

Terms & Conditions

Along with the wording of the manufacturer's warranty, the following conditions apply:

- ESP must be purchased within 30 days of product purchase date.
- This plan is for carry-in services, except where in home service is provided under the manufacturer's warranty.
- This plan does not replicate any over-the-counter-exchange provided during the manufacturer's warranty period.
- This plan covers normal wear and tear but does not cover physical abuse, water damage or foreign objects found inside the equipment.
- The plan owner releases Glaswegian Enterprises Inc. (GEI) from all liability due to damage to the unit, replacement of the unit or injury to any person that is not due to the fault or negligence of GEI.
- The plan owner further understands that GEI is not responsible for any consequential damages or losses related to their inability to make necessary repairs.
- Accessories, batteries, antennas, speakers, cables or any add-on devices are excluded, except those covered under the manufacturer's warranty. All software is not covered by this plan.
- All Rear Projection Television bulbs, remote control and accessory warranties will be an additional one-year (maximum) over the manufacturer's warranty based on the consumer purchasing the 4-year ESP plan. If the manufacturer has a 90-day warranty, the customer is covered for 15-months with a 4-year ESP plan, and 12-months coverage on a 3-year ESP plan. If the manufacturer has 12-month warranty, then coverage is for 2-years on a 4-year ESP plan.
- Set-up, delivery or installation; any adjustments to the system; are not covered by this plan.
- Warranty is not applicable on products used for commercial applications.
- Provided GEI performed the installation of a car audio unit covered by this plan, the removal and reinstallation of a unit requiring repair will be performed at no charge.
- If no defect is found or the repairs are denied by GEI due to an unwarrantable item, the plan owner is responsible for all costs incurred.
- This plan is transferable free of charge, provided the product is in good working order, to a subsequent owner. No inspection is required.
- If the item covered under this plan is replaced by GEI, all obligations of this plan will have been fulfilled. The corresponding ESP for that item is considered finished and therefore cannot be transferred to the replacement item.
- Loss of this certificate does not result in loss of coverage.
- Replacements will be based on like quality not original cost, no refurbished product will be supplied as replacement unless the original unit was declared as a refurbished item.
- Maximum liability of the plan shall not exceed the purchase price of the original equipment. Each individual breakdown, failure or damage shall be adjusted in a replacement cost basis.
- GEI cannot be held responsible should the parts become unavailable. Sole liability lies only in refunding the fee paid for this plan.
- Unauthorized repairs or modifications may void this agreement. You must provide the care and maintenance recommended by the manufacturer's warranty, as the case may be, you may be directed to a factory authorized centre. GEI reserves the right to inspect the covered product from time to time.
- ESP Plan does not cover used product or product purchased 180 days after manufacturer discontinues model. In the event you buy an ESP plan under these circumstances, our liability is only to refund the original purchase price of the plan.
- Application for credit must be received with original invoice by GEI head office no later than 30 days after the plan expires and must be redeemed within 90 days of the date of issue.
- In Home Service applies to customers within the manufacturer's specified radius of an authorized service centre. Details of In-home service mirror manufacturer's warranty. There may be additional charges for warranty in cases where In-Home Service is specified under manufacturer's warranty.
- GEI will endeavor to repair items in a timely manner. In cases where manufacturers warranty parameters include provisions for replacements due to any unforeseen defects, supply or servicing challenges, GEI reserves the right to consider a reasonable replacement under these circumstances.
- This policy mirrors the specific manufacturer's warranty terms and conditions.
- Only a plan expired without claim or usage is eligible for the application in-store credit.
- Credit will be issued through original location of purchase and is valid toward 50% of future purchases at original location.

Rebate Eligibility

How to apply for your Extended Service Protection rebate:

1. Only a plan expired without claim or usage is eligible for the application.
2. Application for credit must be received with original invoice by Glaswegian Enterprises Inc. (GEI) head office no later than 30 days after the plan expires.
3. Requesting the rebate and forwarding the rebate application form to GEI's head office are the responsibility of the plan owner.
4. GEI, it's stores and departments, accept no responsibility for loss or delay of the application.
5. Please allow up to sixty (60) days to process the credit.
6. Credits are for merchandise only and have no cash value. Credit must be redeemed within 90 days of the date of issue.

If all of the above apply to you then fill out the following form and send to :

Glaswegian Enterprises Inc. ESP REBATE - 1200 Lougheed Highway, Coquitlam BC. V3K 6S4