

# Best Day Appliance Protection Plan - Terms and Conditions

By purchasing the Best Day Appliance Protection Plan ("Plan"), you ("Customer") agree to these Terms and Conditions.

## Coverage

The Plan covers mechanical and electrical failures for kitchen and laundry appliances. Coverage is divided based on the selected plan:

### Kitchen Protection Plan

The Kitchen Protection Plan covers the following appliances:

- Refrigerators (up to 2)
- Freezers
- Chest Freezers
- Ovens, including wall ovens and ranges
- Dishwashers
- Microwaves (built-in only)
- Trash Compactors
- Wine Coolers

### Laundry Protection Plan

The Laundry Protection Plan covers the following appliances:

- Washers (front load and top load)
- Dryers
- Washer-Dryer Combo Units

### Total Protection Plan

The Total Protection Plan covers all appliances listed under both the **Kitchen and Laundry Protection Plans**.

Coverage includes repair or replacement of mechanical or electrical components that fail during normal usage of the appliance. The Plan also covers diagnostic fees associated with the appliance inspection. Coverage begins 30 days after the Plan purchase date and is limited to a total yearly amount based on the selected plan:

- Kitchen Protection Plan: Coverage limit per year for covered repairs and replacements as specified at the time of purchase.

- Laundry Protection Plan: Coverage limit per year for covered repairs and replacements as specified at the time of purchase.
- Total Protection Plan: Coverage limit per year for covered repairs and replacements as specified at the time of purchase.

If the Total Protection Plan is purchased during a service visit, a 50% discount on parts and labor for that repair, up to \$150 off, is applied at the time of sale.

**Note:** Commercial appliances are excluded from all coverage plans.

## Exclusions

This Plan does not cover the following:

- Cosmetic Damage:** Scratches, dents, chips, and other non-functional damage that does not affect the operation of the appliance.
- Accidental Damage:** Damage caused by spills, drops, or impacts from external forces.
- Misuse or Negligence:** Damage resulting from improper use, including failure to follow manufacturer guidelines, unauthorized modifications, or using the appliance for unintended purposes.
- Wear and Tear:** Consumable parts and accessories, such as filters, hoses, gaskets, and bulbs. Normal wear items are not covered under this Plan.
- Unauthorized Repairs:** Repairs carried out by unauthorized providers or non-certified technicians will void the Plan coverage for that appliance.
- Pre-Existing Conditions:** Issues, faults, or damage that existed before the start of the Plan or during the waiting period.
- Environmental Causes:** Damage resulting from external environmental factors, such as power surges, lightning, fire, floods, freezing, or other natural events.
- Commercial Use:** Appliances used in commercial settings, such as cleaning services or other high-usage environments, rental properties, RVs, boats, mobile homes, or multi-family dwellings are not covered under this residential Plan.
- Out of Service Area:** Appliances located outside of our designated service area are not covered under this Plan.
- Change of Location:** Appliances not located at the address listed when initially signing up for the Plan are not covered. Coverage is limited to one address per policy.
- Improper Installation:** Problems related to improper installation, such as plumbing, electrical hookups, dryer vents, and ductwork are not covered under this Plan.

## Claims Process

To file a claim under this Plan, please follow these steps:

- Contact us by calling **804-915-0041**. You will need to provide your Plan number, proof of Plan purchase, and appliance details, including make, model, and serial number.

- Provide a detailed description of the problem with the appliance. Our representatives may ask questions to better understand the issue and determine eligibility for coverage.
- If the claim is approved, Best Day Appliance will schedule a service appointment for a technician to inspect, diagnose, and repair or replace the appliance as needed. Please note that repair or replacement is subject to the yearly limit of the selected plan.
- If a repair exceeds the coverage limit, you will be responsible for the additional charges.

Claims must be initiated within a reasonable timeframe of discovering the problem. Claims cannot be filed until after the 30-day waiting period has ended. During this waiting period, a diagnostic fee will apply as if you did not have coverage. Failure to initiate a claim promptly may result in denial of coverage.

## Plan Cancellation

- **By Customer:** You may cancel the Plan within 30 days of purchase for a full refund, provided no claims have been made. After 30 days, you may cancel the Plan at any time; however, no refund will be provided, and coverage and benefits will stop immediately.
- **By Best Day Appliance:** Best Day Appliance reserves the right to terminate the Plan for reasons including but not limited to fraud, misuse, or violations of these terms and conditions.
- **Cancellation Penalty:** If the Plan is canceled within 90 days of purchase and was used to receive a discount on parts and labor for an initial repair, you will be billed for the total amount of the discount that was applied.

## Limitation of Liability

Our liability under this Plan is limited to repairing or replacing covered appliances up to the yearly limit of the selected plan. We are not responsible for any incidental, indirect, or consequential damages that may arise as a result of appliance failure, including but not limited to property damage, personal injury, loss of use, or food spoilage due to appliance failure.

## Governing Law

This Plan is governed by and construed in accordance with the laws of the state in which the Customer resides. Any disputes arising out of or relating to this Plan shall be resolved exclusively through binding arbitration in accordance with the rules of the American Arbitration Association. By purchasing this Plan, you waive the right to a jury trial or participation in a class action lawsuit.

## Privacy

We are committed to protecting your privacy. Personal information collected in connection with the purchase and management of this Plan is used solely for processing claims, managing

customer relationships, and improving service. For more information, please refer to our Privacy Policy, which can be provided upon request.

### **Transferability**

This Plan may be transferred to a new owner of the covered appliance at no additional cost. To transfer the Plan, please notify Best Day Appliance within 30 days of the change of ownership by calling 804-915-0041. The new owner will be subject to the same Terms and Conditions outlined in this document.

### **Contact Information**

For questions, claims, or support related to your Protection Plan, please contact us:  
Phone: 804-915-0041