



Remote controls are **COVERED**

#### There's no waiting around for remote repairs

If your remote control fails for any reason other than batteries, misuse or abuse during the term of your Advantage Care Plan, we'll swap your remote for the same model or a universal remote. How's that for non-stop remote care?

#### Battery replacements

Lack of power isn't a problem with an Advantage Care Plan. Many products such as camcorders, laptops, wireless or cordless phones offer FREE battery replacements with the purchase of an Advantage Care Plan.

#### Life is far too short to spend it waiting around

Hate waiting? Many products qualify for our automatic, over-the-counter replacement service\*. That means if your product fails during normal use within the coverage period, we'll replace it with an identical product or one with equivalent features. No repairs or hassles—it's that easy!

#### Wherever the product goes, the warranty does too

Should you sell your product, you can transfer the coverage to the new owner, at no charge, simply by mailing us the details. This significantly increases the resale value of your product!

(\*Some limitations may apply)

**advantage™**  
CARE PLAN



Routine maintenance **INCLUDED**

#### Your car goes in for routine maintenance—why not your DVD or CD player, or computer?

Routine maintenance is INCLUDED! Most products covered under our Advantage Care Plans are entitled to routine maintenance, including check-ups and cleaning! We offer hassle-free routine maintenance—extend the life of your stuff!

#### Don't let costly repairs give you a short circuit

Your Advantage Care Plan often costs less than one repair. Think of it—your product is protected for the entire coverage period, for less than the cost of one repair! And there's no hidden charges, user fees or deductibles.

#### If we can't fix it, we will replace it!

Unfixable equals replaceable! If your product is unfixable then it is replaceable thanks to the Advantage Care Plan's No Lemon policy. If we're unable to bring your product back to manufacturer's specifications after two repairs for the same problem in the first year of the ACP, we'll replace it with an identical product or one with equivalent features (excluding computer hardware).

Customer Toll-Free Direct Line **1-866-384-3422**



If we can't fix it, we'll **REPLACE IT**

#### Large-screen TV? We'll try to fix it at your home

That's right! If your large-screen (27"+) TV isn't working like you expect, we'll send a technician to your home to fix it. If the problem is something requiring a repair that can't be done at your home, the technician will bring the TV to the repair depot. Note: In-home service does not apply on private brand or refurbished TV sales.

#### Service and protection to keep your gear working like new!

We understand that you're serious about your at-home and on-the-go tech because we take them seriously too—we guarantee to keep your product working like the day you took it out of the box. An ACP means your product's performance will be maintained at the same standard as when it was new, or it will be replaced.

#### Don't leave your gear bare! Let us cover it!

Your home and office tech connect you, your friends and family to a world of fun, news, work and entertainment. With an ACP, your electronics will remain fully functional for years to come.

#### This plan received a grade of A, for... ACP

You can trust our professional authorized technicians to ensure that your product is repaired with original manufacturer's parts. We use the latest technology available to bring your product back to the same performance you enjoyed when it was new.



The solution for **PROTECTION**

#### Benefits beyond your expectations!

An Advantage Care Plan offers you protection, convenience, value and peace of mind. It's an affordable way to protect your investment.

#### An Advantage Care Plan offers you:

- ✓ Over-the-counter, on-the-spot replacements on select items
- ✓ Convenient hassle-free service at over 450 stores across Canada
- ✓ **FREE** battery replacements with selected products such as camcorders, wireless phones, laptops and more
- ✓ **FREE** routine maintenance
- ✓ Product replacement for products that can't be repaired
- ✓ Remote control protection
- ✓ In-home service on TVs 27" and larger: call toll-free **1-800-780-4117**

**Note:** In-home service does not apply on private brand or refurbished TV sales.



#### Have questions?

Reach out to one of our Warranty representatives on Live Chat at [thesource.ca/advantage-care](https://thesource.ca/advantage-care)

**THE SOURCE™**





## advantage™ CARE PLAN

Customer Toll-Free Direct Line  
**1-866-384-3422**

### Advantage Care Plan Terms & Conditions (Effective August 1, 2019)

*By purchasing this Advantage Care Plan ("ACP") You understand that these Terms and Conditions together with the accompanying original purchase sales receipt form a legal agreement between You and The Source (Bell Electronics Inc., (the "Company") and You acknowledge that You have had the opportunity to read and that You accept these Terms and Conditions. "ACP" and "Terms and Conditions" are collectively referred to as "the Plan" or "this Plan".*

*Throughout this Plan, "You" and "Your" refers to the original purchaser of the product described on the accompanying sales receipt ("product") and the original purchaser of the Plan. Except where prohibited by applicable law, the Plan is non-transferable by You.*

#### 1. Duration of the Plan

Coverage commences on the original product purchase date and will expire on the date noted on the original purchase receipt, except in those events as outlined in these Terms and Conditions.

#### 2. Manufacturer's Responsibility

This Plan complements but does not replace the manufacturer's warranty. Unless you are seeking benefits as described in Section 7(a)(b)(c) or (d) below, during the manufacturer's warranty coverage period you should contact the manufacturer directly. Should the manufacturer replace Your product during their warranty period it is Your responsibility to provide the Company with the documentation to update the Plan onto the replacement serial # or IMEI #. During the term of the manufacturer's warranty, the Plan provides certain additional benefits for which the manufacturer does not provide coverage. The additional benefits are listed in these Terms and Conditions. You must contact the Company to receive these additional benefits irrespective of whether the manufacturer's warranty still applies.

#### 3. Product Eligibility

Only products carried or sold by The Source retail stores or on The Source's website at [thesource.ca](http://thesource.ca) at the time of purchasing the Plan are eligible for coverage under this Plan. This Plan only covers the product it was purchased for unless the Company has been provided with proof of exchange by either the manufacturer or the Company. All original receipts are required for any product repairs, replacements, exchanges or credits. When service under the Plan is required, You are responsible for delivering the product to any The Source retail store. The Company is not responsible for the cost of de-installation, re-installation or wiring.

#### 4. Coverage

Subject to Section 2, this Plan covers manufacturer's defects in materials and workmanship that reveal themselves in normal usage. Services performed under this Plan will consist of labour and the replacement of parts necessary to restore Your product to normal operating condition. All repairs must be approved by the Company before they are performed. At the Company's option, replacement parts may be new, refurbished or non-original manufacturer's parts that perform to the manufacturer's specifications for the product.

#### 5. Replacement Products

At the Company's sole option, the Company may replace Your product with a refurbished product of equal or similar features and functionality, though not necessarily of the same brand or retail value, or the Company may issue You a Gift Card redeemable at any The Source retail store in the amount of the then current retail cost of the product, or similar replacement product, excluding sales tax. The Gift Card has no cash value. The issuance of a replacement product or Gift Card will constitute fulfillment of this Plan in its entirety and will cancel and discharge all further obligations under this Plan, where allowed by law. The product which is being replaced must be returned to the Company. Except where prohibited by law, all replaced products or parts will become the sole property of the Company. In the Company's sole and absolute discretion, parts from the original product may be used in building the refurbished product, provided that the original part is in working order, as determined by the Company.

#### 6. Battery Coverage

With respect to cordless telephone systems, You shall only be entitled to a maximum of two services in relation to batteries (whether for repair or replacement) for each system, no matter how many handsets are included in such system. Rechargeable batteries for cellular phones, notebook computers, laptops, wireless headphones, camcorders, digital cameras, MP3 players, GPS and FRS radios shall only be repaired or replaced once per unit during the term of the Plan.

#### 7. ACP Plus Coverage

ACP Plus coverage is an additional warranty above and beyond the basic coverage under this Plan that may be purchased for Your cellular phone, tablet, GPS, laptop or desktop at an additional cost. If you have purchased ACP Plus coverage for Your:

- (a) Cellular phone—This will entitle You to receive a one-time repair or one-time replacement refurbished cellular phone with equal or similar features and functionality, though not necessarily of the same brand or retail value, in the event that Your cellular phone becomes inoperable as a result of accidental exposure to liquid, or that the LCD on Your cellular phone is damaged due to a minor accident that renders the LCD unreadable. All cellular phone claims must be verified by the Company's authorized technicians prior to replacement; or
- (b) Tablet—This will entitle You to receive a one-time repair or one-time replacement refurbished tablet with equal or similar features and functionality, though not necessarily of the same brand or retail value, in the event that Your tablet becomes inoperable as a result of accidental exposure to liquid, or that the LCD on Your tablet is damaged due to a minor accident that renders the LCD unreadable. All tablet claims must be verified by the Company's authorized technicians prior to replacement; or
- (c) GPS—This will entitle You to receive a one-time over-the-counter replacement GPS with equal or similar features and functionality, though not necessarily of the same brand or retail value, in the event of a verified product failure. Product failure cannot exceed what would be normally classed as a manufacturer defect. Physical damage caused by abusive usage or damaged LCD screens are NOT covered under this Plan. All GPS claims must be verified by the Company's authorized technicians prior to replacement.

(d) Laptop or desktop PC—this will entitle You to receive a one-time reasonable effort data recovery service of data stored on your product in the event of hard disk drive or solid state drive failure with Your laptop or desktop PC. Whenever possible the recovered data will be returned to You on the original product. If the original product is defective, the recovered data will be returned to You on a physical device such as a USB drive or an external hard drive, based on the volume of the data recovered. In cases where the data recovery service provided is unable to recover at least 75% of the data on the product, You will be notified and provided with a \$50 Gift Card redeemable at The Source. **Note:** This data recovery service is not available to public sector customers (e.g. governments, universities, government agencies, etc.) in British Columbia and Nova Scotia. By exercising your option to utilize the data recovery service, You expressly consent to your data potentially being recovered by a facility in the United States of America.

ACP Plus coverage provides a one-time repair or one-time product replacement of Your cellular phone, tablet or GPS, or a one-time data recovery service on Your laptop or desktop PC subject to the Terms and Conditions of this Plan, and any such repair, replacement or data recovery will constitute fulfillment of the ACP Plus coverage in its entirety and will cancel and discharge all further ACP Plus coverage obligations under this Section 7, however, the basic coverage under this Plan, will continue through to the balance of the Plan's term.

#### 8. No Lemon Policy

During the first year of the term of the Plan, if the Company repairs Your product twice for the same problem, and the product then, at the sole discretion of the Company's authorized service centre, requires a third repair for the same problem, the Company will replace it with a product of comparable performance or issue You a Gift Card for the original retail price (excluding sales tax), subject to the limitations noted in the "Coverage" and "Replacement Products" sections. Please note that You must return the original product and purchase receipts to the Company along with the authorized service repair invoices from the two prior separate service repair incidents to qualify. Service that does not result in a repair such as "No Fault Found", or cleaning and preventative maintenance does not constitute a repair. This "No Lemon Policy" does not apply to computers, notebook computers or laptops. The "No Lemon Policy" described in this section 8 does not apply to any ACP Plus coverage as set out in section 7 above.

#### 9. Cancellation

Except where prohibited by law, the Company may cancel this Plan at our sole option on the basis of (a) fraud or misrepresentation; (b) commercial rental of the product by You; (c) an unauthorized repair of the product by You; or (d) in the case of excessive repairs or replacements due to misuse, abuse, or excessive use of the covered product as determined by the Company in its sole and absolute discretion.

#### 10. What is not covered?

To the maximum extent permitted by law, this Plan does not cover:

- (a) damages caused by (except as may be expressly provided in Section 7 above, if applicable):

- i. accidental or intentional physical impact, misuse or abuse;
- ii. fire, spilled liquids, battery leakage, exposure to weather, earthquakes, Acts of God;
- iii. failure to provide manufacturer's recommended maintenance or to operate in accordance with manufacturer's instructions;
- iv. improper use or failure of any electrical source (including, without limitation, power surges);
- v. computer software viruses (Virus removal is not covered by this Plan);

- vi. burned phosphor (including image ghosting) or pixel burnout due to use by You other than in accordance with manufacturer's specifications; and
- vii. delays in providing service under this Plan;

- (b) damage to computer programs, electronic files, software and data, including damage caused by repairs under this Plan (it is Your sole responsibility to backup all such data residing on any product prior to delivery of the product to the Company under this Plan);
- (c) damage of a cosmetic nature or the cost of lost or consumable parts (including, without limitation, fuser assemblies, drums, toners, ink cartridges, consumable print heads or LCD projector bulbs, or button cell batteries);
- (d) damage to any accessories or attachment not included in the basic product;
- (e) damages resulting from modifications to any product component, or repairs made by anyone other than a service provider authorized by Us;
- (f) loss or theft of product, software, data or accessories;
- (g) on-site service for televisions 26" and smaller, Private Brand and refurbished televisions
- (h) service that is necessitated to comply with changes in the regulations of any government body or agency;
- (i) product with removed or altered serial numbers; and
- (j) product used by You for commercial rental.
- (k) This Plan does not provide coverage for any of the following costs, expenses or services:
  - i. Cleaning, preventative maintenance, or customer education expenses related to the product, or any resultant damage caused by such;
  - ii. Expenses incurred from the dismantling or reinstallation of fixed infrastructure when removing Your product from, or installing an alternate media device into, a custom installation;
  - iii. Repairs to or replacements of any tangible equipment or property;
  - iv. Indemnification or payment for damages to any property caused by or arising from fortuitous events; and

Please note that all display products (including, without limitation, products containing LCD and plasma display technologies) may have a given number of defective pixels. This may be a normally occurring condition with display technology. Pixel defects such as lit or unlit pixels will be subject to the manufacturer's guidelines for allowable pixel defect as verified by the Company's authorized repair centre in order to qualify as a failure and be covered by this Plan.

#### 11. Entire Agreement

Your original purchase sales receipt and these Terms and Conditions set forth the entire agreement and supersede all prior negotiations, understandings and agreements concerning the subject matter of this Plan. No oral or written representations, warranties or conditions and no amendment or modification of these Terms and Conditions will be binding except by a written agreement signed by the party to be bound thereby.

#### 12. Limitation of Liability and Disclaimer of Warranties and Conditions

- (a) To the maximum extent permitted by law, the Company shall have no liability or responsibility to You whether in contract, tort or under the extra-contractual liability regime, including negligence with respect to any liability, loss or damage caused or alleged to be caused directly or indirectly by the product, replacement parts or units, or service provided by the Company including but not limited to, any interruption of service, loss of business or anticipatory profits or consequential damages resulting from any breach of this Plan. Notwithstanding the limitations and warranties provided in this Plan, the Company's liability hereunder for damages incurred by You shall not exceed the amount paid by You for this Plan.
- (b) To the maximum extent permitted by law, the Company shall have no liability or responsibility to maintain or restore computer programs, software, electronic files or data during the performance of service or otherwise beyond the reasonable attempts as defined in Section 7(d). It is Your sole responsibility to maintain backups of any computer programs, software, electronic files or data to protect against loss.
- (c) To the maximum extent permitted by law, the Company hereby disclaims any warranty or condition not expressly provided herein, including any implied warranty or condition of merchantability or fitness for a particular purpose.
- (d) Some jurisdictions do not allow limitations on transferability, or the exclusion or limitation of incidental or consequential damages, so these limitations set out in this Plan apply only to the extent permitted by the law in those jurisdictions. You may have greater rights existing under legislation in Your jurisdiction. Where any term of this Plan is prohibited under such laws, it shall be null and void, but the remainder of this Plan shall remain in effect.

#### 13. Returned or Exchanged Products

- (a) In the event the product is returned to the Company as permitted by the Company's current refund policy for a full refund, the Company will refund the full cost of the Plan to You at which time the Plan will be terminated.
- (b) In the event the product is exchanged for other merchandise, a pro-rated credit will be applied to the duration of the coverage of the new product.

#### 14. Miscellaneous

The Company retains the right to assign this Plan and to subcontract the services contracted for in this Plan to a third party without Your prior consent. In the event of an assignment, the Company will be relieved of its obligations to You as of the time of such assignment.

Unless prohibited by local law, this Plan represented by Your original sales receipt and these Terms and Conditions shall be interpreted and enforced in accordance with the laws of the Province of Ontario.

It is the express wish of the parties that this Plan and all related documents be drawn up in English. C'est la volonté expresse des parties que la présente convention ainsi que les documents qui s'y rattachent soient rédigés en anglais.

Please refer to our Privacy Policy at [www.thesource.ca](http://www.thesource.ca) regarding our practices for the collection, use, and disclosure of Your personal information.

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Value • Convenience • Peace of mind • Protection



TERMS & CONDITIONS

THE  
SOURCE™