

# Protect it today, enjoy it for years.



by asurion

## Terms & Conditions

- Electronics & General Merchandise (Except Quebec) – Page 2
- Electronics & General Merchandise (Quebec Only) – Page 6
- TVs, Laptops, & Desktops sold by Third-Party Sellers (Except Quebec) – Page 9
- Large Appliances (Except British Columbia & Quebec) – Page 12
- Large Appliances (British Columbia only) – Page 14

## **Contract of Additional Warranty**

This is a legal contract (referred to hereinafter as the "Plan"). By purchasing it, you understand that it is such a contract and acknowledge that you have had the opportunity to read the terms and conditions set forth herein. Except in British Columbia, this Plan is not a contract of insurance. By purchasing this Plan, you are consenting to Asurion Consumer Solutions of Canada Corp. and Continental Casualty Company, Canadian Branch's collection, use and disclosure of personal information as described below, including its ability to share your personal information with Walmart, the seller of this Plan.

**Obligor:** The companies obligated under this Plan are as follows:

- **Warranty Provinces:** In all provinces except British Columbia, the obligor is **Asurion Consumer Solutions of Canada Corp.**, whose address is 900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada, telephone 1-866-856-3882.
- **Insurance Province:** In British Columbia, the obligor is **Continental Casualty Company, Canadian Branch ("CNA Canada")**, whose address is 66 Wellington Street West, Suite 3700, Toronto, Ontario M5K 1J5, Canada, telephone 1-800-831-4262.

**For the purposes of the Insurance Companies Act (Canada), this policy was issued in the course of the insurer's insurance business in Canada.**

  
\_\_\_\_\_  
Authorized Representative

**This policy contains a clause which may limit the amount payable.**

**Please register your product by logging on to [asurion.com/walmartcanada](http://asurion.com/walmartcanada) or calling toll-free 1-855-308-7295.**

**Definitions:** Throughout this Plan the words (1) "**we**," "**us**," and "**our**" refer to the Obligor, as referenced above; (2) "**administrator**" refers to Asurion Consumer Solutions of Canada, Corp. ("**Asurion**"). The administrator can be contacted at: 900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada; (3) "**retailer**" and "**Walmart**" refer to Wal-mart Canada Corp., the retailer from which you purchased the product and this Plan; (4) "**product**" refers to the item which you purchased concurrently with and is covered by this Plan; (5) "**you**" and "**your**" refer to the individual who purchased the product and this Plan; (6) "**breakdown**" refers to the mechanical or electrical failure of the product caused by defects in workmanship and/or materials that are a result of normal usage including dust, heat, humidity and power surges; For Video Game Software/CD/DVD products, "**breakdown**" refers to scratches as a result of normal use; and (7) "**replacement product**" refers to a **NEW, REFURBISHED OR REMANUFACTURED PRODUCT OF EQUAL OR SIMILAR FEATURES AND FUNCTIONALITY THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL PRODUCT**. Technological advances may result in a replacement product with a lower selling price than the original product. For Video Game Software/CD/DVD products, a replacement product will be the same title as your failed product.

**Instructions:** You must keep the sales receipt or order confirmation email for the product; it is an integral part of this Plan and you may be required to reference it to obtain service. This Plan, including the terms, conditions, limitations and exclusions set out herein, and the sales receipt or order confirmation email containing the price you paid for this Plan and covered product, the length and commencement date of this Plan and product identification information, constitute the entire agreement.

**What Is Covered:** This Plan provides for the repair or replacement of your product in the event the product experiences a breakdown which is not covered under any insurance policy, other warranty or service contract. If we determine that we cannot repair your product as specified in this Plan, we may replace the product with a replacement product or, at our discretion, we will issue you a voucher, gift card or cheque for the purchase price paid for the product, excluding taxes, as indicated on your sales receipt or order confirmation email, to return to the retailer to purchase a replacement product. Non-original manufacturer's parts may be used for repair of the product if the manufacturer's parts are unavailable. Once you have received your voucher, gift card, cheque or replacement product for your product pursuant to this Plan, all of our obligations under this Plan shall have been fulfilled in their entirety. **NOTE: For Electronics with an operating system:** You are responsible for backing up all computer software and data prior to commencement of any repairs. We are not responsible for any lost data, including documents, databases, messages, licences, contacts, passwords, books/magazines, games, photos, videos, ringtones, music or other nonstandard software or data on your product.

**This Plan Includes the Following Product-Specific Enhanced Coverages Beginning on the Date of Purchase:**

**For Furniture:**

- **Structure of wood and metal products:** This Plan covers structural defects to frames, cases, seat and back construction, including: (a) dovetail construction; (b) warping to shelving and legs; (c) frame breakage (including breakage of legs) or separation of frame components; (d) separation of joints and welds; (e) damage to hinges and mechanisms, including all moving parts and metal hardware; (f) damage to engraved photo finish or solid brass furniture; and (g) breakage of casters, wheels, buttons, drawer pull/guides and other moving parts.
- **Finishes to solid wood, veneered or plastic laminated products:** This Plan covers lifting, cracking, peeling, tarnishing, pitting or scaling of solid woods, laminate or laminated finishes, veneers, other wood or lacquer.

- **Fabric or vinyl products:** This Plan covers (a) seam separation and slippage; (b) loss of latex backing to fabrics and vinyl; and (c) excessive loss of foam up to two inches (2") in depth, latex and spring resiliency of backs and cushions.
- **Leather products:** This Plan covers (a) seam separation, slippage or early wear-through in leather; and (b) cracking, lifting and peeling.

#### **For Televisions:**

- Repair or replacement of accessories included in the box by the manufacturer (e.g. remote controls).
- Power surge protection.

#### **Term of Coverage:**

**For Televisions:** The term of your Plan begins on your date of purchase and continues for the period indicated on your sales receipt or order confirmation email. Except for the product-specific enhanced coverages outlined above, which begin on your date of purchase, all other coverage begins immediately following the expiration of the manufacturer's warranty and Walmart Extended Care (limited warranty). The Plan is inclusive of the manufacturer's warranty and Walmart Extended Care; it does not replace the manufacturer's warranty or Walmart Extended Care, but provides certain additional benefits during the terms of the manufacturer's warranty and Walmart Extended Care. After the manufacturer's warranty and Walmart Extended Care expire, the Plan continues to provide some of the manufacturer's and Walmart Extended Care benefits as well as certain additional benefits listed within the Plan's terms and conditions. Plan coverage remains in effect throughout the end of your term, unless cancelled or fulfilled pursuant to the provisions below. In the event your product is being serviced by an authorized service centre when the Plan expires, the term of the Plan will be extended until the covered repair has been completed.

**For Furniture:** The term of your Plan begins on your date of purchase and continues for the period indicated on your sales receipt or order confirmation email. Except for product-specific enhanced coverages outlined above which begin on your date of purchase, all other coverage begins immediately following the expiration of the manufacturer's warranty. The Plan is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty but provides certain additional benefits during the term of the manufacturer's warranty. After the manufacturer's warranty expires, the Plan continues to provide some of the manufacturer's benefits as well as certain additional benefits listed within the Plan's terms and conditions. Plan Coverage remains in effect throughout the end of your term, unless cancelled or fulfilled pursuant to the provisions herein. In the event your product is being serviced by an authorized service centre when the Plan expires, the term of the Plan will be extended until the covered repair has been completed.

**Desktops and Laptops:** The term of this Plan coverage begins immediately following the expiration of the manufacturer's warranty and Walmart Extended Care (limited warranty) and remains in effect for the period indicated on your sales receipt or order confirmation email, unless cancelled or fulfilled pursuant to the provisions herein. In the event your Product is being repaired by an authorized service centre when the Plan expires, the term of the Plan will be extended until the covered repair has been completed.

**For All Other Product Plans:** The term of this Plan coverage begins immediately following the expiration of the manufacturer's warranty and remains in effect for the period indicated on your sales receipt or order confirmation email, unless cancelled or fulfilled pursuant to the provisions herein. In the event your Product is being repaired by an authorized service centre when the Plan expires, the term of the Plan will be extended until the covered repair has been completed.

**To Make a Claim / How It Works:** If your product fails, call Product Protection Plan customer service at **1-855-308-7295** or go to [asurion.com/walmartcanada](http://asurion.com/walmartcanada) to process your claim. **You must call prior to having service; all repairs or replacements must be authorized in advance.** Unauthorized repairs or replacements may not be covered. In-home, depot or carry-in service may be available; the customer service representative will inform you of what type of service your product qualifies for during the claim process. We will pay for the cost of shipping your product to and from the authorized service centre if depot service is required. At our sole discretion, we may require that you return the original product to us for inspection by our authorized service centre, or we may require you to purchase a replacement product with similar features, as a condition to receiving a replacement product or a reimbursement. We may require you to fill out a claim facilitation form prior to receiving service or a replacement or reimbursement under this Plan. You may also be required to produce a provincial- or federal-issued photo identification as a condition to receiving service or replacement or reimbursement under this Plan. All claims must be reported within thirty (30) days after expiration of this Plan. In addition to English and French, customer assistance is available in a number of languages for your convenience.

**No Lemon Policy:** After three (3) repairs have been completed on an individual product, for the same defect, and that individual product requires a fourth (4th) repair, as determined by us, we will issue you a voucher, gift card or cheque for the purchase price paid for the product, excluding taxes, as indicated on your sales receipt or order confirmation email. The No Lemon Policy does not apply to repairs performed while the product is under the manufacturer's warranty. Preventative maintenance checks, cleanings, product diagnosis and customer education are not considered repairs for the purposes of the No Lemon Policy. **NOTE:** The No Lemon Policy does not apply to Video Game Software/CDs/DVDs, Furniture, or Replacement Plans. Once you have received your voucher, gift card or cheque for your product pursuant to this Plan, all of our obligations under this Plan shall have been fulfilled in their entirety.

**Limit of Liability:** For any single claim, the limit of liability under this Plan is the least of the cost of: (1) authorized repairs; (2) a replacement product; (3) reimbursement for authorized repairs or replacement; or (4) the price that you paid for the product, excluding taxes, as indicated on your receipt or order confirmation email. The total liability under this Plan for any single product is: (a) replacement of the product; (b) reimbursement of the purchase price you paid for the product, excluding taxes as indicated on your receipt or order confirmation email; or (c) the total cost of all authorized repairs up to the purchase price you paid, excluding taxes, of the product. In the event that we have met any of the above conditions (a), (b) or (c) of the total liability, we shall have fulfilled our obligations owed under this Plan and this Plan shall terminate.

**Free Transferability:** The Plan may be transferred to a subsequent owner of the product at no additional charge. There are no restrictions provided your Plan is valid. To transfer, call 1-855-308-7295. Information provided by you must include the Plan number, date of transfer, new owner's name, complete address and telephone number. **NOTE:** The video game software/CD/DVD Plan is not transferable.

**Manufacturer's Responsibilities:** Parts and services covered during the manufacturer's warranty period are the sole responsibility of the manufacturer.

**WHAT IS NOT COVERED:**

- (1) Loss and theft;
- (2) Breakdown caused by accidental damage, spilled liquids, insect infestation, misuse, abuse, or intentional physical damage;
- (3) Service performed by unauthorized repair personnel;
- (4) Parts intended for periodic replacement (for example: trimmer line, antennas, cartridges, styluses, records, audio/video disks, tapes, computer software or disks, print elements, external power supplies, spark plugs, filters, plumbing, filters, knobs, remotes, batteries, bags, belts, bulbs and/or lamps);
- (5) Cosmetic damage, including scratches, peelings or dents that do not impede the mechanical functionality of the item (unless otherwise provided for above) and problems due to improper installation;
- (6) Damage resulting from Acts of God;
- (7) Products with altered or missing serial numbers or IMEI numbers;
- (8) Products that are not listed on this Plan or on the sales receipt;
- (9) Consequential or incidental damages, including but not limited to loss of use, loss of business, loss of profits, loss of data, down-time and charges for time and effort, except as otherwise stated herein;
- (10) "No Problem Found" diagnosis or failure to follow the manufacturer's instructions;
- (11) Any failures, parts and/or labour costs incurred that are associated with a manufacturer's recall, regardless of the manufacturer's ability to pay for such repairs;
- (12) Preexisting conditions;
- (13) Service or replacement outside of Canada;
- (14) Products not originally covered by a store return policy or manufacturer's warranty, including, but not limited to floor models;
- (15) Damages caused by third-party actions, fire, collision, or vandalism;
- (16) Liability or damage to property, or injury or death to any person or pet arising out of the operation, maintenance or use of the product;
- (17) Cost of preventative maintenance (unless you purchased a Plan which includes maintenance) and damages caused by improper preventative maintenance;
- (18) Seized or damaged parts resulting from failure to maintain proper levels of lubricants or coolants, from use of contaminated or improper lubricants, from use of stale, contaminated, or improper fuel, or from freezing or overheating;
- (19) Products with safety feature(s) removed, bypassed, disabled or altered;
- (20) Any damage or loss to any data or operating system, including damage or loss as a result of any repairs or replacement under this Plan;
- (21) Damage which is not reported within thirty (30) days after expiration of this Plan;
- (22) Damages resulting from war, invasion or act of foreign enemy, hostilities, civil war, rebellion, riot, strike, labour disturbance, lockout or civil commotion;
- (23) Costs or damage resulting from negligence, misuse or abuse, including but not limited to burns and heat marks longer than one inch (1");
- (24) Fabric and/or leather which has become faded or worn or soiled over time from normal everyday use, natural characteristics that cause appearance variations, X-coded fabric, or non-colourfast material;
- (25) Furniture displays, preowned or "as is" or "final sale" furniture, or furniture used for rental;
- (26) Glass contained in/on products, including but not limited to tabletops, cabinet doors, or other similar products;
- (27) Stains caused by the delivery process of the covered item; stains of unknown origin; stains as a result of: acid, bleach, body oils, caustic solutions, dye, fading from sun exposure, nail polish remover, nail polish, paint, suntan oils, ballpoint ink, cosmetics or wax;
- (28) Products used for commercial purposes (multi-user organizations), public rental or communal use in multi-family housing;
- (29) Introduction of foreign objects;
- (30) Inherent defects that are the responsibility of the manufacturer;
- (31) Burned-in images and pixel failure within designed specifications or that do not materially alter the product's functionality; and
- (32) Consumable bicycle parts intended for periodic replacement, such as brake pads, tires, tubes, grips, etc.

**No Deductibles:** No deductibles apply to this Plan.

**No Renewal:** This Plan is not renewable.

**Cancellation:** You may cancel this Plan during the first ninety (90) days by visiting your local Walmart location. You may also cancel this Plan at any time by providing written notice to Asurion at Protection Plan Attn: Correspondence Department, P.O. Box 1818, Sterling, VA 20167, USA. If the Plan is cancelled by either party: (a) within ninety (90) days of the receipt of this Plan, you shall receive a full refund of the price paid for the Plan, provided no service has been performed, or (b) after ninety (90) days of the receipt of this Plan, you will receive a pro rata refund, less the cost of any service received. This Plan may be cancelled by us or Asurion for fraud or

material misrepresentation by you, including but not limited to commercial or rental use, or if required to do so by a regulatory authority. Unauthorized repair or replacement of covered equipment may result in the cancellation of this Plan by us (for a reason other than fraud or material misrepresentation). In the event of cancellation by us, written notice of cancellation shall be mailed to you not less than ninety (90) days before cancellation is effective.

**Personal Information:** Personal information includes factual or subjective information about an identifiable individual. We collect, use, or disclose your personal information in connection with the limited warranty (hereinafter "Personal Information") to Walmart, Asurion and CNA. Walmart, Asurion and CNA collect your Personal Information through a website at the time of product purchase or registration portal, on an Asurion claims portal, and by phone. Walmart, Asurion and CNA use your Personal Information to administer the limited warranty, including, but not limited to, detecting, investigating, and preventing fraud, unauthorized or illegal activities, assessing, and processing claims, creating and maintaining records, insuring or reinsuring limited warranty liabilities, and providing customer service. We may also use and disclose your information for other purposes with your consent or as permitted or required by law. Walmart, Asurion and CNA may exchange Personal Information as necessary for the purposes described above. You acknowledge that this will involve transferring data outside of and within Canada and the United States. Walmart, Asurion and CNA will hold and use your personal information only as long as necessary to implement, administer and manage the limited warranty, or as required to comply with legal or regulatory obligations. Walmart, Asurion and CNA provide you with many ways to make choices about your personal data, such as accessing it, correcting it, deleting it, or updating your choices about how it is used. To learn more about your rights regarding your Personal Information with Asurion, visit [www.asurion.com/privacyrights](http://www.asurion.com/privacyrights) or by writing to us at Asurion, Attn: Privacy Office c/o Office of the General Counsel, 140 11<sup>th</sup> Ave. N., Nashville, TN 37203, USA. Requests to access must be in writing, either through the portal link provided above, by email, or by mail. You may also obtain a copy of Asurion's privacy policy by visiting [www.asurion.com/privacy-policy-ca-en](http://www.asurion.com/privacy-policy-ca-en).

Your information may be processed and stored in the United States and may be subject to access by U.S. authorities under applicable laws.

To obtain a large-type copy of the terms and conditions of this Plan, please call 1-855-308-7295.

Administered by:  
Asurion Consumer Solutions of Canada, Corp.  
900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada  
1-855-308-7295

©2026 Asurion, LLC All rights reserved.

## **Contract of Additional Warranty**

This is a legal contract (referred to hereinafter as the "Plan"). By purchasing it, you understand that it is such a contract and acknowledge that you have had the opportunity to read the terms and conditions set forth herein. This Plan is not a contract of insurance. By purchasing this Plan, you are consenting to Asurion Consumer Solutions of Canada Corp. use and disclosure of personal information as described below, including its ability to share your personal information with Walmart, the seller of this Plan.

**Obligor:** The company obligated under this Plan is: **Asurion Consumer Solutions of Canada Corp.**, whose address is 900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada, telephone 1-866-856-3882.

**You may register your product by logging on to [asurion.com/walmartcanada](http://asurion.com/walmartcanada).**

**Definitions:** Throughout this Plan the words (1) "**we**," "**us**," and "**our**" refer to the Obligor, as referenced above; (2) "**administrator**" refers to Asurion Consumer Solutions of Canada, Corp. ("**Asurion**"). The administrator can be contacted at: 900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada; (3) "**retailer**" and "**Walmart**" refer to Wal-mart Canada Corp., the retailer from which you purchased the product and this Plan; (4) "**product**" refers to the item which you purchased concurrently with and is covered by this Plan as indicated on your sales receipt; (5) "**you**" and "**your**" refer to the individual who purchased the product and this Plan; (6) "**breakdown**" refers to the mechanical or electrical failure of the product caused by defects in workmanship and/or materials that are a result of normal usage including dust, heat, humidity and power surges; For Video Game Software/CD/DVD products, "**breakdown**" refers to scratches as a result of normal use; and (7) "**replacement product**" refers to a **NEW, REFURBISHED OR REMANUFACTURED PRODUCT OF EQUAL OR SIMILAR FEATURES AND FUNCTIONALITY THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL PRODUCT**. Technological advances may result in a replacement product with a lower selling price than the original product. For Video Game Software/CD/DVD products, a replacement product will be the same title as your failed product.

**Instructions:** You must keep the sales receipt or order confirmation email for the product; it is an integral part of this Plan and you may be required to reference it to obtain service. This Plan, including the terms, conditions, limitations and exclusions set out herein, and the sales receipt or order confirmation email containing the price you paid for this Plan and covered product, the length and commencement date of this Plan and product identification information, constitute the entire agreement.

**What Is Covered:** This Plan provides for the repair or replacement of your product in the event the product experiences a breakdown which is not covered under any insurance policy, other warranty (including manufacturer's or seller's), service contract or warranty provided by law (if applicable). If we determine that we cannot repair your product as specified in this Plan, we may replace the product with a replacement product or, at our discretion, we will issue you a voucher, gift card or cheque for the purchase price paid for the product, excluding taxes, as indicated on your sales receipt or order confirmation email, to return to the retailer to purchase a replacement product. Non-original manufacturer's parts may be used for repair of the product if the manufacturer's parts are unavailable. Once you have received your voucher, gift card, cheque or replacement product for your product pursuant to this Plan, all of our obligations under this Plan shall have been fulfilled in their entirety. **NOTE: For Electronics with an operating system:** You are responsible for backing up all software and data prior to commencement of any repairs. We are not responsible for any lost data, including documents, databases, messages, licences, contacts, passwords, books/magazines, games, photos, videos, ringtones, music or other nonstandard software or data on your product.

**Term of Coverage:** This plan provides for the repair or replacement of your product in the event the product experiences a covered breakdown. The term of this Plan coverage begins immediately following the expiration of the manufacturer's warranty and remains in effect for the period indicated on your sales receipt or order confirmation email, unless cancelled or fulfilled pursuant to the provisions herein. In the event your Product is being repaired by an authorized service centre when the Plan expires, the term of the Plan will be extended until the covered repair has been completed.

**To Make a Claim / How It Works:** If your product fails, call Product Protection Plan customer service at **1-855-308-7295** (available Mon–Fri 8:00 AM–12:00 AM ET; Sat–Sun 9:00 AM–10:00 PM ET; closed on statutory holidays) or go to [www.asurion.com/walmartcanada](http://www.asurion.com/walmartcanada) to process your claim. **You must call prior to having service; all repairs or replacements must be authorized in advance.** Unauthorized repairs or replacements may not be covered. In-home, depot or carry-in service may be available; the customer service representative will inform you of what type of service your product qualifies for during the claim process. We will pay for the cost of shipping your product to and from the authorized service centre if depot service is required. At our sole discretion, we may require that you return the original product to us for inspection by our authorized service centre, or we may require you to purchase a replacement product with similar features, as a condition to receiving a replacement product or a reimbursement. We may require you to fill out a claim facilitation form prior to receiving service or a replacement or reimbursement under this Plan. You may also be required to produce a provincially or federally issued photo identification as a condition to receiving service or replacement or reimbursement under this Plan. All claims must be reported within thirty (30) days after expiration of this Plan. In addition to English and French, customer assistance is available in a number of languages for your convenience.

**No Lemon Policy:** After three (3) repairs have been completed on an individual product, for the same defect, and that individual product requires a fourth (4th) repair, as determined by us, we will issue you a voucher, gift card or cheque for the purchase price paid for the product, excluding taxes, as indicated on your sales receipt or order confirmation email. The No Lemon Policy does not apply to repairs performed while the product is under any other manufacturer's warranty, seller's warranty, insurance policy or warranty provided by law (if applicable). Preventative maintenance checks, cleanings, product diagnosis and customer education are not considered repairs for the purposes of the No Lemon Policy. **NOTE:** The No Lemon Policy does not apply to Video Game Software/CDs/DVDs, Furniture, or Replacement Plans. Once you have received your voucher, gift card or cheque for your product pursuant to this Plan, all of our obligations under this Plan shall have been fulfilled in their entirety.

**Limit of Liability:** For any single claim, the limit of liability under this Plan is the least of the cost of: (1) authorized repairs; (2) a replacement product; (3) reimbursement for authorized repairs or replacement; or (4) the price that you paid for the product, excluding taxes, as indicated on your receipt or order confirmation email. The total liability under this Plan for any single product is: (a) replacement of the product; (b) reimbursement of the purchase price you paid for the product, excluding taxes as indicated on your receipt or order confirmation email; or (c) the total cost of all authorized repairs up to the purchase price you paid, excluding taxes, of the product. In the event that we have met any of the above conditions (a), (b) or (c) of the total liability, we shall have fulfilled our obligations owed under this Plan and this Plan shall terminate.

**Free Transferability:** The Plan may be transferred to a subsequent owner of the product at no additional charge. There are no restrictions provided your Plan is valid. To transfer, call 1-855-308-7295. Information provided by you must include the Plan number, date of transfer, new owner's name, complete address and telephone number. **NOTE:** The video game software/CD/DVD Plan is not transferable.

**Manufacturer's or Seller's Responsibilities:** Parts and services covered during the manufacturer's or seller's warranty period are the sole responsibility of the manufacturer or seller.

#### **WHAT IS NOT COVERED:**

- (1) Loss and theft;
- (2) Breakdown caused by accidental damage, spilled liquids, insect infestation, misuse, abuse, or intentional physical damage;
- (3) Service performed by unauthorized repair personnel;
- (4) Parts intended for periodic replacement (for example: trimmer line, antennas, cartridges, styluses, records, audio/video disks, tapes, computer software or disks, print elements, external power supplies, spark plugs, filters, plumbing, filters, knobs, remotes, batteries, bags, belts, bulbs and/or lamps);
- (5) Cosmetic damage, including scratches, peelings or dents that do not impede the mechanical functionality of the item (unless otherwise provided for above) and problems due to improper installation;
- (6) Damage resulting from Acts of God;
- (7) Products with altered or missing serial numbers or IMEI numbers;
- (8) Products that are not listed on this Plan or on the sales receipt;
- (9) Consequential or incidental damages, including but not limited to loss of use, loss of business, loss of profits, loss of data, downtime and charges for time and effort, except as otherwise stated herein;
- (10) "No Problem Found" diagnosis or failure to follow the manufacturer's instructions;
- (11) Any failures, parts and/or labour costs incurred that are associated with a manufacturer's recall, regardless of the manufacturer's ability to pay for such repairs;
- (12) Preexisting conditions;
- (13) Service or replacement outside of Canada;
- (14) Products not originally covered by a store return policy or manufacturer's warranty, including, but not limited to floor models;
- (15) Damages caused by third-party actions, fire, collision, or vandalism;
- (16) Liability or damage to property, or injury or death to any person or pet arising out of the operation, maintenance or use of the product;
- (17) Cost of preventative maintenance (unless you purchased a Plan which includes maintenance) and damages caused by improper preventative maintenance;
- (18) Seized or damaged parts resulting from failure to maintain proper levels of lubricants or coolants, from use of contaminated or improper lubricants, from use of stale, contaminated, or improper fuel, or from freezing or overheating;
- (19) Products with safety feature(s) removed, bypassed, disabled or altered;
- (20) Any damage or loss to any data or operating system, including damage or loss as a result of any repairs or replacement under this Plan;
- (21) Damage which is not reported within thirty (30) days after expiration of this Plan;
- (22) Damages resulting from war, invasion or act of foreign enemy, hostilities, civil war, rebellion, riot, strike, labour disturbance, lockout or civil commotion;
- (23) Costs or damage resulting from negligence, misuse or abuse, including but not limited to burns and heat marks longer than one inch (1");
- (24) Fabric and/or leather which has become faded or worn or soiled over time from normal everyday use, natural characteristics that cause appearance variations, X-coded fabric, or non-colourfast material;
- (25) Furniture displays, preowned or "as is" or "final sale" furniture, or furniture used for rental;
- (26) Glass contained in/on products, including but not limited to tabletops, cabinet doors, or other similar products;
- (27) Stains caused by the delivery process of the covered item; stains of unknown origin; stains as a result of: acid, bleach, body oils, caustic solutions, dye, fading from sun exposure, nail polish remover, nail polish, paint, suntan oils, ballpoint ink, cosmetics or wax;
- (28) Products used for commercial purposes (multi-user organizations), public rental or communal use in multi-family housing;
- (29) Introduction of foreign objects;
- (30) Inherent defects that are the responsibility of the manufacturer;
- (31) Burned-in images and pixel failure within designed specifications or that do not materially alter the product's functionality; and
- (32) Consumable bicycle parts intended for periodic replacement, such as brake pads, tires, tubes, grips, etc

**No Deductibles:** No deductibles apply to this Plan.

**No Renewal:** This Plan is not renewable.

**Cancellation:** You may cancel this Plan during the first ninety (90) days by visiting your local Walmart location. You may also cancel this Plan at any time by providing written notice to Asurion at Protection Plan Attn: Correspondence Department, P.O. Box 1818, Sterling, VA 20167, USA. If the Plan is cancelled by either party: (a) within ninety (90) days of the receipt of this Plan, you shall receive a full refund of the price paid for the Plan, provided no service has been performed, or (b) after ninety (90) days of the receipt of this Plan, you will receive a pro rata refund, less the cost of any service received. This Plan may be cancelled by us or Asurion for fraud or material misrepresentation by you, including but not limited to commercial or rental use, or if required to do so by a regulatory authority. Unauthorized repair or replacement of covered equipment may result in the cancellation of this Plan by us (for a reason other than fraud or material misrepresentation). In the event of cancellation by us, written notice of cancellation shall be mailed to you not less than ninety (90) days before cancellation is effective.

**Personal Information:** Personal information includes factual or subjective information about an identifiable individual. We collect, use, or disclose your personal information in connection with the limited warranty (hereinafter "Personal Information") to Walmart and Asurion. Walmart and Asurion collect your Personal Information through a website at the time of product purchase or registration portal, on an Asurion claims portal, and by phone. Walmart and Asurion use your Personal Information to administer the limited warranty, including, but not limited to, detecting, investigating, and preventing fraud, unauthorized or illegal activities, assessing, and processing claims, creating and maintaining records, insuring or reinsuring limited warranty liabilities, and providing customer service. We may also use and disclose your information for other purposes with your consent or as permitted or required by law. Walmart and Asurion may exchange Personal Information as necessary for the purposes described above. You acknowledge that this will involve transferring data outside of and within Canada and the United States. Walmart and Asurion will hold and use your personal information only as long as necessary to implement, administer and manage the limited warranty, or as required to comply with legal or regulatory obligations. Walmart and Asurion provide you with many ways to make choices about your personal data, such as accessing it, correcting it, deleting it, or updating your choices about how it is used. To learn more about your rights regarding your Personal Information with Asurion, visit [www.asurion.com/privacyrights](http://www.asurion.com/privacyrights) or by writing to us at Asurion, Attn: Privacy Office c/o Office of the General Counsel, 140 11<sup>th</sup> Ave. N., Nashville, TN 37203, USA. Requests to access must be in writing, either through the portal link provided above, by email, or by mail. You may also obtain a copy of Asurion's privacy policy by visiting [www.asurion.com/en-gb/legal/privacy-notice](http://www.asurion.com/en-gb/legal/privacy-notice).

Your information may be processed and stored in the United States and may be subject to access by U.S. authorities under applicable laws.

To obtain a large-type copy of the terms and conditions of this Plan, please call 1-855-308-7295.

Administered by:  
Asurion Consumer Solutions of Canada, Corp.  
900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada  
1-855-308-7295

©2026 Asurion, LLC All rights reserved.

## **Contract of Additional Warranty**

This is a legal contract (referred to hereinafter as the "Plan"). By purchasing it, you understand that it is such a contract and acknowledge that you have had the opportunity to read the terms and conditions set forth herein. Except in British Columbia, this Plan is not a contract of insurance. By purchasing this Plan you are consenting to Asurion Consumer Solutions of Canada Corp. and Continental Casualty Company, Canadian Branch's collection, use and disclosure of personal information as described below, including its ability to share your personal information with Walmart, the seller of this Plan.

**Obligor:** The companies obligated under this Plan are as follows:

- **Warranty Provinces:** In all provinces except British Columbia, the obligor is **Asurion Consumer Solutions of Canada Corp.**, whose address is 900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada, telephone 1-866-856-3882.
- **Insurance Province:** In British Columbia, the obligor is **Continental Casualty Company, Canadian Branch ("CNA Canada")**, whose address is 66 Wellington Street West, Suite 3700, Toronto, Ontario M5K 1J5, Canada, telephone 1-800-831-4262.

**For the purposes of the Insurance Companies Act (Canada) this policy was issued in the course of the insurer's insurance business in Canada.**



Authorized Representative

**This policy contains a clause which may limit the amount payable.**

**Please register your product by logging on to [asurion.com/walmartcanada](http://asurion.com/walmartcanada) or calling toll-free 1-855-308-7295.**

**Definitions:** Throughout this Plan the words (1) "**we**," "**us**," and "**our**" refer to the Obligor, as referenced above; (2) "**administrator**" refers to Asurion Consumer Solutions of Canada, Corp. ("**Asurion**"). The administrator can be contacted at: 900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada; (3) "**retailer**" and "**Walmart**" refers to Wal-mart Canada Corp., the retailer from which you purchased the product and this Plan; (4) "**product**" refers to the item which you purchased concurrently with and is covered by this Plan; (5) "**you**" and "**your**" refers to the individual who purchased the product and this Plan; (6) "**breakdown**" refers to the mechanical or electrical failure of the product caused by defects in workmanship and/or materials, that are a result of normal usage including dust, heat, humidity and power surges; For Video Game Software/CD/DVD products, "**breakdown**" refers to scratches as a result of normal use; and (7) "**replacement product**" refers to a **NEW, REFURBISHED OR REMANUFACTURED PRODUCT OF EQUAL OR SIMILAR FEATURES AND FUNCTIONALITY THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL PRODUCT**. Technological advances may result in a replacement product with a lower selling price than the original product. For Video Game Software/CD/DVD products, a replacement product will be the same title as your failed product.

**Instructions:** You must keep the sales receipt or order confirmation email for the product; it is an integral part of this Plan and you may be required to reference it to obtain service. This Plan, including the terms, conditions, limitations and exclusions set out herein, and the sales receipt or order confirmation email containing the price you paid for this Plan and covered product, the length and commencement date of this Plan and product identification information, constitute the entire agreement.

**What is Covered:** This Plan provides for the repair or replacement of your product in the event the product experiences a breakdown which is not covered under any insurance policy, other warranty or service contract. If we determine that we cannot repair your product as specified in this Plan, we may replace the product with a replacement product or, at our discretion, we will issue you a voucher, gift card or cheque for the purchase price paid for the product, excluding taxes, as indicated on your sales receipt or order confirmation email, to return to the retailer to purchase a replacement product. Non-original manufacturer's parts may be used for repair of the product if the manufacturer's parts are unavailable. Once you have received your voucher, gift card, cheque or replacement product for your product pursuant to this Plan, all of our obligations under this Plan shall have been fulfilled in their entirety. **NOTE: For Electronics with an operating system:** You are responsible for backing up all computer software and data prior to commencement of any repairs. We are not responsible for any lost data, including documents, databases, messages, licenses, contacts, passwords, books/magazines, games, photos, videos, ringtones, music or other nonstandard software or data on your product.

**This Plan Includes the Following Product Specific Enhanced Coverages Beginning on the Date of Purchase:**

**For Furniture:**

- **Structure of wood and metal products:** This Plan covers structural defects to frames, cases, seat and back construction, including: (a) dovetail construction; (b) warping to shelving and legs; (c) frame breakage (including breakage of legs) or separation of frame components; (d) separation of joints and welds; (e) damage to hinges and mechanisms, including all moving parts and metal hardware; (f) damage to engraved photo finish or solid brass furniture; and (g) breakage of casters, wheels, buttons, drawer pull/guides and other moving parts.
- **Finishes to solid wood, veneered or plastic laminated products:** This Plan covers lifting, cracking, peeling, tarnishing, pitting or scaling of solid woods, laminate or laminated finishes, veneers, other wood or lacquer.
- **Fabric or vinyl products:** This Plan covers (a) seam separation and slippage; (b) loss of latex backing to fabrics and vinyl; and (c) excessive loss of foam up to two (2") in depth, latex and spring resiliency of backs and cushions.
- **Leather products:** This Plan covers (a) seam separation, slippage or early wear-through in leather; and (b) cracking, lifting and peeling.

**For Televisions:**

- Repair or replacement of accessories included in the box by the manufacturer (e.g. remote controls).
- Power surge protection.

## **Term of Coverage:**

**For Furniture and Televisions:** The term of your Plan begins on your date of purchase and continues for the period indicated on your sales receipt or order confirmation email. Except for product specific enhanced coverages outlined above which begin on your date of purchase; all other coverage begins immediately following the expiration of the manufacturer's warranty. The Plan is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty but provides certain additional benefits during the term of the manufacturer's warranty. After the manufacturer's warranty expires, the Plan continues to provide some of the manufacturer's benefits as well as certain additional benefits listed within the Plan's terms and conditions. Plan coverage remains in effect throughout the end of your term, unless cancelled or fulfilled pursuant to the provisions below. In the event your product is being serviced by an authorized service centre when the Plan expires, the term of the Plan will be extended until the covered repair has been completed.

**For All Other Product Plans:** The term of this Plan coverage begins immediately following the expiration of the manufacturer's warranty and remains in effect for the period indicated on your sales receipt or order confirmation email, unless cancelled or fulfilled pursuant to the provisions herein. In the event your Product is being repaired by an authorized service centre when the Plan expires, the term of the Plan will be extended until the covered repair has been completed.

**To Make a Claim / How it Works:** If your product fails, call Product Protection Plan customer service at **1-855-308-7295** or go to [asurion.com/walmartcanada](http://asurion.com/walmartcanada), to process your claim. **You must call prior to having service; all repairs or replacements must be authorized in advance.** Unauthorized repairs or replacements may not be covered. In-home, depot or carry-in service may be available; the customer service representative will inform you what type of service your product qualifies for during the claim process. We will pay for the cost of shipping your product to and from the authorized service centre if depot service is required. At our sole discretion, we may require that you return the original product to us for inspection by our authorized service centre, or we may require you to purchase a replacement product with similar features, as a condition to receiving a replacement product or a reimbursement. We may require you to fill out a claim facilitation form prior to receiving service or a replacement or reimbursement under this Plan. You may also be required to produce a Provincial or Federal issued photo identification as a condition to receiving service or replacement or reimbursement under this Plan. All claims must be reported within thirty (30) days after expiration of this Plan. In addition, to English and French, customer assistance is available in a number of languages for your convenience.

**No Lemon Policy:** After three (3) repairs have been completed on an individual product, for the same defect, and that individual product requires a fourth (4th) repair, as determined by us, we will issue you a voucher, gift card or cheque for the purchase price paid for the product, excluding taxes, as indicated on your sales receipt or order confirmation email. The No Lemon Policy does not apply to repairs performed while the product is under the manufacturer's warranty. Preventative maintenance checks, cleanings, product diagnosis and customer education are not considered repairs for the purposes of the No Lemon Policy. **NOTE:** The No Lemon Policy does not apply to Video Game Software/CDs/DVDs, Furniture, or Replacement Plans. Once you have received your voucher, gift card or cheque for your product pursuant to this Plan, all of our obligations under this Plan shall have been fulfilled in their entirety.

**Limit of Liability:** For any single claim, the limit of liability under this Plan is the least of the cost of: (1) authorized repairs; (2) a replacement product; (3) reimbursement for authorized repairs or replacement; or (4) the price that you paid for the product, excluding taxes, as indicated on your receipt or order confirmation email. The total liability under this Plan for any single product is: (a) replacement of the product; (b) reimbursement of the purchase price you paid for the product, excluding taxes as indicated on your receipt or order confirmation email; or (c) the total cost of all authorized repairs up to the purchase price you paid, excluding taxes, of the product. In the event that we have met any of the above conditions (a), (b) or (c) of the total liability we shall have fulfilled our obligations owed under this Plan and this Plan shall terminate.

**Free transferability:** The Plan may be transferred to a subsequent owner of the product at no additional charge. There are no restrictions provided your Plan is valid. To transfer, call 1-855-308-7295. Information provided by you must include the Plan number, date of transfer, new owner's name, complete address and telephone number. **NOTE:** The video game software/CD/DVD Plan is not transferable.

**Manufacturer's Responsibilities:** Parts and services covered during the manufacturer's warranty period are the sole responsibility of the manufacturer.

## **WHAT IS NOT COVERED:**

- (1) Loss and theft;
- (2) Breakdown caused by accidental damage, spilled liquids, insect infestation, misuse, abuse, or intentional physical damage;
- (3) Service performed by unauthorized repair personnel;
- (4) Parts intended for periodic replacement (for example: trimmer line, antennas, cartridges, styluses, records, audio/video disks, tapes, computer software or disks, print elements, external power supplies, spark plugs, filters, plumbing, filters, knobs, remotes, batteries, bags, belts, bulbs and/or lamps);
- (5) Cosmetic damage, including scratches, peelings or dents that do not impede the mechanical functionality of the item (unless otherwise provided for above) and problems due to improper installation;
- (6) Damage resulting from Acts of God;
- (7) Products with altered or missing serial numbers or IMEI numbers;
- (8) Products that are not listed on this Plan or on the sales receipt;
- (9) Consequential or incidental damages, including but not limited to, loss of use, loss of business, loss of profits, loss of data, down-time and charges for time and effort, except as otherwise stated herein;
- (10) "No Problem Found" diagnosis or failure to follow the manufacturer's instructions;
- (11) Any failures, parts and/or labor costs incurred that are associated with a manufacturer's recall, regardless of the manufacturer's ability to pay for such repairs;
- (12) Pre-existing conditions;
- (13) Service or replacement outside of Canada;
- (14) Products not originally covered by a store return policy or manufacturer's warranty, including, but not limited to, floor models;
- (15) Damages caused by third-party actions, fire, collision, or vandalism;
- (16) Liability or damage to property, or injury or death to any person or pet arising out of the operation, maintenance or use of the product;
- (17) Cost of preventative maintenance (unless you purchased a Plan which includes maintenance) and damages caused by improper preventative maintenance;
- (18) Seized or damaged parts resulting from failure to maintain proper levels of lubricants or coolants, from use of contaminated or improper lubricants, from use of stale, contaminated, or improper fuel, or from freezing or overheating;
- (19) Products with safety feature(s) removed, bypassed disabled or altered;
- (20) Any damage or loss to any data or operating system, including damage or loss as a result of any repairs or replacement under this

**Plan;**

- (21) Damage which is not reported within thirty (30) days after expiration of this Plan;
- (22) Damages resulting from war, invasion or act of foreign enemy, hostilities, civil war, rebellion, riot, strike, labor disturbance, lockout or civil commotion;
- (23) Costs or damage resulting from negligence, misuse or abuse, including but not limited to burns and heat marks longer than one inch (1");
- (24) Fabric and/or leather which has become faded or worn or soiled over time from normal everyday use, natural characteristics that cause appearance variations, X-coded fabric, or non-colorfast material;
- (25) Furniture displays, pre-owned or "as is" or "final sale" furniture, or furniture used for rental;
- (26) Glass contained in/on products including but not limited to tabletops, cabinet doors, or other similar products;
- (27) Stains caused by the delivery process of the covered item; stains of unknown origin; stains as a result of: acid, bleach, body oils, caustic solutions, dye, fading from sun exposure, nail polish remover, nail polish, paint, suntan oils, ballpoint ink, cosmetics or wax;
- (28) Products used for commercial purposes (multi-user organizations), public rental or communal use in multi-family housing;
- (29) Introduction of foreign objects;
- (30) Inherent defects that are the responsibility of the manufacturer;
- (31) Burned-in images and pixel failure within designed specifications or that do not materially alter the product's functionality; and
- (32) Consumable bicycle parts intended for periodic replacement, such as brake pads, tires, tubes, grips, etc.

**No Deductibles:** No deductibles apply to this Plan.

**No Renewal:** This Plan is not renewable.

**Cancellation:** You may cancel this Plan during the first ninety (90) days by visiting your local Walmart location. You may also cancel this Plan at any time by providing written notice to Asurion at Protection Plan Attn: Correspondence Department, P.O. Box 1818, Sterling, VA 20167, USA. If the Plan is cancelled by either party: (a) within ninety (90) days of the receipt of this Plan, you shall receive a full refund of the price paid for the Plan, provided no service has been performed, or (b) after ninety (90) days of the receipt of this Plan, you will receive a pro rata refund, less the cost of any service received. This Plan may be cancelled by us or Asurion for fraud or material misrepresentation by you, including but not limited to commercial or rental use, or if required to do so by a regulatory authority. Unauthorized repair or replacement of covered equipment may result in the cancellation of this Plan by us (for a reason other than fraud or material misrepresentation). In the event of cancellation by us, written notice of cancellation shall be mailed to you not less than ninety (90) days before cancellation is effective.

**Personal Information:** Personal information includes factual or subjective information about an identifiable individual. We collect, use, or disclose your personal information in connection with the limited warranty (hereinafter "Personal Information") to Walmart, Asurion and CNA. Walmart, Asurion and CNA collect your Personal Information through a website at the time of product purchase or registration portal, on an Asurion claims portal, and by phone. Walmart, Asurion and CNA use your Personal Information to administer the limited warranty, including, but not limited to, detecting, investigating, and preventing fraud, unauthorized or illegal activities, assessing, and processing claims, creating and maintaining records, insuring or reinsuring limited warranty liabilities, and providing customer service. We may also use and disclose your information for other purposes with your consent or as permitted or required by law. Walmart, Asurion and CNA may exchange Personal Information as necessary for the purposes described above. You acknowledge that this will involve transferring data outside of and within Canada and the United States. Walmart, Asurion and CNA will hold and use your personal information only as long as necessary to implement, administer and manage the limited warranty, or as required to comply with legal or regulatory obligations. Walmart, Asurion and CNA provide you with many ways to make choices about your personal data, such as accessing it, correcting it, deleting it, or updating your choices about how it is used. To learn more about your rights regarding your Personal Information with Asurion, visit [www.asurion.com/privacyrights](http://www.asurion.com/privacyrights) or by writing to us at Asurion, Attn: Privacy Office c/o Office of the General Counsel, 140 11<sup>th</sup> Ave. N., Nashville, TN 37203, USA. Requests to access must be in writing, either through the portal link provided above, by email, or by mail. You may also obtain a copy of Asurion's privacy policy by visiting [www.asurion.com/privacy-policy-ca-en](http://www.asurion.com/privacy-policy-ca-en).

Your information may be processed and stored in the United States and may be subject to access by U.S. authorities under applicable laws.

To obtain a large-type copy of the terms and conditions of this Plan, please call 1-855-308-7295.

Administered by:

Asurion Consumer Solutions of Canada, Corp.  
900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada  
1-855-308-7295

©2026 Asurion, LLC All rights reserved.

## **Contract of Additional Warranty**

This is a legal contract (referred to hereinafter as the "Plan"). By purchasing it, you understand that it is such a contract and acknowledge that you have had the opportunity to read the terms and conditions set forth herein. This Plan is not a contract of insurance. By purchasing this Plan you are consenting to Asurion Consumer Solutions of Canada Corp.'s collection, use and disclosure of personal information as described below, including its ability to share your personal information with Walmart, the seller of this Plan.

**Obligor:** Asurion Consumer Solutions of Canada Corp., whose address is 900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada, telephone 1-866-856-3882.

**Definitions:** Throughout this Plan the words (1) "we," "us," and "our" refer to the Obligor, as referenced above; (2) "administrator" refers to Asurion Consumer Solutions of Canada, Corp. ("Asurion"). The administrator can be contacted at: 900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada; (3) "retailer" and "Walmart" refers to Wal-mart Canada Corp., the retailer from which you purchased the product and this Plan; (4) "product" refers to the item which you purchased concurrently with and is covered by this Plan; (5) "you" and "your" refers to the individual who purchased the product and this Plan; (6) "breakdown" refers to the mechanical or electrical failure of the product(s) caused by: (a) defects in materials and/or workmanship; (b) normal wear and tear; (c) dust, heat or humidity; or (d) power surge; and (7) "replacement product" refers to a **NEW, REFURBISHED OR REMANUFACTURED PRODUCT OF EQUAL OR SIMILAR FEATURES AND FUNCTIONALITY THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL PRODUCT**. Technological advances may result in a replacement product with a lower selling price than the original product.

**Instructions:** You must keep the sales receipt or order confirmation email for the product; it is an integral part of this Plan and you may be required to reference it to obtain service. This Plan, including the terms, conditions, limitations and exclusions set out herein, and the sales receipt or order confirmation email containing the price you paid for this Plan and covered product, the length and commencement date of this Plan and product identification information, constitute the entire agreement.

**What is Covered:** This Plan provides for the repair or replacement of your product in the event the product experiences a breakdown which is not covered under any insurance policy, other warranty or service contract. If we determine that we cannot repair your product as specified in this Plan, we may replace the product with a replacement product or, at our discretion, we will issue you a voucher, gift card or cheque for the purchase price paid for the product, excluding taxes, as indicated on your sales receipt or order confirmation email, to return to the retailer to purchase a replacement product. Non-original manufacturer's parts may be used for repair of the product if the manufacturer's parts are unavailable. Once you have received your voucher, gift card, cheque or replacement product for your product pursuant to this Plan, all of our obligations under this Plan shall have been fulfilled in their entirety.

**This Plan Includes the Following Product Specific Enhanced Coverages Beginning on the Date of Purchase:**

- Power surge protection.
- Food Spoilage: If you purchased a Plan for a refrigerator or freezer, you will be reimbursed for food losses resulting from the covered breakdown of your refrigerator or freezer up to \$250 for the period of time specified on your receipt on a per refrigerator or freezer/per incident basis. Documented proof of loss will be required.
- Laundry Allowance: If you purchased a Plan for a washer or dryer, you will be reimbursed for laundry cleaning services up to \$25 per qualified service repair if your product is out for service for more than seven (7) consecutive days. You will be required to submit an itemized list for each laundry reimbursement claim to the administrator.

**Term of Coverage:** The term of your Plan begins on your date of purchase and continues for the period indicated on your sales receipt or order confirmation email. Except for product specific enhanced coverages outlined above which begin on your date of purchase; all other coverage begins immediately following the expiration of the manufacturer's warranty. The Plan is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty but provides certain additional benefits during the term of the manufacturer's warranty. After the manufacturer's warranty expires, the Plan continues to provide some of the manufacturer's benefits as well as certain additional benefits listed within the Plan's terms and conditions. Plan coverage remains in effect throughout the end of your term, unless cancelled or fulfilled pursuant to the provisions below. In the event your product is being serviced by an authorized service centre when the Plan expires, the term of the Plan will be extended until the covered repair has been completed.

**To Make a Claim / How it Works:** If your product fails, call Product Protection Plan customer service at **1-855-308-7295** or go to [asurion.com/walmartcanada](http://asurion.com/walmartcanada), to process your claim. **You must call prior to having service; all repairs or replacements must be authorized in advance.** Unauthorized repairs or replacements may not be covered. In-home, depot or carry-in service may be available; the customer service representative will inform you what type of service your product qualifies for during the claim process. We will pay for the cost of shipping your product to and from the authorized service centre if depot service is required. At our sole discretion, we may require that you return the original product to us for inspection by our authorized service centre, or we may require you to purchase a replacement product with similar features, as a condition to receiving a replacement product or a reimbursement. We may require you to fill out a claim facilitation form prior to receiving service or a replacement or reimbursement under this Plan. You may also be required to produce a Provincial or Federal issued photo identification as a condition to receiving service or replacement or reimbursement under this Plan. All claims must be reported within thirty (30) days after expiration of this Plan. In addition, to English and French, customer assistance is available in a number of languages for your convenience.

**No Lemon Policy:** After three (3) repairs have been completed on an individual product, for the same defect, and that individual product requires a fourth (4th) repair, as determined by us, we will issue you a voucher, gift card or cheque for the purchase price paid for the product, including taxes, as indicated on your sales receipt or order confirmation email. The No Lemon Policy does not apply to repairs performed while the product is under the manufacturer's warranty. Preventative maintenance checks, cleanings, product diagnosis and customer education are not considered repairs for the purposes of the No Lemon Policy.

**Limit of Liability:** For any single claim, the limit of liability under this Plan is the least of the cost of: (1) authorized repairs; (2) a replacement product; (3) reimbursement for authorized repairs or replacement; or (4) the price that you paid for the product, excluding taxes, as indicated on your receipt or order confirmation email. The total liability under this Plan for any single product is: (a) replacement of the product; (b) reimbursement of the purchase price you paid for the product, excluding taxes as indicated on your receipt or order confirmation email; or (c) the total cost of all authorized repairs up to the purchase price you paid, excluding taxes, of the product. In the event that we have met any of the above conditions (a), (b) or (c) of the total liability we shall have fulfilled our obligations owed under this Plan and this Plan shall terminate.

**Free transferability:** The Plan may be transferred to a subsequent owner of the product at no additional charge. There are no restrictions provided

your Plan is valid. To transfer, call 1-855-308-7295. Information provided by you must include the Plan number, date of transfer, new owner's name, complete address and telephone number.

**Manufacturer's Responsibilities:** Parts and services covered during the manufacturer's warranty period are the sole responsibility of the manufacturer.

**WHAT IS NOT COVERED:**

- (1) Loss and theft;
- (2) Breakdown caused by accidental damage, spilled liquids, insect infestation, misuse, abuse, or intentional physical damage;
- (3) Service performed by unauthorized repair personnel;
- (4) Parts intended for periodic replacement (for example: filters, plumbing, filters, knobs, batteries, bags, belts, bulbs and/or lamps);
- (5) Cosmetic damage, including scratches, peelings or dents that do not impede the mechanical functionality of the item and problems due to improper installation;
- (6) Damage resulting from Acts of God;
- (7) Products with altered or missing serial numbers;
- (8) Products that are not listed on this Plan or on the sales receipt;
- (9) Consequential or incidental damages, including but not limited to, loss of use, loss of business, loss of profits;;
- (10) "No Problem Found" diagnosis or failure to follow the manufacturer's instructions;
- (11) Any failures, parts and/or labor costs incurred that are associated with a manufacturer's recall, regardless of the manufacturer's ability to pay for such repairs;
- (12) Pre-existing conditions;
- (13) Service or replacement outside of Canada;
- (14) Products not originally covered by a store return policy or manufacturer's warranty, including, but not limited to, floor models;
- (15) Damages caused by third-party actions, fire, collision, or vandalism;
- (16) Liability or damage to property, or injury or death to any person or pet arising out of the operation, maintenance or use of the product;
- (17) Cost of preventative maintenance and damages caused by improper preventative maintenance;
- (18) Damaged parts resulting from failure to maintain proper levels of lubricants or coolants;
- (19) Products with safety feature(s) removed, bypassed disabled or altered;
- (20) Any damage or loss to any data or operating system, including damage or loss as a result of any repairs or replacement under this Plan;
- (21) Damage which is not reported within thirty (30) days after expiration of this Plan;
- (22) Damages resulting from war, invasion or act of foreign enemy, hostilities, civil war, rebellion, riot, strike, labor disturbance, lockout or civil commotion;
- (23) Products used for commercial purposes (multi-user organizations), public rental or communal use in multi-family housing;
- (24) Introduction of foreign objects; and
- (25) Inherent defects that are the responsibility of the manufacturer.

**No Deductibles:** No deductibles apply to this Plan.

**No Renewal:** This Plan is not renewable.

**Cancellation:** You may cancel this Plan during the first ninety (90) days by visiting your local Walmart location. You may also cancel this Plan at any time by providing written notice to Asurion at Protection Plan Attn: Correspondence Department, P.O. Box 1818, Sterling, VA 20167, USA. If the Plan is cancelled by either party: (a) within ninety (90) days of the receipt of this Plan, you shall receive a full refund of the price paid for the Plan, provided no service has been performed, or (b) after ninety (90) days of the receipt of this Plan, you will receive a pro rata refund, less the cost of any service received. This Plan may be cancelled by us or Asurion for fraud or material misrepresentation by you, including but not limited to commercial or rental use, or if required to do so by a regulatory authority. Unauthorized repair or replacement of covered equipment may result in the cancellation of this Plan by us (for a reason other than fraud or material misrepresentation). In the event of cancellation by us, written notice of cancellation shall be mailed to you not less than ninety (90) days before cancellation is effective.

**Personal Information:** Personal information, which includes factual or subjective information (recorded or not) about an identifiable individual collected in connection with the Plan (referred to hereinafter as "Personal Information"), will be collected, used and disclosed by Walmart and Asurion and CNA Canada for the purposes of administering the Plan, including investigating, assessing and processing claims, creating and maintaining records, insurance or reinsurance of Plan liabilities and providing customer service. Walmart and, for such other purposes as are described in the privacy policies of Asurion and CNA Canada, Asurion and CNA Canada may exchange Personal Information as necessary for the purposes described above. Unless you opt out by calling 1-855-308-7295 or visiting [asurion.com/walmartcanada](http://asurion.com/walmartcanada). Walmart may also use your Personal Information to provide you with information and special offers regarding its products and services. Personal Information may also be used and disclosed for other purposes with your consent or as permitted or required by law. For more information (including with respect to the use service providers located outside of Canada in connection with the Plan) or to request access to and correction of your personal information, please contact Asurion at 1-855-308-7295 or at P.O. Box 1818, Sterling, VA 20167, USA. Requests for access must be in writing. You may also obtain a copy of Asurion's privacy policy by visiting [www.asurion.com/privacy-policy](http://www.asurion.com/privacy-policy) or you may obtain a copy of Continental Casualty Company's privacy policy by visiting [www.cnacanada.ca](http://www.cnacanada.ca).

**Data Residency:** Your information may be processed and stored in the United States and may be subject to access by U.S. authorities under applicable laws.

To obtain a large-type copy of the terms and conditions of this Plan, please call 1-855-308-7295.

Administered by:  
Asurion Consumer Solutions of Canada, Corp.  
900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada  
1-855-308-7295

©2026 Asurion, LLC All rights reserved.

## For residents in the province of British Columbia

### Contract of Additional Warranty

This is a legal contract (referred to hereinafter as the "Plan"). By purchasing it, you understand that it is such a contract and acknowledge that you have had the opportunity to read the terms and conditions set forth herein. In British Columbia, this Plan is a contract of insurance. By purchasing this Plan you are consenting to Asurion Consumer Solutions of Canada Corp. and Continental Casualty Company, Canadian Branch's collection, use and disclosure of personal information as described below, including its ability to share your personal information with Walmart, the seller of this Plan.

**Obligor: Continental Casualty Company, Canadian Branch ("CNA Canada")**, whose address is 66 Wellington Street West, Suite 3700, Toronto, Ontario M5K 1J5, Canada, telephone 1-800-831-4262.

**For the purposes of the Insurance Companies Act (Canada) this policy was issued in the course of the insurer's insurance business in Canada.**



Authorized Representative

**This policy contains a clause which may limit the amount payable.**

**Please register your product by logging on to [asurion.com/walmartcanada](http://asurion.com/walmartcanada) or calling toll-free 1-855-308-7295.**

**Definitions:** Throughout this Plan the words (1) "we," "us," and "our" refer to the Obligor, as referenced above; (2) "administrator" refers to Asurion Consumer Solutions of Canada, Corp. ("Asurion"). The administrator can be contacted at: 900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada; (3) "retailer" and "Walmart" refers to Wal-mart Canada Corp., the retailer from which you purchased the product and this Plan; (4) "product" refers to the item which you purchased concurrently with and is covered by this Plan; (5) "you" and "your" refers to the individual who purchased the product and this Plan; (6) "breakdown" refers to the mechanical or electrical failure of the product(s) caused by: (a) defects in materials and/or workmanship; (b) normal wear and tear; (c) dust, heat or humidity; or (d) power surge; and (7) "replacement product" refers to a **NEW, REFURBISHED OR REMANUFACTURED PRODUCT OF EQUAL OR SIMILAR FEATURES AND FUNCTIONALITY THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL PRODUCT**. Technological advances may result in a replacement product with a lower selling price than the original product.

**Instructions:** You must keep the sales receipt or order confirmation email for the product; it is an integral part of this Plan and you may be required to reference it to obtain service. This Plan, including the terms, conditions, limitations and exclusions set out herein, and the sales receipt or order confirmation email containing the price you paid for this Plan and covered product, the length and commencement date of this Plan and product identification information, constitute the entire agreement.

**What is Covered:** This Plan provides for the repair or replacement of your product in the event the product experiences a breakdown which is not covered under any insurance policy, other warranty or service contract. If we determine that we cannot repair your product as specified in this Plan, we may replace the product with a replacement product or, at our discretion, we will issue you a voucher, gift card or cheque for the purchase price paid for the product, excluding taxes, as indicated on your sales receipt or order confirmation email, to return to the retailer to purchase a replacement product. Non-original manufacturer's parts may be used for repair of the product if the manufacturer's parts are unavailable. Once you have received your voucher, gift card, cheque or replacement product for your product pursuant to this Plan, all of our obligations under this Plan shall have been fulfilled in their entirety.

**This Plan Includes the Following Product Specific Enhanced Coverages Beginning on the Date of Purchase:**

- Power surge protection.
- Food Spoilage: If you purchased a Plan for a refrigerator or freezer, you will be reimbursed for food losses resulting from the covered breakdown of your refrigerator or freezer up to \$250 for the period of time specified on your receipt on a per refrigerator or freezer/per incident basis. Documented proof of loss will be required.
- Laundry Allowance: If you purchased a Plan for a washer or dryer, you will be reimbursed for laundry cleaning services up to \$25 per qualified service repair if your product is out for service for more than seven (7) consecutive days. You will be required to submit an itemized list for each laundry reimbursement claim to the administrator.

**Term of Coverage:** The term of your Plan begins on your date of purchase and continues for the period indicated on your sales receipt or order confirmation email. Except for product specific enhanced coverages outlined above which begin on your date of purchase; all other coverage begins immediately following the expiration of the manufacturer's warranty. The Plan is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty but provides certain additional benefits during the term of the manufacturer's warranty. After the manufacturer's warranty expires, the Plan continues to provide some of the manufacturer's benefits as well as certain additional benefits listed within the Plan's terms and conditions. Plan coverage remains in effect throughout the end of your term, unless cancelled or fulfilled pursuant to the provisions below. In the event your product is being serviced by an authorized service centre when the Plan expires, the term of the Plan will be extended until the covered repair has been completed.

**To Make a Claim / How it Works:** If your product fails, call Product Protection Plan customer service at **1-855-308-7295** or go to [asurion.com/walmartcanada](http://asurion.com/walmartcanada), to process your claim. **You must call prior to having service; all repairs or replacements must be authorized in advance.** Unauthorized repairs or replacements may not be covered. In-home, depot or carry-in service may be available; the customer service representative will inform you what type of service your product qualifies for during the claim process. We will pay for the cost of shipping your product to and from the authorized service centre if depot service is required. At our sole discretion, we may require that you return the original product to us for inspection by our authorized service centre, or we may require you to purchase a replacement product with similar features, as a

condition to receiving a replacement product or a reimbursement. We may require you to fill out a claim facilitation form prior to receiving service or a replacement or reimbursement under this Plan. You may also be required to produce a Provincial or Federal issued photo identification as a condition to receiving service or replacement or reimbursement under this Plan. All claims must be reported within thirty (30) days after expiration of this Plan. In addition, to English and French, customer assistance is available in a number of languages for your convenience.

**No Lemon Policy:** After three (3) repairs have been completed on an individual product, for the same defect, and that individual product requires a fourth (4th) repair, as determined by us, we will issue you a voucher, gift card or cheque for the purchase price paid for the product, including taxes, as indicated on your sales receipt or order confirmation email. The No Lemon Policy does not apply to repairs performed while the product is under the manufacturer's warranty. Preventative maintenance checks, cleanings, product diagnosis and customer education are not considered repairs for the purposes of the No Lemon Policy.

**Limit of Liability:** For any single claim, the limit of liability under this Plan is the least of the cost of: (1) authorized repairs; (2) a replacement product; (3) reimbursement for authorized repairs or replacement; or (4) the price that you paid for the product, excluding taxes, as indicated on your receipt or order confirmation email. The total liability under this Plan for any single product is: (a) replacement of the product; (b) reimbursement of the purchase price you paid for the product, excluding taxes as indicated on your receipt or order confirmation email; or (c) the total cost of all authorized repairs up to the purchase price you paid, excluding taxes, of the product. In the event that we have met any of the above conditions (a), (b) or (c) of the total liability we shall have fulfilled our obligations owed under this Plan and this Plan shall terminate.

**Free transferability:** The Plan may be transferred to a subsequent owner of the product at no additional charge. There are no restrictions provided your Plan is valid. To transfer, call 1-855-308-7295. Information provided by you must include the Plan number, date of transfer, new owner's name, complete address and telephone number.

**Manufacturer's Responsibilities:** Parts and services covered during the manufacturer's warranty period are the sole responsibility of the manufacturer.

#### **WHAT IS NOT COVERED:**

- (1) Loss and theft;
- (2) Breakdown caused by accidental damage, spilled liquids, insect infestation, misuse, abuse, or intentional physical damage;
- (3) Service performed by unauthorized repair personnel;
- (4) Parts intended for periodic replacement (for example: filters, plumbing, filters, knobs, batteries, bags, belts, bulbs and/or lamps);
- (5) Cosmetic damage, including scratches, peelings or dents that do not impede the mechanical functionality of the item and problems due to improper installation;
- (6) Damage resulting from Acts of God;
- (7) Products with altered or missing serial numbers;
- (8) Products that are not listed on this Plan or on the sales receipt;
- (9) Consequential or incidental damages, including but not limited to, loss of use, loss of business, loss of profits;;
- (10) "No Problem Found" diagnosis or failure to follow the manufacturer's instructions;
- (11) Any failures, parts and/or labor costs incurred that are associated with a manufacturer's recall, regardless of the manufacturer's ability to pay for such repairs;
- (12) Pre-existing conditions;
- (13) Service or replacement outside of Canada;
- (14) Products not originally covered by a store return policy or manufacturer's warranty, including, but not limited to, floor models;
- (15) Damages caused by third-party actions, fire, collision, or vandalism;
- (16) Liability or damage to property, or injury or death to any person or pet arising out of the operation, maintenance or use of the product;
- (17) Cost of preventative maintenance and damages caused by improper preventative maintenance;
- (18) Damaged parts resulting from failure to maintain proper levels of lubricants or coolants;
- (19) Products with safety feature(s) removed, bypassed disabled or altered;
- (20) Any damage or loss to any data or operating system, including damage or loss as a result of any repairs or replacement under this Plan;
- (21) Damage which is not reported within thirty (30) days after expiration of this Plan;
- (22) Damages resulting from war, invasion or act of foreign enemy, hostilities, civil war, rebellion, riot, strike, labor disturbance, lockout or civil commotion;
- (23) Products used for commercial purposes (multi-user organizations), public rental or communal use in multi-family housing;
- (24) Introduction of foreign objects; and
- (25) Inherent defects that are the responsibility of the manufacturer.

**No Deductibles:** No deductibles apply to this Plan.

**No Renewal:** This Plan is not renewable.

**Cancellation:** You may cancel this Plan during the first ninety (90) days by visiting your local Walmart location. You may also cancel this Plan at any time by providing written notice to Asurion at Protection Plan Attn: Correspondence Department, P.O. Box 1818, Sterling, VA 20167, USA. If the Plan is cancelled by either party: (a) within ninety (90) days of the receipt of this Plan, you shall receive a full refund of the price paid for the Plan, provided no service has been performed, or (b) after ninety (90) days of the receipt of this Plan, you will receive a pro rata refund, less the cost of any service received. This Plan may be cancelled by us or Asurion for fraud or material misrepresentation by you, including but not limited to commercial or rental use, or if required to do so by a regulatory authority. Unauthorized repair or replacement of covered equipment may result in the cancellation of this Plan by us (for a reason other than fraud or material misrepresentation). In the event of cancellation by us, written notice of cancellation shall be mailed to you not less than ninety (90) days before cancellation is effective.

**Personal Information:** Personal information, which includes factual or subjective information (recorded or not) about an identifiable individual collected in connection with the Plan (referred to hereinafter as "Personal Information"), will be collected, used and disclosed by Walmart and Asurion and CNA Canada for the purposes of administering the Plan, including investigating, assessing and processing claims, creating and maintaining records, insurance or reinsurance of Plan liabilities and providing customer service. Walmart and, for such other purposes as are described in the privacy policies of Asurion and CNA Canada, Asurion and CNA Canada may exchange Personal Information as necessary for the purposes described above. Unless you opt out by calling 1-855-308-7295 or visiting [asurion.com/walmartcanada](http://asurion.com/walmartcanada), Walmart may also use your Personal Information to provide you with information and special offers regarding its products and services. Personal Information may also be used and disclosed for other purposes with your consent or as permitted or required by law. For more information (including with respect to the

use service providers located outside of Canada in connection with the Plan) or to request access to and correction of your personal information, please contact Asurion at 1-855-308-7295 or at P.O. Box 1818, Sterling, VA 20167, USA. Requests for access must be in writing. You may also obtain a copy of Asurion's privacy policy by visiting [www.asurion.com/privacy-policy](http://www.asurion.com/privacy-policy) or you may obtain a copy of Continental Casualty Company's privacy policy by visiting [www.cnacanada.ca](http://www.cnacanada.ca).

**Data Residency:** Your information may be processed and stored in the United States and may be subject to access by U.S. authorities under applicable laws.

To obtain a large-type copy of the terms and conditions of this Plan, please call 1-855-308-7295.

Administered by:  
Asurion Consumer Solutions of Canada, Corp.  
900-1959 Upper Water Street, Halifax, Nova Scotia B3J 3N2, Canada  
1-855-308-7295

©2026 Asurion, LLC All rights reserved.