  
signature

By signing above, each party represents that it has read the Home Warranty Service Agreement, and acknowledges that any Service provided hereunder is subject to all terms, conditions, limits, exclusions, and procedures, including that Service will only apply to Covered Items in good and safe working condition on the Effective Date. The Seller further represents that known pre-existing defects have been declared to the Buyer, and that all items for which coverage is provided are in satisfactory operating condition. BOTH PARTIES ACKNOWLEDGE THAT SERVICE UNDER THIS AGREEMENT IS ADMINISTERED BY 2-10 HBW, AND CARRIES NO OBLIGATIONS RELATED TO ANY REAL ESTATE FIRM OR AGENT. THE PURCHASE OF A HOME WARRANTY SERVICE AGREEMENT IS OPTIONAL, AND SIMILAR COVERAGE MAY BE PURCHASED THROUGH OTHER SERVICE CONTRACT OR INSURANCE COMPANIES.



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



**Most Comprehensive  
HVAC**

*Unlimited refrigerants  
& SEER matching*

**Happy Home  
Lock & Hardware<sup>SM</sup>**

*Up to \$100 reimbursement*

**Complimentary  
Seller Coverage**

*Protects your transaction*

**Expect industry-leading coverage.**  
**Over 6 million homes protected.**

**2-10.com/agent | 720.531.6723**

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



# Unexpected is Expensive.®

**With 2-10 Home Buyers Warranty, you have a plan for unexpected and expensive failures.**

Without a Home Warranty Service Agreement, unexpected breakdowns can be expensive. In fact, a \$400 emergency would put many Americans in a tough financial position. With a Service Agreement from 2-10 HBW, you can benefit from our wholesale relationships and reduce the costs of breakdowns.



## Here's how it works:

1

### PROTECT YOUR HOME



Purchase and set up your account. Visit [2-10.com/homeowner](https://2-10.com/homeowner) to review your Agreement for coverage details and update your account.

2

### NEED SERVICE?



Visit [2-10.com/homeowner](https://2-10.com/homeowner) for 24/7 access to review your coverage and request Service.

3

### CONTRACTOR ASSIGNED



A Contractor will contact you to schedule an appointment to diagnose your Failure.

# Could you afford to pay for a breakdown out of pocket?

## AVERAGE REPLACEMENT COSTS†



HVAC System  
**\$6,705**

Refrigerator  
**\$1,370**



With  
2-10 HBW,  
pay as low as

**\$75\***



Water heater  
**\$1,668**

Gas range  
**\$1,266**



†National averages based on data collected in November 2021.  
Costs in your area may vary.

\*Service Fee per approved claim after selecting Service Fee Buy Down option. See Service Agreement for all coverage details, limitations, and exclusions.

# 4

## COVERAGE REVIEW



We will review the diagnosis to determine coverage eligibility and provide authorization to repair or replace a Covered Item.

# 5

## HAPPY HOME!



Sit back and relax, because we have your home covered.

## Why choose a Home Warranty Service Agreement from 2-10 HBW?



**40+ years**  
in the industry



**6M+**  
homes covered



**97.5%**  
of claims paid

Rest easy knowing we have decades of experience and dedication to fulfilling homeowner claims, along with an extensive network of Service Contractors.



# 2-10 HBW creates exceptional experiences for homeowners.



In addition to having protection for unexpected Failures, you can enjoy the added perks of being a 2-10 HBW customer, where you receive special programs, discounts, and offers! \* We value our customers and strive to provide exceptional protection and experiences throughout your home ownership journey. Here are a few things you can look forward to with 2-10 HBW.

\* Programs, perks, and discount availability may vary by package and be subject to additional terms and conditions. Visit [2-10.com/homeowner](https://2-10.com/homeowner) for details.



## 'Even If' Service Fee Guarantee<sup>SM</sup>

This guarantee offers you extra protection. If you request Service and pay a Service Fee, and 2-10 HBW determines that your claim isn't covered, we'll refund your Service Fee at your request. Plus, if the same Component breaks down again during your Agreement, we won't charge you another Service Fee to fix it.



## Most Comprehensive HVAC Coverage

2-10 HBW provides the industry's most comprehensive HVAC coverage, including unlimited refrigerants and SEER matching, at no additional cost. As EPA regulations around refrigerants continue to evolve, 2-10 HBW will continue to provide superior HVAC coverage by encouraging the use of alternative refrigerants, the chemical that cools your home's air.



## Appliance Color Match

When possible, 2-10 HBW will match the color of your existing appliance during an appliance replacement. Primary functionality will be matched first, followed by color matching.

# Happy Home Lock & Hardware<sup>SM</sup>

Happy Home Lock & Hardware reimburses Buyers for installing new door locks, making key copies, and/or re-keying their home.



## HOW IT WORKS

### 1. REQUEST

If you're a Buyer, log in to your account ([2-10.com/homeowner](https://2-10.com/homeowner)) to verify your contact information and initiate the Happy Home Lock & Hardware process within 45 days after closing. No Service Fee required! Happy Home Lock & Hardware is available only via Homeowner Portal and may only be used once.\*

### 2. PURCHASE

Purchase new door locks, make key copies, and/or re-key exterior locks and hardware for your home within 45 days after closing.

### 3. SUBMIT

Submit your paid invoice(s) and/or receipt(s) to 2-10 HBW within 45 days after closing. Following the process instructions that 2-10 HBW emailed to the primary homeowner's email address, upload your invoice(s) or receipt(s).

### 4. RECEIVE REIMBURSEMENT

We send you a reimbursement check for your eligible expenses, up to \$100! Now you know who has access to your home, and you get money back for protecting yourself!

\*All eligible Happy Home Lock & Hardware expenses must be submitted for reimbursement within 45 days after closing to qualify. This program is not applicable on Seller coverage or renewals.



## Appliance Discount Program

The 2-10 HBW Appliance Discount Program gives you exclusive discounts on GE and Whirlpool brand appliances. You can access these discounts at any time during the Term of your Agreement at [2-10.com/homeowner](https://2-10.com/homeowner).



## Appliance Replacement Offer

When an appliance fails, you have 2 options: 1) You can request Service under this Agreement, or 2) you can use 2-10 HBW's Appliance Replacement Offer. If you use the Appliance Replacement Offer, you won't pay a Service Fee. Instead, you can request reimbursement of up to \$150 to replace the appliance in lieu of a Service request. You must purchase and install a new appliance to qualify. Then, submit your paid receipt to us using the instructions we'll email to the primary homeowner.



asurionhome<sup>+</sup>

## Protect your tech

for less than \$1/day<sup>1</sup>

Your electronics need you as much as you need them. 2-10 HBW works with Asurion to give you access to protection for your home electronics that's convenient and less than \$1/day! To start your protection, visit:

[2-10.com/Asurion](https://2-10.com/Asurion)



1. A covered product breaks down.



2. Asurion repairs it, replaces it, or reimburses you for it.<sup>2</sup>



3. You press play on life.

1 Enrollment cost is \$24.99/month, plus tax. A low service fee of \$0, \$49, or \$99, plus tax, applies to each approved claim.

2 Limitations and exclusions apply. See Terms and Conditions for complete plan details. All eligible products are covered for mechanical or electrical breakdowns caused by manufacturer defects; power surge; normal wear and tear; or dust, heat, and humidity. Most eligible portable devices are also covered for Accidental Damage from Handling, including drops, spills, and cracked screens. Visit [2-10.com/Asurion](https://2-10.com/Asurion) for plan details. Asurion Home+ is an offer fulfilled and serviced exclusively by Asurion. The Asurion and Asurion Home+ trademarks and logos are the property of Asurion, LLC. All rights reserved.

## Heating



| SIM | STA | SUP |                                                                                                        |
|-----|-----|-----|--------------------------------------------------------------------------------------------------------|
| ✓   | ✓   | ✓   | Up to two (2) systems                                                                                  |
| ✓   | ✓   | ✓   | Centrally ducted gas, electric, oil, or gravity heating systems                                        |
| ✓   | ✓   | ✓   | Steam, hydronic, or hot water heat systems                                                             |
| ✓   | ✓   | ✓   | Geothermal and water source systems                                                                    |
| ✓   | ✓   | ✓   | Thermostats - ALL TYPES                                                                                |
| ✓   | ✓   | ✓   | Modification of plenum supply and return when necessary to effect a covered repair                     |
| ✓   | ✓   | ✓   | Interior gas supply lines                                                                              |
| ✓   | ✓   | ✓   | SEER matching: upgrades when necessary to maintain compatibility and compliance with federal standards |
|     |     | ✓   | Built-in heat lamps                                                                                    |
|     |     | ✓   | Crane cost                                                                                             |
|     |     | ✓   | Correction of improper installation/repair/modification when necessary to effect a covered repair      |
|     |     | ✓   | Haul away/disposal fees                                                                                |
|     |     | ✓   | Items under manufacturer's warranty                                                                    |

### Excluded Items

✗ Underground piping and well pumps for geothermal and/or water source systems; high-velocity systems; humidifiers; zone control and energy management systems; registers; grills; filters and ductwork. All Components of each aforementioned Item and/or system.

### Dollar Limits

#### Cost to diagnose, repair, and/or replace:

|                                                 |         |
|-------------------------------------------------|---------|
| Steam, hot water heat, or hydronic systems..... | \$1,500 |
| Geothermal and water source systems.....        | \$1,500 |
| Concrete encased or concealed plenum .....      | \$500   |
| Interior gas supply lines.....                  | \$500   |
| Crane costs.....                                | \$500   |

## Air Conditioner and Heat Pump



| SIM                                           | STA | SUP |                                                                                                        |
|-----------------------------------------------|-----|-----|--------------------------------------------------------------------------------------------------------|
| O Purchase required for Seller Coverage: \$50 |     |     |                                                                                                        |
| ✓                                             | O   | ✓   | Up to two (2) systems                                                                                  |
| ✓                                             | O   | ✓   | Centrally ducted refrigeration systems and associated heat pumps                                       |
| ✓                                             | O   | ✓   | Geothermal and water source systems                                                                    |
| ✓                                             | O   | ✓   | Evaporative coolers and built-in electric wall units                                                   |
| ✓                                             | O   | ✓   | Thermostats - ALL TYPES                                                                                |
| ✓                                             | O   | ✓   | Modification of plenum supply and return when necessary to effect a covered repair                     |
| ✓                                             | O   | ✓   | SEER matching: upgrades when necessary to maintain compatibility and compliance with federal standards |
| ✓                                             | O   | ✓   | Unlimited refrigerant recharging                                                                       |
|                                               |     | ✓   | Window units                                                                                           |
|                                               |     | ✓   | Unlimited refrigerant recovery                                                                         |
|                                               |     | ✓   | Condensing unit pads and package unit pads                                                             |
|                                               |     | ✓   | Electrical cut-off switches                                                                            |
|                                               |     | ✓   | Crane cost                                                                                             |
|                                               |     | ✓   | Correction of improper installation/repair/modification when necessary to effect a covered repair      |
|                                               |     | ✓   | Haul away/disposal fees                                                                                |
|                                               |     | ✓   | Items under manufacturer's warranty                                                                    |

### Excluded Items

✗ Geothermal underground piping; well pumps; mini-split systems; high-velocity systems; any type of gas system; freestanding units; water towers; humidifiers; chillers; pre-coolers; condensate drain lines; zone control and energy management systems; whole house fans; roof jacks; registers; grills; filters and ductwork. All Components of each aforementioned Item and/or system.

### Dollar Limits

#### Cost to diagnose, repair, and/or replace:

|                                                         |         |
|---------------------------------------------------------|---------|
| Geothermal and water source systems.....                | \$1,500 |
| Water cooled air conditioners and hydronic systems..... | \$1,500 |
| Concrete encased or concealed plenum .....              | \$500   |
| Refrigerant lines.....                                  | \$500   |
| Crane costs.....                                        | \$500   |

## Appliances



| SIM | STA | SUP |                                                                                                                                                                                   |
|-----|-----|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ✓   | ✓   | ✓   | Refrigerator with standard ice maker                                                                                                                                              |
| ✓   | ✓   | ✓   | Appliance Color Match™                                                                                                                                                            |
|     | ✓   | ✓   | Built-in microwave                                                                                                                                                                |
|     | ✓   | ✓   | Dishwasher                                                                                                                                                                        |
|     | ✓   | ✓   | Garbage disposal                                                                                                                                                                  |
|     | ✓   | ✓   | Range, oven, and cooktop                                                                                                                                                          |
|     |     | ✓   | Washer and dryer                                                                                                                                                                  |
|     |     | ✓   | Vent hood                                                                                                                                                                         |
|     |     | ✓   | Range, oven, cooktop, hood: handles, hinges, clocks, rotisseries, racks, knobs and dials, interior lining, glass/ceramic cooktops, self-cleaning mechanisms, and latch assemblies |
|     |     | ✓   | Kitchen refrigerator: handles, hinges, ice crusher, ice dispenser, water dispenser, and respective equipment                                                                      |
|     |     | ✓   | Built-in microwave: handles, hinges, interior lining, clocks, shelves, turntable platforms, and rollers                                                                           |
|     |     | ✓   | Dishwasher: handles, hinges, racks, baskets, rollers, tub and interior lining, springs, latch assemblies, and soap dispensers                                                     |
|     |     | ✓   | Haul away/disposal fees                                                                                                                                                           |
|     |     | ✓   | Items under manufacturer's warranty                                                                                                                                               |

### Excluded Items

✗ Commercial grade. Appliances not located in the primary kitchen; any duplicate appliance; built-in refrigerator; specialty-shape ice makers; stand-alone ice maker, second ice maker; stand-alone freezer; trash compactor; portable or countertop microwave; meat probe assembly; door glass; sensi-heat burner for range, oven, or cooktop (are covered, but only replaced with standard burner); multimedia center, including technology convenience items like LCD screens, Wi-Fi, clocks, and cameras; racks; hinges; shelves; interior thermal shells; trim kits; microwave rotisseries; vent hood; exhaust fans; any gas supply line; air fryer function; and food spoilage. All Components of each aforementioned Item.

### Dollar Limits

#### Cost to diagnose, repair, and/or replace:

|                             |         |
|-----------------------------|---------|
| Per covered appliance ..... | \$3,000 |
|-----------------------------|---------|

## Additional Supreme Items

| SIM | STA | SUP |                                                                           |
|-----|-----|-----|---------------------------------------------------------------------------|
|     |     | ✓   | Corrections to code violations when necessary to effect a covered repair* |
|     |     | ✓   | Permits when necessary to effect a covered repair*                        |
|     |     | ✓   | Modifications when necessary to effect a covered repair                   |

### Dollar Limits

#### Cost to diagnose, repair, and/or replace:

|                                      |       |
|--------------------------------------|-------|
| Corrections to code violations ..... | \$250 |
| Permits .....                        | \$250 |
| Modifications .....                  | \$250 |

## Plumbing



SIM STA SUP

|   |   |   |                                                                        |
|---|---|---|------------------------------------------------------------------------|
| ✓ | ✓ | ✓ | Gas and electric water heaters: tankless, power, and direct vent units |
| ✓ | ✓ | ✓ | Water heater interior gas supply lines                                 |
|   | ✓ | ✓ | Water, drain, waste, and vent pipe leaks or breaks                     |
|   | ✓ | ✓ | Polybutylene and PEX manifold plumbing system                          |
|   | ✓ | ✓ | Toilet tank, bowl, tank assembly parts, flange, and wax ring seals     |
|   | ✓ | ✓ | Drain line stoppages that can be cleared with a standard sewer cable   |
|   | ✓ | ✓ | Primary, permanently installed sump pumps used for ground water        |
|   | ✓ | ✓ | Pressure regulators                                                    |
|   | ✓ | ✓ | Valves: shower, tub, diverter, risers, angle stops, and gate valves    |
|   | ✓ | ✓ | Interior hose bibbs                                                    |
|   |   | ✓ | Built-in bathtub whirlpool motor and pump assemblies                   |
|   |   | ✓ | Faucets, faucet handles, shower heads, arms, and tub spouts            |
|   |   | ✓ | Exterior hose bibbs                                                    |
|   |   | ✓ | Haul away/disposal fees                                                |
|   |   | ✓ | Items under manufacturer's warranty                                    |

### Excluded Items

✗ Ground-level clean out, pumping, grinder pumps; any pipes or other plumbing items located outside the Serviceable Area; water meters; shower enclosures; sprinkler systems; tile fields; leach beds; lift stations; filters; aerators; strainers; sewage ejector pumps; sewer grinders; backflow preventers; showerbase pans; caulking; grouting; performing diagnosis with camera; hydro-jetting; drain line stoppages due to roots or foreign objects; any loss arising out of a condition of mineral or chemical deposits (except water heaters or toilets); water residue or capacity loss arising from porcelain chipping, cracking, dents, or other externally caused physical damages; water heaters: oil hot water tanks or oil storage tanks, expansion tanks, flue venting, and solar equipment. All Components of each aforementioned Item and/or system.

### Dollar Limits

Cost to diagnose, repair, and/or replace:

|                                                                                                                    |         |
|--------------------------------------------------------------------------------------------------------------------|---------|
| Water heater .....                                                                                                 | \$1,250 |
| Polybutylene piping and PEX Manifold plumbing system .....                                                         | \$1,000 |
| Concrete encased or concealed water, gas, drain, waste, vent piping; leaks and breaks in the plumbing system ..... | \$500   |
| Toilet replacement, in the event of sediment/calcium build up; per toilet .....                                    | \$300   |
| Faucet and faucet handles for sinks, shower heads, or tub spouts for kitchens and baths; per faucet set .....      | \$200   |

## Electrical



SIM STA SUP

|  |   |   |                                                                     |
|--|---|---|---------------------------------------------------------------------|
|  | ✓ | ✓ | Electrical wiring                                                   |
|  | ✓ | ✓ | Switches, outlets, and panels                                       |
|  | ✓ | ✓ | Doorbell system                                                     |
|  | ✓ | ✓ | Fire alarm systems                                                  |
|  | ✓ | ✓ | Telephone wiring                                                    |
|  | ✓ | ✓ | Attic and bathroom exhaust fans                                     |
|  | ✓ | ✓ | Garage door opener – all parts and components for up to three units |
|  |   | ✓ | Garage door hinges, springs, remote sending units                   |
|  |   | ✓ | Central vacuum                                                      |
|  |   | ✓ | Burglar alarm system                                                |
|  |   | ✓ | Haul away/disposal fees                                             |
|  |   | ✓ | Items under manufacturer's warranty                                 |

### Excluded Items

✗ Whole house fans, data wiring, meter boxes, electronics or computerized energy management systems, lighting fixtures, ceiling fans, or appliance management systems. Central vacuum system ductwork and accessories. Any wiring or other electrical items located outside the perimeter of the principal dwelling and attached garage, any loss due to water seepage along service cable. Belts, shutters, and filters for attic/ceiling/exhaust fans. Garage doors, garage door track/rail assembly, rollers, or physical damage. Doorbells that are part of intercom systems. All Components of each aforementioned Item and/or system.

### Dollar Limits

Cost to diagnose, repair, and/or replace:

|                                            |       |
|--------------------------------------------|-------|
| Concrete encased or concealed wiring ..... | \$500 |
| Central vacuum .....                       | \$500 |



## Complimentary\* Seller Coverage

Establish a record of coverage during the listing period. In advance of closing, present the Service Agreement for consideration to all parties in the transaction.

- Protect your transaction against unexpected breakdowns
- Manage your risk by reducing liabilities during listing
- Provide peace of mind to potential Buyers
- Add value to your Buyer's offer by offering complimentary Seller coverage

### What's covered

Seller coverage is for the listing period and begins immediately upon enrollment. Coverage is for a term of 180 days, until close of sale, or until the listing is canceled, whichever occurs first.

- ✓ Appliances
- ✓ Heating
- ✓ Plumbing
- ✓ Electrical

### Air Conditioning and Heat Pump Option For Seller

Purchase required for coverage during the listing period - \$50

### Seller Dollar Limits

Cost to diagnose, repair, and/or replace:

|                                                                         |         |
|-------------------------------------------------------------------------|---------|
| Heating, Air Conditioning, Plumbing and Electrical - per category ..... | \$1,500 |
| Appliances - per covered appliance .....                                | \$1,500 |

\*Complimentary where allowed by law.

\*\*Seller coverage is subject to all Dollar Limits stated in this Agreement.

# Additional Buyer Options

## Additional Refrigeration: Refrigerator, Built-In Wine Cooler, Freestanding Freezer, or Wet Bar Refrigerator (each sold separately) **\$50 each**

All Components that affect the cooling operation of the compressor, thermostat, condenser coil, evaporator, and defrost system for one (1) unit.

**Excluded Items:** Refrigerators with more than one compressor; wet bar refrigerators over 16 cubic feet; built-in wine coolers over 30-bottle capacity; multimedia center, including technology convenience items like LCD screens, Wi-Fi, clocks, and cameras; racks; hinges; shelves; doors; glides; slides; glass interior thermal shells; and food spoilage. All Components of each aforementioned item and/or system.

**Dollar Limits:** Cost to diagnose, repair and/or replace (per unit) - \$500.

## Washer and Dryer (included in Supreme) **\$65**

All Components except those excluded.

**Excluded Items:** Damage to clothing; plastic mini-tub; soap dispensers; filter screens; knobs; dials; hinges; lint screen; door glass; multimedia center, including technology convenience items like LCD screens, Wi-Fi, clocks, and cameras.

**Dollar Limit:** Cost to diagnose, repair, and/or replace - Washer - \$1,000. Dryer - \$1,000.

## Plus **\$85**

Built-in refrigerator. Replace the \$3,000 per Appliance Dollar Limit. Replace the \$1,250 water heater limit. Replace the \$500 concrete encased or concealed limit. Replace the \$250 limits on corrections to code violations, permits, and modifications.

**Excluded Items:** All other coverage exclusions except built-in refrigerator.

**Dollar Limits:** Cost to diagnose, repair, and/or replace - Built-in refrigerator \$3,000; refrigerator - \$5,000; built-in microwave - \$5,000; dishwasher - \$5,000; range/oven/cooktop - \$5,000; water heater - \$2,000; concrete encased or concealed: plenum - \$1,000, plumbing, - \$1,000, electrical lines - \$1,000; corrections when necessary to effect a covered repair: code violations - \$350, permits - \$350, and modifications - \$350.

## Roof Leak **\$100**

Water leaks that occur in the roof located over the Serviceable Area, provided the leaks are the result of normal wear and deterioration, and the roof was watertight and in good condition at the Effective Date of coverage. Flashing.

**Excluded Items:** Gutters; chimneys; vent and drain lines; roof-mounted installations; leaks over any deck or balcony; leaks that result from or are caused by any of the following: missing and/or broken shingles or tiles, damage due to persons walking or standing on the roof, construction or repairs not performed in a workmanlike manner, failure to perform normal roof maintenance.

**Dollar Limits:** Cost to diagnose, repair, and/or replace - \$1,000.

We understand the needs of every home and homeowner are different. That's why we offer additional Buyer options, so you can get the coverage that's right for you.

## Pool/Spa Freshwater Equipment **\$180 each**

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

**Excluded Items:** Cleaning equipment, including pop-up heads, turbo valves, creepy crawlers, and the like; skimmers; lights; jets; liners; concrete-encased or underground electrical, plumbing, or gas lines; structural defects; any damage caused by a structural defect; solar equipment; chlorinators; sanitizing system; heat pump; remote control panel switches and booster pumps for water features; energy management systems; water chemistry control equipment and materials; disposable filtration media; valve actuator motor and all pool/spa equipment for a saltwater swimming pool or spa, unless that option is purchased. All Components of each aforementioned item and/or system.

**Dollar Limits:** Cost to diagnose, repair, and/or replace - \$1,000.

## Pool/Spa Saltwater Equipment **\$355**

All Covered Items listed under Pool/Spa Freshwater Equipment, as well as saltwater cell and circuit board.

**Excluded Items:** All Items and Components listed as excluded under Pool/Spa Freshwater Equipment; salt; panel box; remote controls and dials.

**Dollar Limits:** Cost to diagnose, repair, and/or replace - \$1,000.

## Extended Pipe Leak **\$60**

External pipe leaks, exterior hose bibbs, and main shutoff valve located outside the foundation of the Home. Water and drain lines between the Serviceable Area and city/county/utility-owned line.

**Excluded Items:** Faucets; sprinkler systems; swimming pool/built-in pool piping; downspout; landscape drain lines; Failure due to freeze; city/county shut off valve; drain line stoppages/damage due to roots or foreign objects.

**Dollar Limits:** Cost to diagnose, repair, and/or replace - \$1,000.

## Septic System **\$50**

Septic tank, both ejector pump and line from Serviceable Area to septic tank.

**Excluded Items:** Lift stations; tile fields; leach beds; insufficient capacity; ground-level clean out; pumping and grinder pumps.

**Dollar Limits:** Cost to diagnose, repair, and/or replace - \$500.

## Well Pump **\$75**

All Components of well pump if utilized for primary dwelling.

**Excluded Items:** Well casing; pressure tank; piping or electrical lines leading to or connecting pressure tank and Serviceable Area; holding or storage tanks; re-drilling of well; system/parts utilized for lawn sprinkler systems and a well pump that is a part of an HVAC system

**Dollar Limits:** Cost to diagnose, repair, and/or replace - \$500.

## Pre-Season HVAC Tune-Up **\$50**

You may contact us to request a tune-up of your Home's heating and air conditioning system in February/March ("Spring") or October/November ("Fall"). The tune-up is limited to no more than two (2) systems. A system is considered one (1) heating unit and one (1) air conditioning unit. An appointment must be requested during the Spring or Fall window. A Service Fee for each system will be due to the Contractor. No additional Service Fee is due for eligible repairs and replacements performed by the Contractor as a result of the tune-up. The Contractor may provide you with the following service elements: check thermostat operation and calibrate if necessary and possible; basic hose wash of leaves and debris off condensing coil; inspect condenser fan and fan blades for stability and damage; inspect service disconnect and fuses; check amperage draw of condenser motor and compressor; check crankcase heater operation for heat pumps; check refrigerant levels and system pressures; check contactors and capacitors; check belts and pulleys, adjust when necessary and possible; general inspection of system wiring; visual inspection of filter (will replace if you have a replacement filter on hand); check accessible condensate lines and drain pans for leaks or stoppages (additional repair charges apply for rerouting); check motor bearings and wheel, lubricate motors and other moving parts when necessary and possible; test temperature rise and drop for heating and cooling; check general heating operation; test defrost cycle (heating); check gas pressure (furnace); visual inspection of furnace chambers/heat exchanger; check and if necessary clean burners; visual inspection of accessible flue pipe; check amperage draw of indoor blower motor; inspect pilot system; check controls and safeties on furnace; inspect accessible indoor and outdoor coils for restrictions and/or damaged fins; inspect accessible ductwork for visible tears/leaks; test for carbon monoxide when accessible and applicable.

**Excluded Items:** Clearing of stoppages to condensate drain lines; any cleaning not specified as covered, including cleaning or unclogging services of the evaporator/indoor coil and/or condensing coil.

**Dollar Limits:** Cost to diagnose, repair, and/or replace - Subject to all other limits stated in this Agreement, including those of any selected options and the Total Limit of \$25,000.

## Mini-Split HVAC System **\$200 each**

All Components that affect essential heating/cooling operation of one (1) permanently mounted mini-split HVAC system up to a 5 Ton or 60,000 BTU capacity. One (1) straight cool or heat pump condensing unit with associated air handlers, refrigerant lines, and electrical lines.

**Excluded Items:** Freestanding or window units. Units located in the garage. All components of zone control and energy management systems. Mounting hardware or stands, ductwork, condensate drain lines, Wi-Fi or remote controls, and decorative screens or enclosures.

**Dollar Limits:** Cost to diagnose, repair, and/or replace - \$1,250.

## Zoned Control HVAC System **\$180**

Centrally ducted zone control connected to a covered HVAC system; control panel; central programmable thermostat with associated sensors standard/wireless or zones with individual thermostats; electronic or mechanical dampers and associated motors (replaced when necessary with same functionality); ductwork access and resealing to address failure of a damper.

**Excluded Items:** Wi-Fi, bluetooth connection, control devices that are not a t-stat or control panel; ductless systems; ductwork and resealing not related to a covered repair or access location; remote controllers; testing to determine if a failure is due to factors beyond the zone control system.

**Dollar Limits:** Cost to diagnose, repair, and/or replace - \$1,000.

# Who, what, when and how?

## When does my coverage begin?

Coverage begins on the Effective Date and ends on the Expiration Date, both shown on the front of this Agreement (the "Term"). If the Term is longer than one year, each Dollar Limit and the Total Limit will reset on each anniversary of the Effective Date during the Term. We are only obligated to provide Service upon receipt of payment of the total cost shown on the front of this Agreement (the "Price"). Your Agreement with coverage details will be sent to your mailing address, or electronically, if "Go Green" is selected in your profile at 2-10.com/homeowner.

## What is Covered?

We refer to residential systems and appliances as "Items." To be a "Covered Item" eligible for Service, the Item must be within the main foundation of the Home and attached garage (the "Serviceable Area"), specifically listed as covered in your coverage, and in good and safe working condition as of the Effective Date (unless a defect could not have been detected by a visual inspection or simple mechanical test). HVAC equipment located outside the Home is also covered, as well as other specific Items, if the coverage you select specifically identifies a particular Item as covered. We provide Service for Covered Items that fail due to normal wear and tear (a "Failure"). Only nonmobile, habitable, residential structures with a Serviceable Area under 10,000 sq. ft. are eligible for Service, and coverage for Serviceable Areas greater than 5,000 sq. ft. is subject to an additional fee. **We will not provide Service in a commercial property or residence being used for business purposes (e.g., short-term rentals, bed and breakfasts, care centers, group homes, fraternity/sorority houses, hair salons, and schools). If your Home is within a multiunit building, Service is limited to Covered Items specific to your dwelling unit.**

## What is the Service that 2-10 HBW provides?

2-10 HBW works with Contractors to reduce your unexpected costs related to repairing a Failure of a Covered Item (the "Service"). Service begins when you notify us of a possible Failure via 2-10.com/homeowner or by calling 800.775.4736. We will dispatch a Service Contractor to your Home to diagnose the Failure and report back to us. We then will determine: 1) whether the Item is a Covered Item; 2) the nature of the Failure;

3) whether repair, replacement, or Payment is appropriate; and 4) which costs are covered under this Agreement and which are your responsibility. We reserve the right to dispatch an additional Contractor at our expense if we need more information to make a coverage determination. If we determine replacement is appropriate, we will use reasonable efforts to find a replacement Item or Component (a "Replacement") that performs the primary function of the Covered Item or Component being replaced (e.g., a refrigerator cools food and a dishwasher cleans dishes) and that has a similar capacity and efficiency in support of that primary function. A Replacement may not match or include any specific features, dimensions, style, model, or brand of the Covered Item or Component. Service does not cover any secondary function or any convenience functionality, multi-media, cosmetic detail, or wireless capability, even if it contributes to the primary function, unless explicitly stated in the applicable coverage.

## When is Service available?

You can request Service 24 hours a day, 7 days a week during the Term. We will generally assign a Contractor within 48 hours to contact you to schedule a time, Monday through Friday during normal business hours, for diagnosis. **If you request a Contractor to visit your Home for a non-emergency situation outside of normal business hours, and the Contractor accommodates your request, you will be responsible for all overtime and additional fees.**

## Determining an emergency

When we determine it is an emergency, we will attempt to have a Contractor contact you within 24 hours. An emergency is generally defined as: 1) no electricity, gas, water, or toilet facilities to the entire Home; 2) ongoing physical damage to the Home; or 3) a condition that immediately endangers an individual's health and safety. However, an emergency does not modify our obligations in this Agreement, and we cannot guarantee immediate Service or coverage in any situation, so you should take reasonable precautions as you normally would in an emergency.

## The Service Fee

It is your responsibility to pay a Service Fee directly to the Contractor for each Covered Item (e.g., water heater and pipe leak require separate Service Fees). Each Service Fee is due when the Contractor visits your Home for diagnosis. Please review this

entire Agreement for additional details about your responsibilities and the scope of the Service, and call 800.775.4736 with any questions.

## Who repairs and replaces the Covered Items?

Repairs and replacements are performed by local, independent Contractors. We have pricing arrangements with a network of Contractors across the country (each a "Service Contractor"), which helps us ensure we can provide the Service to you at a reasonable rate. You may also request to use another fully licensed and insured Contractor that we do not have a pricing arrangement with (each "Your Contractor") to work with us to complete the Service. When we use the term "Contractor," that means, as applicable, Your Contractor or a Service Contractor. When you report a Failure, we will first look to dispatch a Service Contractor. If no Service Contractor is available in your area, we may request that you have Your Contractor contact us to proceed with the Service. You may also request to use Your Contractor if, for example, you do not want to wait for an available appointment with a Service Contractor. **However, you will be responsible for the difference in costs between what we would have paid a Service Contractor and the expense of using Your Contractor, including costs related to Your Contractor's refusal to follow our determination of the appropriate response to a Failure.** Regardless of whether we work with Your Contractor or a Service Contractor, we must receive a detailed diagnosis and estimate from the Contractor to determine whether the Failure is eligible for Service. Contractors provide a service to you and are not our agents or employees. Contractors do not have the authority to bind us to any coverage decision through their words or actions, including performing repairs before we are able to review a full diagnosis. When using Your Contractor, we will provide you with separate written instructions on how to proceed ("ONC Instructions"). **You will not receive reimbursement and will remain solely responsible for every cost arising from any work, Services, or equipment any Contractor, company, or individual performs or provides without our prior express authorization and in accordance with this Agreement and the ONC Instructions, even for Covered Items that would otherwise be eligible for Service.**

# Terms of Service

Throughout this Agreement we use capitalized terms for words with specific definitions. These definitions are identified where a capitalized term is underlined and in quotations. This Agreement includes the following provisions in addition to those stated on every other page. Section V below contains important provisions for the use of final and binding arbitration.

**I. Payments.** (a) We may, at our sole discretion, offer money to resolve a claim ("Payment"), for example, when: (1) the cost to address a Failure exceeds an applicable Dollar Limit; (2) repairing or replacing a Covered Item would violate laws, regulations, or code; (3) a necessary part, item, material, or chemical ("Component") or Contractor is not reasonably available, or a Contractor is unable to determine the appropriate Component; or (4) you prefer Payment. (b) Payment will be the lesser of: (1) the lowest quoted amount obtained by us to remedy the Failure received from a local Contractor; (2) the amount we would have paid a Service Contractor to remedy the Failure; (3) our estimated retail amount to remedy the Failure; or (4) the applicable Dollar Limit less the Service Fee and costs incurred to diagnose the Failure. When appropriate, we may issue a portion of the Payment to a Contractor or subject to other requirements or restrictions. Once you accept a Payment, we are no longer responsible for providing Service for the Covered Item under any agreement unless you provide acceptable proof of repair or replacement. At our sole discretion, we may offer a Replacement appliance of equal value to the Payment.

**II. Additional Responsibilities.** You agree to: advise

us if your Serviceable Area is greater than 5,000 sq. ft.; reasonably clean and maintain Covered Items; not harm/damage a Covered Item or Component; provide a safe working environment for Contractors; not damage property of a Contractor; and not threaten/harm us or a Contractor via phone, email, personal interaction, internet, social media, or otherwise.

**III. Non-Covered Costs.** (a) Addressing a Failure may involve work, parts, systems, equipment, or materials that are outside the scope of the Service ("Excluded Work"), for example: (1) work related to non-Covered Items; (2) the incompatibility of existing systems or appliances with a Replacement; (3) carpentry or modifications necessary to facilitate Service; or (4) providing chemicals or materials needed by a Replacement to perform its primary function, for example differences in technology, refrigeration requirements, or efficiency. (b) You are responsible for all costs arising from Excluded Work or otherwise stated as your responsibility ("Non-Covered Costs"). Unless expressly stated as our obligation herein, Non-Covered Costs include costs related to: (1) permits, codes, ordinances, laws, and/or regulations (for your protection, we will not authorize Service until you provide us with confirmation that all permits and approvals are obtained); (2) accessing Covered Items; (3) correcting, repairing, or replacing a Covered Item and/or Components because of inadequate

capacity, manufacturer's recall, improper design, improper installation, previous repair, or problems caused by alterations or modifications; (4) mandates of federal, state, or local governments, including upgrade or equipment matching requirements and tariffs (and all fees, costs, and surcharges passed along or charged to us by our suppliers and Service Contractors related thereto); (5) any service on a Covered Item initiated before the Effective Date; (6) disposing of hazardous materials such as refrigeration Components, capacitors, and water heaters; (7) a material increase in third-party charges for labor, Components, or Items as a result of tariffs, severe or unseasonable weather, extreme temperatures, or other abnormal atmospheric conditions; or (8) sealing, verification, and/or diagnostic testing of ductwork. Non-Covered Costs will be billed directly to you. If you refuse to accept any Non-Covered Costs, we have no obligation to perform Service and will not refund the Service Fee.

**IV. Exclusions; Liability Limits.** (a) We have no obligation to provide Service if: (1) a Failure is caused by anything other than normal wear and tear (whether acting alone or together with another cause) including: a Failure of another Covered Item or Component, failure to perform routine maintenance, extreme or gross neglect, misuse, abuse, missing parts, movement of your

# Terms of Service Continued

Home, soil movement, fire, freezing, explosion, electrical failure/surge, flooding, water intrusion, lightning, mud, earthquake, storms, accidents, pests, animals, microorganisms, plants, contamination, or chemical interactions; (2) a Covered Item is classified as or otherwise known to be commercial grade; (3) an HVAC unit has a capacity greater than five tons; (4) you breach any of your responsibilities in this Agreement. (b) Our Service is secondary and excess to any other coverage available to you via an insurance policy, manufacturer warranty and/or labor warranty. The presence of such coverage may delay Service while we await fulfillment of the respective coverage provider. You agree to waive any right or recovery of claims by anyone claiming through you, by way of subrogation or otherwise, including any insurers. (c) Each Item or Component listed as Covered in a particular coverage is excluded from each other coverage, unless explicitly stated otherwise therein. (d) Express Warranty: The Service will be provided with the same reasonable degree of care customarily provided within the home service industry. If this express warranty is breached, then we shall, at our option, reperform the Service or refund the Price. (e) EXCEPT AS EXPRESSLY PROVIDED HEREIN, ALL WARRANTIES WITH RESPECT TO SERVICE OR THIS AGREEMENT, WHETHER EXPRESS OR IMPLIED, ARISING BY LAW, CUSTOM, ORAL, OR WRITTEN STATEMENTS BY US, OUR AGENTS, OR SERVICE CONTRACTORS, OR OTHERWISE (INCLUDING ANY WARRANTY OF MERCHANTABILITY, SATISFACTION, OR FITNESS FOR PARTICULAR PURPOSE) ARE EXCLUDED AND DISCLAIMED TO THE FULLEST EXTENT PERMITTED BY LAW. IF AN IMPLIED WARRANTY CANNOT BE EXCLUDED BY APPLICABLE LAW, SUCH WARRANTY IS LIMITED IN DURATION TO THE GREATER OF 1 YEAR OR THE SHORTEST DURATION ALLOWED BY APPLICABLE LAW. YOU MAY HAVE OTHER RIGHTS THAT VARY AMONG JURISDICTIONS. (f) IN NO EVENT SHALL WE BE LIABLE FOR ANY INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY KIND SUFFERED BY YOU OR ANY THIRD PARTY, FOR EXAMPLE, LOST PROFITS, BUSINESS INTERRUPTIONS, TENANT DEMANDS, OR OTHER ECONOMIC LOSS RELATED TO THIS AGREEMENT OR THE SERVICE. WE SHALL NOT BE LIABLE FOR ANY DAMAGES RELATED TO (1) COST OF PROCUREMENT OF SUBSTITUTE SERVICE; (2) ANY LOSSES, LIABILITIES, OR CLAIMS INCURRED OR ARISING IN CONNECTION WITH THE USE OR PROVISION BY YOU OF SERVICE; OR (3) THE ACTS OR OMISSIONS OF YOU OR YOUR AGENTS, INSURERS, OR CONTRACTORS. (g) DURING EACH ONE-YEAR PERIOD OF THE TERM, THE TOTAL AGGREGATE LIABILITY OF US, OUR PARENTS AND AFFILIATES, AND THE RESPECTIVE OWNERS, OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, SUBCONTRACTORS, AND ASSIGNS THEREOF FOR ANY AND ALL COSTS, DAMAGES, FINES, LIABILITIES, LOSSES, PENALTIES, ATTORNEY FEES, WITNESS FEES, AND OTHER EXPENSES INCURRED BY YOU ARISING OUT OF OR RELATED TO THIS AGREEMENT WILL NOT EXCEED \$25,000 (the "Total Limit"). THE EXISTENCE OF ONE OR MORE CLAIMS OF ANY KIND(S) IN ANY FORUM(S) WILL NOT ENLARGE THE FOREGOING LIMITS. (h) WHERE ANY COVERAGE OR PORTION THEREOF IS ACCOMPANIED BY A SPECIFIED MAXIMUM (the "Dollar Limit"), THAT DOLLAR LIMIT IS A CAP ON AMOUNTS WE PAY IN CONNECTION WITH THAT COVERAGE OR PORTION THEREOF DURING EACH ONE-YEAR PERIOD OF THE TERM, AND DOES NOT EXPAND OR ENLARGE THE TOTAL LIMIT OR ANY OTHER DOLLAR LIMIT. (i) THE WAIVERS, EXCLUSIONS, AND LIMITATIONS SET FORTH IN THIS AGREEMENT SHALL: APPLY REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, STRICT LIABILITY, OR OTHERWISE; BE INDEPENDENT OF AND SURVIVE THE TERMINATION OR EXPIRATION OF THIS AGREEMENT OR ANY FAILURE OF THE ESSENTIAL

## PURPOSE OF ANY WARRANTY OR EXCLUSIVE OR LIMITED REMEDY STATED HEREIN; AND APPLY EVEN IF WE ARE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**V. Arbitration Contract.** (a) Arbitration Contract (the "Contract"): You and we agree that any complaint, controversy, or dispute arising out of or relating to this Agreement, the breach of this Agreement, or the Service (a "Complaint") shall exclusively be resolved by binding arbitration and not by a judge or jury. The arbitration shall be conducted by Arbitration Resolution Services, Inc. ("ARS"), and you and we agree to be bound by the applicable rules of ARS, which can be found at [arbsolutions.com](http://arbsolutions.com). If ARS is not available and you and we are unable to agree on an alternative arbitration service, either may petition the American Arbitration Association ("AAA") to appoint a single arbitrator to conduct the arbitration under AAA's then-current commercial or consumer rules, as applicable. This Contract covers disputes based upon contract, tort, consumer rights, fraud, and other intentional torts, negligence, constitution, statute, regulation, ordinance, common law, and equity. A demand for arbitration shall be made within a reasonable time after the Complaint has arisen but in no event after the applicable statute of limitations. The arbitrator shall not have the authority to render any decision contrary to this Agreement, including any of the limits or exclusions stated herein. The decision of the arbitrator shall be final and binding and may be entered as a judgment in any court of competent jurisdiction. This Contract involves and concerns interstate commerce and shall be governed by the Federal Arbitration Act (9 U.S.C. § 1, et seq.) to the exclusion of any other inconsistent law, ordinance, or judicial rule. This Contract is self-executing. Any disputes concerning the scope, interpretation, or enforceability of this Contract, including its revocability or voidability for any cause, the scope of arbitral issues, and any defense based upon waiver, estoppel, or laches shall be decided by the arbitrator. The party initiating arbitration is responsible for all filing fees, regardless of the applicable rules of the arbitration service with all additional arbitration fees allocated to you and us as provided in the rules of the arbitration service, subject to the arbitrator's discretion to reallocate arbitration fees in the interests of justice. The prevailing party in any court action brought for the enforcement or interpretation of this Contract shall be entitled to receive from the losing party a reasonable sum for its attorneys' fees and costs, in addition to any other relief to which it may be entitled. (b) Class Action Waiver: You hereby agree that you will only bring a Complaint in your individual capacity, and not as a plaintiff or class member in any purported class, multiple plaintiff, collective, representative, or similar proceeding (each a "Class Action"). You expressly agree to not maintain any Class Action in any forum. Instead, you agree to have each and every Complaint decided individually through arbitration. Complaints cannot be consolidated in arbitration unless all parties jointly agree in writing.

**VI. Ending This Agreement.** (a) You may cancel this Agreement by calling 855.280.1320. (b) We may cancel this Agreement upon notice to you if we conclude: (1) you made a material misrepresentation concerning this Agreement or the Service; (2) you failed to pay any amount due; (3) you breached any of your responsibilities herein and failed to or are unable to cure such breach; or (4) a change in regulations or laws materially affects our business or ability to fulfill our obligations. (c) If the Agreement is canceled, you remain liable to each Contractor for any outstanding expenses that are your responsibility under this Agreement. (d) Unless otherwise provided in Section IX for your state, (1) a \$75 administrative fee applies to cancellation and (2) based on the date cancellation takes effect, you will receive a pro rata refund of the Price paid, less our claims expense and any fees you owe, unless our claims expense plus any fees you owe exceed the Price, in which case you will remain liable to us for the full Price. (e) If you provide us with a credit card for installment payments or renewals, you hereby explicitly authorize us to charge any amounts due to us to that credit card, including renewal fees if you consented to or requested to have this Agreement automatically renew. (f) Upon advance notice to you, we may adjust pricing, terms, and/or coverage for the renewal of this Agreement, which will take effect at the end of the current Term.

**VII. Miscellaneous.** At our discretion, you may pay the

Price in installments, which may be subject to a processing fee not to exceed 10% of the Price. The language of the Agreement shall be construed simply, as a whole, and in accordance with its fair meaning, and in the event of an ambiguity or dispute, not for or against you or us. Only our officers, by written instrument, can alter any aspect of this Agreement. No action or inaction by any party shall be deemed a waiver, consent, or admission by 2-10 HBW. The words "without limitation" are deemed to follow the words "include" or "including." All headings are solely for convenience. If any provision of the Agreement is held to be invalid, illegal, or otherwise unenforceable, it shall, to the extent possible, be enforced consistently with the stated intention of you and us, or, if incapable of such enforcement, stricken from this Agreement, and all other provisions shall remain in full force and effect. If the Class Action Waiver is unenforceable, and not reversed on appeal, Section V (b) shall be void in its entirety. If a court determines a public injunctive relief claim may proceed despite the Class Action Waiver, and that determination is not reversed on appeal, the public injunctive relief claim will be decided by a court, any individual claims will be arbitrated, and the parties agree to stay the public injunctive relief claim until the other claims are finally concluded. You are responsible for any applicable sales tax affiliated with payments you make in connection with this Agreement. The Price of this Agreement is valued at 94% for all real property items and services and at 6% for all personal property items and services. You may only transfer this Agreement if you sell your Home. You hereby provide your consent for us and our agents to call, text, email, and otherwise contact you to perform Service, and to send you advertisements or telemarketing messages concerning our products, services, and offerings and those of our affiliates and third-party partners (though you may opt out per applicable law). Contractors may substitute environmentally friendly or alternative refrigerants in place of existing refrigerants that have been phased out or banned by a governmental authority. We will endeavor to have the Contractor substitute a new refrigerant that will not reduce the efficiency of the system or appliance by more than 10%. If you refuse to allow the conversion to a new refrigerant, all costs associated with continuing to use the existing refrigerant, including completing Service at that time, will be Non-Covered Costs. Contractors may use non-original equipment manufacturer and/or refurbished Components when performing a repair or replacement. You may be eligible for offers of special programs, perks, and discounts in connection with this Agreement; unless explicitly stated otherwise, each such offer is governed by this Agreement, including all relevant terms, conditions, and limitations stated herein. If a third party's actions gave rise to or increased the costs of a repair, replacement, or Payment, then you agree to use reasonable efforts to work with us, at our cost, to help us recover such costs from the third party.

**VIII. Force Majeure.** We are not liable for any delay in or failure to perform Service due to conditions beyond our control and/or that of a Contractor, for example: shortages of or delays in obtaining parts or equipment; manufacturer-established Contractor or Component restrictions; weather; labor difficulties, strikes, or shortages; telecommunications disruption; transportation stoppages or slowdowns; hyperinflation; acts of God; war; terrorism; epidemics; or difficulties locating or scheduling Contractors, including due to service demands attributable to weather, regional temperatures, or abnormal atmospheric conditions.

**IX. Disclosures & State Amendments.** (a) The provider/obligor ("2-10 Home Buyers Warranty," "2-10 HBW," "we," "us," and "our") for this Service Agreement (also the "Agreement") is Home Buyers Resale Warranty Corporation. The Agreement is between us and the owner(s) ("you" and "your") of the home covered by this Agreement ("Home"). Our obligations under this Agreement are backed by full faith and credit of us and are not guaranteed under an Agreement Reimbursement Insurance Policy. (b) **NC Residents:** An administrative fee not to exceed 10% of the Price shall apply to cancellations. **SC Residents:** In the event of a dispute with us, you may contact the South Carolina Department of Insurance, Capitol Center, 1201 Main St., Ste. 1000, Columbia, SC 29201 or 800.768.3467. You may cancel and void this Agreement within 20 days from the Effective Date and receive a full refund of the Price if no claims have been paid and you are the original purchaser of this Agreement. A 10% penalty per month shall be added to a refund that is not paid within 45 days after the cancellation of the Agreement.

## SELECT YOUR COVERAGE

For multi-year pricing, multiple units, guest homes, or homes over 5,000 square feet, call for a quote.

☐ **Seller Coverage** Seller Service Fee \$100  
☐ \$50 Seller A/C and Heat Pump option

☐ **Buyer Coverage** w/\$100 Service Fee Buyer pricing is shown for one year of coverage, either prepaid in full or monthly installments.\* Monthly payments available for Buyer only.

### Simple Coverage

- ☐ \$555 / \$51 Single Family  
☐ \$535 / \$49 Condo/Duplex/Townhome (per unit)

### Standard Coverage

- ☐ \$645 / \$59 Single Family  
☐ \$625 / \$57 Condo/Duplex/Townhome (per unit)

### Supreme Coverage

- ☐ \$765 / \$70 Single Family  
☐ \$745 / \$68 Condo/Duplex/Townhome (per unit)

**NEW  
MONTHLY  
PAYMENTS!**  
Available  
in Portal.

## New construction w/\$100 Service Fee

3 years of systems and appliances protection. Complements 2-10 HBW structural warranty.

- ☐ \$550 Simple ☐ \$650 Standard ☐ \$750 Supreme  
☐ Begin at closing ☐ Begin 1 year after closing

## Additional Buyer options

May be purchased up to 30 days after closing. Pricing is shown per year and monthly.

- ☐ \$50 / \$4.56 Additional Refrigerator, Built-In Wine Cooler, Freestanding Freezer or Wet Bar Refrigerator (sold separately)  
☐ \$65 / \$5.93 Washer and Dryer (included in Supreme)  
☐ \$85 / \$7.76 Plus **NEW** ☐ \$50 / \$4.56 Septic System  
☐ \$180 / \$16.43 Pool/Spa Freshwater ☐ \$75 / \$6.84 Well Pump  
☐ \$355 / \$32.39 Pool/Spa Saltwater ☐ \$50 / \$4.56 Pre-Season HVAC Tune-Up  
☐ \$180 / \$16.43 Additional Pool/Spa ☐ \$60 / \$5.48 Extended Pipe Leak  
☐ \$200 / \$18.25 Mini-Split HVAC System **NEW** ☐ \$100 / \$9.13 Roof Leak  
☐ \$180 / \$16.43 Zone Control HVAC System **NEW** ☐ \$50 / \$4.56 Service Fee Buy Down to \$75

**Totals**  
\$ \_\_\_\_\_ Service Agreement  
\$ \_\_\_\_\_ Seller A/C and Heat Pump option  
\$ \_\_\_\_\_ Buyer option(s)  
\$ \_\_\_\_\_ **Total due\***

\*In North Carolina: SALES TAX UP TO 7.5% IS DUE.

Monthly payments subject to a processing fee of 9.5%.

## PROPERTY INFORMATION

### Home to be covered

Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Mailing address if different from above:

Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

### Home Seller(s) and Buyer(s) information

Seller(s) name \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Buyer(s) name \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

☐ **Go Green - I want to go paperless!**

Receive your confirmation and download your Home Warranty Service Agreement electronically. (Be sure to provide email above.)

## Agent information

Service Agreement being purchased by: ☐ Seller ☐ Buyer ☐ Other

### Seller's agent information

Agent name \_\_\_\_\_

Real estate office \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

### Buyer's agent information

Agent name \_\_\_\_\_

Real estate office \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

### Closing Agency/title company

Name \_\_\_\_\_

Address \_\_\_\_\_

Closing date \_\_\_\_\_ File # \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

The above charges for the principal unit and additional units include the full amount of all fees, if any, payable to the real estate broker and its agents for processing, administering, and advertising. Payment can be made by check or credit card. Payments outside of close of sale are accepted. Monthly payment cannot be enrolled through the mail and must be enrolled through Agent Portal or by contacting Agent Services.

MAKE CHECKS PAYABLE TO: **Home Buyers Resale Warranty Corporation, PO Box 952848, St. Louis, MO 63195-2848**

## COVERAGE AGREEMENT

☐ **I agree to purchase coverage or accept coverage purchased on my behalf.**

☐ **I decline coverage and hereby agree to WAIVE all claims** against 2-10 HBW, the Broker and/or Agent for potential Failures that could have been covered under this Service Agreement.

Seller  
signature \_\_\_\_\_ Date \_\_\_\_\_

Buyer  
signature \_\_\_\_\_ Date \_\_\_\_\_

By signing above, each party represents that it has read the Home Warranty Service Agreement, and acknowledges that any Service provided hereunder is subject to all terms, conditions, limits, exclusions, and procedures, including that Service will only apply to Covered Items in good and safe working condition on the Effective Date. The Seller further represents that known pre-existing defects have been declared to the Buyer, and that all items for which coverage is provided are in satisfactory operating condition. BOTH PARTIES ACKNOWLEDGE THAT SERVICE UNDER THIS AGREEMENT IS ADMINISTERED BY 2-10 HBW, AND CARRIES NO OBLIGATIONS RELATED TO ANY REAL ESTATE FIRM OR AGENT. THE PURCHASE OF A HOME WARRANTY SERVICE AGREEMENT IS OPTIONAL, AND SIMILAR COVERAGE MAY BE PURCHASED THROUGH OTHER SERVICE CONTRACT OR INSURANCE COMPANIES.

## 2-10 HBW plans and pricing

SIM - Simple | STA - Standard | SUP - Supreme | SEL - Seller Coverage

### Covered Items

|                                                    | SIM | STA | SUP | SEL  |
|----------------------------------------------------|-----|-----|-----|------|
| 'Even If' Service Fee Guarantee <sup>SM</sup>      | ✓   | ✓   | ✓   | ✓    |
| Happy Home Lock & Hardware <sup>SM</sup>           | ✓   | ✓   | ✓   | ✓    |
| Air conditioning and heat pump (up to two systems) | ✓   | ✓   | ✓   | \$50 |
| Heating (up to two systems)                        | ✓   | ✓   | ✓   | ✓    |
| Steam or hot-water heat systems                    | ✓   | ✓   | ✓   | ✓    |
| Geothermal and water-source systems                | ✓   | ✓   | ✓   | ✓    |
| Evaporative coolers & built-in wall units          | ✓   | ✓   | ✓   | ✓    |
| Thermostats - ALL TYPES                            | ✓   | ✓   | ✓   | ✓    |
| Plenum modifications                               | ✓   | ✓   | ✓   | ✓    |
| SEER matching                                      | ✓   | ✓   | ✓   | ✓    |
| Unlimited refrigerant recharging                   | ✓   | ✓   | ✓   | ✓    |
| Refrigerator with ice maker                        | ✓   | ✓   | ✓   | ✓    |
| Water heaters: gas, electric, & tankless           | ✓   | ✓   | ✓   | ✓    |
| Gas supply lines to heating systems & water heater | ✓   | ✓   | ✓   | ✓    |
| Appliance Color Match <sup>SM</sup>                | ✓   | ✓   | ✓   | ✓    |
| Built-in microwave                                 |     | ✓   | ✓   | ✓    |
| Dishwasher                                         |     | ✓   | ✓   | ✓    |
| Garbage disposal                                   |     | ✓   | ✓   | ✓    |
| Range, oven, cooktop                               |     | ✓   | ✓   | ✓    |
| Plumbing system                                    |     | ✓   | ✓   | ✓    |
| Drain line stoppages                               |     | ✓   | ✓   | ✓    |
| Toilet                                             |     | ✓   | ✓   | ✓    |
| Sump pump                                          |     | ✓   | ✓   | ✓    |
| Interior hose bibbs                                |     | ✓   | ✓   | ✓    |
| Electrical and telephone wiring                    |     | ✓   | ✓   | ✓    |
| Electrical switches, outlets, and panels           |     | ✓   | ✓   | ✓    |
| Fire alarm system                                  |     | ✓   | ✓   | ✓    |
| Attic and bathroom exhaust fans                    |     | ✓   | ✓   | ✓    |
| Garage door openers (up to three)                  |     | ✓   | ✓   | ✓    |
| Heat lamps                                         |     |     | ✓   |      |
| Crane cost                                         |     |     | ✓   |      |
| Window units                                       |     |     | ✓   |      |
| Refrigerant recovery                               |     |     | ✓   |      |
| Condensing/package unit pads                       |     |     | ✓   |      |
| Electrical cut-off switches                        |     |     | ✓   |      |
| Washer and dryer                                   |     |     | ✓   |      |
| Vent hood                                          |     |     | ✓   |      |
| Baskets, hinges, rotisseries, racks, and rollers   |     |     | ✓   |      |
| Ice crushers and water dispenser                   |     |     | ✓   |      |
| Glass/ceramic cooktops                             |     |     | ✓   |      |
| Handles and knobs                                  |     |     | ✓   |      |
| Rotisseries, racks, and rollers                    |     |     | ✓   |      |
| Built-in bathtub whirlpool motor and pump          |     |     | ✓   |      |
| Exterior hose bibbs                                |     |     | ✓   |      |
| Faucets, handles, and shower heads                 |     |     | ✓   |      |
| Garage door hinges, springs, and remote units      |     |     | ✓   |      |
| Central vacuum                                     |     |     | ✓   |      |
| Burglar alarm system                               |     |     | ✓   |      |
| Improper installation/repair/modification          |     |     | ✓   |      |
| Haul away/disposal fees                            |     |     | ✓   |      |
| Items under manufacturer's warranty                |     |     | ✓   |      |
| Corrections to code violations                     |     |     | ✓   |      |
| Permits & modifications                            |     |     | ✓   |      |

2-10.com/agent  
720.531.6723



**Simple**  
**\$555**

with \$100 Service Fee

- ✓ Heating and A/C
- ✓ Water Heater
- ✓ Refrigerator

**BEST VALUE**

**Standard**  
**\$645**

with \$100 Service Fee

- ✓ **SIMPLE**
- ✓ Appliances
- ✓ Plumbing
- ✓ Electrical

**Supreme**  
**\$765**

with \$100 Service Fee

- ✓ **STANDARD**
- ✓ Washer and dryer
- ✓ Supreme items

Multi-year pricing available upon request.

### Complimentary\* Seller Coverage

with \$100 Service Fee

Seller Coverage is for the listing period and begins immediately upon enrollment. Coverage is for a term of 180 days, until close of sale, or until the listing is canceled, whichever occurs first.

- ✓ Appliances
- ✓ Heating
- ✓ Plumbing
- ✓ Electrical

### Buyer options

|                                                                                                               |       |                                           |       |
|---------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------|-------|
| Additional Refrigerator, Built-In Wine Cooler, Freestanding Freezer or Wet Bar Refrigerator (sold separately) |       |                                           | \$50  |
| Washer and Dryer (include in Supreme)                                                                         | \$65  | Mini-Split HVAC System <span>NEW</span>   | \$200 |
| Plus <span>NEW</span>                                                                                         | \$85  | Zone-Control HVAC System <span>NEW</span> | \$180 |
| Pool/Spa Freshwater                                                                                           | \$180 | Pre-Season HVAC Tune-Up                   | \$50  |
| Pool/Spa Saltwater                                                                                            | \$355 | Extended Pipe Leak                        | \$60  |
| Additional Pool/Spa                                                                                           | \$180 | Roof Leak                                 | \$100 |
| Septic System                                                                                                 | \$50  | Service Fee Buy Down to \$75              | \$50  |
| Well Pump                                                                                                     | \$75  |                                           |       |

### New construction

3 years of systems and appliances protection  
Complements 2-10 HBW structural warranty

**Simple** | **Standard** | **Supreme**  
**\$550** | **\$650** | **\$750**  
with \$100 Service Fee



**Dispatch**

**4.4** ★★★★★  
Average contractor rating  
as of 12/2021