

## Terms & Conditions

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

1. This plan covers normal wear and tear but does not cover physical abuse, water damage, foreign objects found inside the covered item or image retention on TV's.
2. This plan provides carry-in service except where in-home service is provided during the manufacturer's warranty period.
3. Remote controls included with the original equipment are covered. Provided the failure is not due to abuse, moisture/water damage, rust, corrosion or impact damage.
4. This plan does not replicate any over-the-counter exchange provided during the original manufacturer's coverage
5. This plan owner releases Glaswegian Enterprises Inc. (GEI) from all liability due to damage to the unit or injury to any person that is not due to the fault or negligence of GEI.
6. The plan owner further understands that GEI is not responsible for any consequential damages or losses due to the downtime of the covered unit or their ability to facilitate necessary repairs.
7. Accessories, batteries, antennas, speakers, cables or any add-on devices are not covered.
8. Firmware updates and issues with Software are not covered under this plan.
9. Items used for commercial or industrial applications are not covered.
10. Projection Bulbs are covered for one additional year after the manufacturer's coverage of the bulb expires.
11. Set-up, delivery, installation and/or adjustments are not covered.
12. Removal and re-installation of car audio products installed by AVU or AVU authorized installers is covered during the term of this plan.
13. If no defect is found or the repairs are denied by GEI, the plan owner is responsible for all costs incurred.
14. If the covered item is replaced under this plan and all of GEI's obligations are fulfilled and the plan is completed and will not be transferred to the replacement unit.
15. Replacements provided under the plan will be based on like quality, not original cost or model. If same technology or size is unavailable or cost prohibitive, GEI determined market value will be provided to the customer. No refurbished product will be provided unless the originally covered unit was refurbished. Replacement cell phones for qualifying claims may be refurbished.
16. GEI cannot be held responsible should parts become discontinued and if this is the case, the sole remedy will be to refund the original fee paid for this coverage.
17. GEI will endeavor to repair items in a timely manner, GEI will not replicate any performance timetables outlined in a manufacturer's warranty but will replace an item that is awaiting repair at the Service Centre for more than 59 days provided the original manufacturer is still in operation.
18. In-home service and replacements provided under this plan will be provided within 60 km of the authorized service centre's place of business, customers are responsible to pay any travel costs or product shipping costs above 60 km (Round Trip).
19. ESP must be purchased at same time as the covered item(s).
20. This coverage mirrors the specific manufacturer's warranty terms and conditions unless specified above.
21. This coverage is not available on discontinued or used equipment, if purchased on such, GEI's sole responsibility and liability will be to refund the original purchase price of the plan.
22. Loss of this certificate does not result in loss of coverage.
23. This coverage is transferable to subsequent equipment owners at no charge; it is the original owner's responsibility to contact GEI to arrange for the transfer of coverage.
24. If there are NO claims during the term of this coverage you will be eligible for a rebate of the original plan purchase price as an in-store credit from the original location. Please go to [www.avu.ca](http://www.avu.ca) for details.
25. If the unit is replaced GEI has the option of taking the original unit or leaving with the customer.
26. Coverage dates are based on original invoice dates.
27. Invoices with packaged ESP that includes Video and Audio products will have maximum coverage of 36 or 50 month term depending on the selected coverage for the video product.

## Rebate Eligibility

**How to apply for your Extended Service Protection rebate:**

1. Only an expired plan without a claim or usage is eligible for the rebate application.
2. Application for the rebate must be received with a copy of the original invoice by Glaswegian Enterprises Inc. (GEI) head office, no later than 30 days after the plan has expired.
3. GEI, its stores, and departments accept no responsibility for loss or delay of the rebate application.
4. Please allow up to sixty (60) days to process the rebate.
5. The rebate is valid for up to 50% of the customer's future purchase based on regular price.
6. The rebate must be redeemed within ninety (90) days from the date of issue.
7. Rebates are for merchandise only and have no cash value.

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