

Filing a Claim is EASY

Presentar un reclamo es FÁCIL

1. Call toll-free customer service 24/7*
Llame al número gratuito de atención al cliente las 24 horas del día, los 7 días de la semana*

1-866-257-6551

Or Visit

O Viste

www.asurion.com/procoverage

2. If your covered failure can't be repaired, you will receive a Guitar Center gift card for the purchase price including sales tax.

Si la falla cubierta no se puede reparar, recibirá una tarjeta de regalo de Guitar Center para el precio de compra, incluido el impuesto sobre las ventas.

*International customers call 1-785-621-3199

*Los clientes internacionales deben llamar al 1-785-621-3199

THE ENCLOSED TERMS AND CONDITIONS CONTAIN A BINDING ARBITRATION PROVISION THAT REQUIRES THE SUBMISSION OF ALL DISPUTES (EXCEPT WHERE EXPRESS STATE EXEMPTIONS ARE PROVIDED) TO FINAL AND BINDING ARBITRATION IN ACCORDANCE WITH THE PROVISIONS SET FORTH IN THE ARBITRATION SECTION.

LOS TÉRMINOS Y CONDICIONES ADJUNTOS CONTIENEN UNA DISPOSICIÓN DE ARBITRAJE OBLIGATORIO QUE EXIGE SOMETER TODAS LAS DISPUTAS (SALVO QUE SE ESTABLEZCAN EXCEPCIONES ESTATALES DE MANERA EXPRESA) AL ARBITRAJE OBLIGATORIO Y DEFINITIVO DE ACUERDO CON LAS DISPOSICIONES ESTABLECIDAS EN LA SECCIÓN ARBITRAJE.



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GTR-2249-16 MKT52712

Protect your new and used gear.



PRO COVERAGE

En Español

THE PROTECTION YOU NEED

Coverage Benefits	Typical Manufacturer's Warranty*	Guitar Center Pro Coverage
Workmanship, material defects		
Accidental drops, spills and cracks	—	
Environmental factors (heat, dust and humidity)	—	
Mechanical, electrical failures including those due to normal wear and tear	—	
Power surges	—	
Pre-paid shipping	—	

MORE REASONS TO LOVE GUITAR CENTER PRO COVERAGE

- No deductibles, no additional fees
- 24/7 toll-free customer care support
- Doubles or extends store return policy up to 60 days
- Commercial use
- Claims support during manufacturer's warranty

Limitations and exclusions apply, see terms and conditions for full plan details.
New Gear plan term begins date of purchase and does not replace in-store return policy or manufacturer's coverage. Used Gear plan term begins when the extended store return policy expires. *Manufacturer's coverage may vary.



My son is a drummer and we have purchased the protection several times and have not been disappointed. Thank you for the great service. It's hard to find these days.

— Theda P., Kansas City, MO

6.9 Million Reviews & Growing

★★★★★
CUSTOMER SATISFACTION RATING

asurion 



ELIGIBLE GEAR INCLUDES[†]

Amps and Stacks

- Cabinets
 - Heads
 - Solid-State Combos
 - Speakers
 - Tube Combos
-

DJ Gear

- CD Players
 - Headsets
 - Karaoke Machines
 - Mixers
 - Speakers
 - Turntables
-

Drums and Percussion

- Cymbals
 - Drum Hardware
 - Drum Machines
 - Drum Mics
 - Electronic and Acoustic Drums
 - World Percussion
-

Guitars and Basses

- Acoustic-Stringed Instruments
 - Effects Pedals
 - Electric Basses
 - Electric Guitars
 - Microphones
-

Keyboards

- Amps
 - MIDI Processors
 - Pianos
 - Samplers
 - Sound Modules
 - Synthesizers
 - Workstations
-

Pro Audio Gear

- Microphones
- Mixers
- Monitors
- PA Systems
- Power Amps
- Recording and Playback Gear
- Signal Processors
- Wireless Systems

[†] Sample covered products



I'M SOLD!

**Will never buy another Guitar
Center product without this plan.
Well worth the investment.**

— Bill B., Tallahassee, FL



NEW GEAR PRICING & TERM

PRECIOS Y PERÍODOS DE LOS NUEVOS EQUIPOS

REPLACEMENT PLAN / PLAN DE REEMPLAZO

PRODUCT RETAIL PRICE PRECIO MINORISTA DEL PRODUCTO	2-YEAR 2 AÑOS	3-YEAR 3 AÑOS
\$29.99 and Under	\$4.99	\$7.99
\$30-\$49.99	\$8.99	\$13.99
\$50-\$74.99	\$13.99	\$20.99
\$75-\$99.99	\$18.99	\$28.99
\$100-\$149.99	\$23.99	\$35.99
\$150-\$199.99	\$28.99	\$43.99

REPAIR PLAN / PLAN DE REPARACIÓN

PRODUCT RETAIL PRICE PRECIO MINORISTA DEL PRODUCTO	2-YEAR 2 AÑOS	3-YEAR 3 AÑOS	5-YEAR 5 AÑOS
\$200-\$249.99	\$49.99	\$59.99	\$79.99
\$250-\$299.99	\$59.99	\$69.99	\$99.99
\$300-\$399.99	\$69.99	\$79.99	\$119.99
\$400-\$499.99	\$79.99	\$94.99	\$149.99
\$500-\$599.99	\$89.99	\$109.99	\$179.99
\$600-\$699.99	\$99.99	\$124.99	\$209.99
\$700-\$799.99	\$109.99	\$139.99	\$239.99
\$800-\$899.99	\$119.99	\$154.99	\$269.99
\$900-\$999.99	\$129.99	\$169.99	\$299.99
\$1,000-\$1,199.99	\$139.99	\$184.99	\$339.99
\$1,200-\$1,499.99	\$149.99	\$199.99	\$389.99
\$1,500-\$1,999.99	\$179.99	\$249.99	\$489.99
\$2,000-\$2,999.99	\$219.99	\$349.99	\$689.99
\$3,000-\$3,999.99	\$299.99	\$449.99	\$949.99
\$4,000-\$4,999.99	\$399.99	\$549.99	\$1,149.99
\$5,000-\$7,499.99	\$549.99	\$749.99	\$1,599.99
\$7,500-\$14,999.99	\$999.99	\$1,399.99	—
\$15,000-\$24,999.99	\$1,499.99	\$2,499.99	—
\$25,000-\$37,499.99	\$1,999.99	\$3,799.99	—
\$37,500-\$49,999.99	\$2,799.99	\$4,999.99	—

USED GEAR PRICING & TERM

PRECIOS Y PERÍODOS DE LOS EQUIPOS USADOS

REPLACEMENT PLAN / PLAN DE REEMPLAZO

PRODUCT RETAIL PRICE PRECIO MINORISTA DEL PRODUCTO	1-YEAR 1 AÑO	2-YEAR 2 AÑOS
\$29.99 and Under	\$9.99	\$14.99
\$30-\$49.99	\$12.99	\$17.99
\$50-\$74.99	\$14.99	\$19.99
\$75-\$99.99	\$17.99	\$24.99
\$100-\$149.99	\$20.99	\$32.99
\$150-\$199.99	\$23.99	\$35.99

REPAIR PLAN / PLAN DE REPARACIÓN

PRODUCT RETAIL PRICE PRECIO MINORISTA DEL PRODUCTO	1-YEAR 1 AÑO	2-YEAR 2 AÑOS
\$200-\$249.99	\$26.99	\$49.99
\$250-\$299.99	\$30.99	\$54.99
\$300-\$399.99	\$39.99	\$64.99
\$400-\$499.99	\$49.99	\$79.99
\$500-\$599.99	\$59.99	\$99.99
\$600-\$699.99	\$74.99	\$114.99
\$700-\$799.99	\$89.99	\$129.99
\$800-\$899.99	\$99.99	\$149.99
\$900-\$999.99	\$109.99	\$159.99
\$1,000-\$1,199.99	\$119.99	\$179.99
\$1,200-\$1,499.99	\$139.99	\$219.99
\$1,500-\$1,999.99	\$169.99	\$274.99
\$2,000-\$2,999.99	\$239.99	\$329.99
\$3,000-\$3,999.99	\$329.99	\$429.99
\$4,000-\$4,999.99	\$399.99	\$529.99
\$5,000-\$7,499.99	\$499.99	\$649.99
\$7,500-\$9,999.99	\$699.99	\$949.99
\$10,000-\$12,499.99	\$949.99	\$1,199.99
\$12,500-\$14,999.99	\$1,199.99	\$1,599.99
\$15,000-\$24,999.99	\$1,799.99	\$2,399.99
\$25,000-\$37,499.99	\$2,599.99	\$3,399.99
\$37,500-\$49,999.99	\$3,699.99	\$4,799.99

LA PROTECCIÓN QUE NECESITA

Beneficios de la cobertura	Garantía estándar del fabricante*	Pro Coverage de Guitar Center
Mano de obra, defectos de materiales		
Caídas accidentales, derrames y grietas	—	
Factores medioambientales (calor, polvo y humedad)	—	
Fallas mecánicas y eléctricas, incluidas las provocadas debido al uso y desgaste normal	—	
Subidas de tensión	—	
Envío prepago	—	

MÁS MOTIVOS POR LOS QUE LE ENCANTARÁ PRO COVERAGE DE GUITAR CENTER

- La ausencia de deducibles o cargos adicionales
- Asistencia sin cargo del centro de atención al cliente las 24 horas del día los 7 días de la semana
- Duplica o extiende la política de devolución a la tienda por hasta 60 días
- Uso comercial
- Asistencia de reclamos durante la garantía del fabricante

Se aplican imitaciones y exclusiones. Consulte los términos y condiciones para ver todos los detalles del plan. El término del plan de Equipos nuevos comienza en la fecha de compra y no reemplaza la política de devolución en la tienda ni la cobertura del fabricante. El término del plan de Equipos usados comienza cuando vence la política de devolución a la tienda extendida. *La cobertura del fabricante puede variar.



**Mi hijo es un percusionista y
hemos comprado la protección
varias veces y no nos ha
defraudado. Gracias por el
gran servicio. Es difícil
encontrarlo en estos días.**

— Theda P., Kansas City, MO

**6.9 millones de
reseñas y creciendo**



CALIFICACIÓN DE
SATISFACCIÓN DE CLIENTES

asurion 



LOS EQUIPOS ELEGIBLES INCLUYEN[†]

Amplificadores y torres

- Gabinetes
 - Cabezales
 - Juegos combinados de estado sólido
 - Altavoces
 - Juegos combinados de tubos
-

Equipos para DJ

- Reproductores de CD
 - Auriculares
 - Máquinas de karaoke
 - Mezcladoras
 - Altavoces
 - Toca-discos
-

Baterías y percusión

- Platillos
 - Equipos para baterías
 - Máquinas de ritmo
 - Micrófonos para baterías
 - Baterías electrónicas y acústicas
 - Percusión universal
-

Guitarras y bajos

- Instrumentos acústicos de cuerdas
 - Pedales de efectos
 - Bajos eléctricos
 - Guitarras eléctricas
 - Micrófonos
-

Teclados

- Amplificadores
 - Procesadores MIDI
 - Pianos
 - Sampleadores
 - Módulos de sonido
 - Sintetizadores
 - Estaciones de trabajo
-

Equipos de audio profesionales

- Micrófonos
- Mezcladoras
- Monitores
- Sistemas PA
- Amplificadores de potencia
- Equipos de grabación y reproducción
- Procesadores de señales
- Sistemas inalámbricos

[†] Productos cubiertos de muestra

TERMS & CONDITIONS

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.

Obligor: The company obligated under the Plan in all states except Florida is **Asurion Service Plans, Inc.**, whose address is P.O. Box 061078, Chicago, Illinois 60606-1078, telephone 1-866-856-3882. In Florida, the company obligated under the Plan is **Asurion Service Plans of Florida, Inc.** whose address is P.O. Box 061078, Chicago, Illinois 60606-1078, Chicago IL 60611, telephone 1-866-856-3882.

Instructions: You must keep the receipt for this 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, exceptions and exclusions, the receipt containing the length of this Plan, commencement date and product identification constitute the entire agreement.

Definitions: Throughout this Plan the words (1) “we”, “us”, or “our” refer to the company obligated under this Plan, as referenced in the Obligor section above; (2) “you” and “your” mean the purchaser of the covered product(s) and any authorized transferee/assignee of the purchaser; (3) “administrator” refers to (a) Asurion Services, LLC in all states and DC except in FL; and (b) Asurion Service Plans of Florida, Inc. (a service warranty association) in FL, (“Asurion” refers collectively to Asurion Services, LLC and Asurion Service Plans of Florida, Inc.). The administrator can be contacted at: P.O. Box 1340, Sterling, VA 20167; (4) “retailer” and “Guitar Center” means the entity selling the covered product and this Plan; (5) “product” means the consumer item(s) which you purchased concurrently with and is covered by this Plan; (6) “breakdown” refers to the mechanical or electrical failure of the product caused by: a) defects in workmanship and/or materials, b) normal wear and tear, c) power surges, and d) unintentional or accidental damage that occurs in the course of normal use or handling (“ADH”); and (7) “guaranteed lowest price” means Guitar Center’s original selling price at the time of purchase excluding special discounts and coupons.

REPLACEMENT PLAN

If you purchased a Replacement Plan, as indicated on your sales receipt, then this section applies to you.

Store Return Policy Information: Please note that the in-store return policy may vary by covered product. With the purchase of your new covered product and this Plan, Guitar Center has extended its in-store return policy. Your new in-store return policy is noted below. Guitar Center’s doubled in-store return policy for recording devices, studio monitors, rack mount signal processors, DJ mixers, lighting, turntables, CD players and Pro workstation keyboards is twenty-eight (28) days from date of purchase. For all other products, including but not limited to, guitars, cymbals and drums, the in-store return policy is sixty (60) days from date of purchase.

What is Covered: During the term of the Plan, through the administra-

Please note that the in-store return policy may vary by covered product. With the purchase of your new covered product and this Plan, Guitar Center has extended its in-store return policy. Your new in-store return policy is noted below. Guitar Center’s doubled in-store return policy for recording devices, rack signal processors, DJ equipment, lighting equipment, fog machines, and workstation keyboards is twenty-eight (28) days from date of purchase. For all other products, including but not limited to, guitars, cymbals and drums, the in-store return policy is sixty (60) days from date of purchase.

What is Covered: Through the administrator, we will repair or replace the product, in the event the product experiences a breakdown (unless specifically excluded in the “What Is Not Covered” section). Coverage includes but is not limited to: commercial use of products; volume pedals, internal power supply, power meters and switches, LED and LCD displays; and pickups, mechanisms and electrical parts connected to sliders, pots, faders, jacks and knobs. This Plan also covers wooden cracks (excluding finishes) in guitars and drums, and defects to the headstock, neck or body of guitars caused by defects in workmanship and/or materials. We will pay for the cost of shipping your product to the service center for replacement. Once the product is received at the authorized service center, we will issue you a Guitar Center gift card or check, at our discretion equal to the guaranteed lowest price of the product, including applicable sales tax. The gift card is not redeemable for cash. Any replacement product purchased with funds as a result of a claim being paid under the terms of this Plan will require the purchase of a new Plan in order for the newly purchased replacement product to be covered.

Term of Coverage:

For New Covered Products: The term of your Plan commences upon your date of purchase and continues for the period indicated on your sales receipt. Except for power surge and ADH coverage which begins on the date you purchase your product; all other coverage begins upon the expiration of the manufacturer’s warranty. This 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. In the event that we provide you with a Guitar Center gift card or a check for the guaranteed lowest price of your product, including sales tax, as indicated on your sales receipt, we shall have satisfied all of our obligations under this Plan. In the event your product is being serviced by an authorized service center when this Plan expires, the term of this Plan will be extended until the repair has been completed.

For Used Covered Products: Your term and coverage begins upon the expiration of the extended store return policy as noted above and continues for the period indicated on your sales receipt. In the event your product is being serviced by an authorized service center when this Plan expires, the term of this Plan will be extended until the repair has been completed.

Limit of Liability: The total limit of liability under the Plan is the guaranteed lowest price of the product indicated on your sales receipt, including sales tax. This Plan and all obligations under this Plan shall be fulfilled upon issuance of a Guitar Center gift card or check as described above.

REPAIR PLAN
If you purchased a Repair Plan, as indicated on your sales receipt, then this section applies to you.

Certain components of your product may be covered by the manufacturer for the life of the covered product and, therefore, are not covered under this Plan.

Store Return Policy Information:

WARRANTY (UNLESS SPECIFICALLY COVERED BY THIS PLAN);

B. PRODUCT REPAIRS THAT SHOULD BE COVERED BY THE MANUFACTURER’S WARRANTY OR ARE A RESULT OF A RECALL, REGARDLESS OF THE MANUFACTURER’S ABILITY TO PAY FOR SUCH REPAIRS;

C. PERIODIC CHECKUPS AND/OR PREVENTATIVE MAINTENANCE AS DIRECTED BY THE MANUFACTURER, EXCEPT AS PROVIDED HEREIN, OR LOSS RESULTING FROM FAILURE TO OBTAIN THE MANUFACTURER’S RECOMMENDED INSPECTIONS OR MAINTENANCE;

D. ANY AND ALL PRE-EXISTING CONDITIONS THAT OCCUR PRIOR TO THE EFFECTIVE DATE OF THIS PLAN;

E. REFURBISHED PRODUCTS, VINTAGE PRODUCTS, AND PRODUCTS THAT ARE MARKED AS NOT RETURNABLE TO GUITAR CENTER FOR A FULL REFUND;

F. ITEMS NORMALLY DESIGNED TO BE PERIODICALLY REPLACED BY YOU OR CONSUMED DURING THE LIFE OF THE PRODUCT, INCLUDING BUT NOT LIMITED TO BATTERIES, CARTRIDGES, LIGHT BULBS, DRUM HEADS ETC.;

G. DAMAGE FROM ACCIDENT (UNLESS SPECIFICALLY COVERED BY THIS PLAN), ABUSE, MISUSE, MISHANDLING, INTRODUCTION OF FOREIGN OBJECTS INTO THE COVERED PRODUCT, UNAUTHORIZED MODIFICATIONS OR ALTERATIONS TO A PRODUCT, FAILURE TO FOLLOW THE MANUFACTURER’S INSTRUCTIONS, AND EXTERNAL CAUSES INCLUDING THIRD PARTY ACTIONS, FIRE, THEFT, INSECTS, ANIMALS, EXPOSURE TO WEATHER CONDITIONS, WINDSTORM, SAND, DIRT, HAIL, EARTHQUAKE, FLOOD, WATER, OR ACTS OF GOD; AND CONSEQUENTIAL LOSS OF ANY NATURE;

H. LOSS OR DAMAGE CAUSED BY OPERATION OF PRODUCT UNDER CONDITIONS OTHER THAN THOSE FOR WHICH IT WAS DESIGNED;

I. LOSS OR DAMAGE CAUSED BY WAR, INVASION OR ACT OF FOREIGN ENEMY, HOSTILITIES, CIVIL WAR, REBELLION, RIOT, STRIKE, LABOR DISTURBANCE, LOCKOUT, OR CIVIL COMMOOTION;

J. INCIDENTAL, CONSEQUENTIAL OR SECONDARY DAMAGES OR DELAY IN RENDERING SERVICE UNDER THIS PLAN, OR LOSS OF USE DURING THE PERIOD THAT THE PRODUCT IS AT AN AUTHORIZED SERVICE CENTER OR OTHERWISE AWAITING PARTS;

K. EXCEPT FOR AS PROVIDED ABOVE UNDER THE INTERNATIONAL SERVICE TERMS, SERVICE THAT OCCURS OUTSIDE OF THE FIFTY (50) STATES OF THE UNITED STATES OF AMERICA AND THE DISTRICT OF COLUMBIA;

L. NONFUNCTIONAL OR AESTHETIC PARTS, SCRATCHES, PEELING AND DENTS;

M. UNAUTHORIZED REPAIRS AND/OR PARTS;

N. COST OF INSTALLATION, SET-UP, DIAGNOSTIC CHARGES, REMOVAL OR REINSTALLATION OF THE PRODUCT, EXCEPT AS PROVIDED HEREIN;

O. ACCESSORIES USED IN CONJUNCTION WITH A PRODUCT, INCLUDING BUT NOT LIMITED TO ANTENNAS, AUDIO/VIDEO DISCS, CABLES, CHARGERS, COMPUTER SOFTWARE OR DISCS, DRUM STICKS, EXTERNAL POWER SUPPLIES, AND BULBS, SPEAKERS SOLD SEPARATELY, STRINGS, STYLUSES, TAPES, AND VACUUM TUBES;

P. INCORRECT CONNECTION OF SIGNAL LEADS OR INCORRECT ELECTRICAL SUPPLY; FAILURE OR IMPROPER USE OF ANY ELECTRICAL SOURCE;

ELECTRICAL CONNECTION TO OTHER PRODUCTS NOT RECOMMENDED FOR INTERCONNECTION BY THE MANUFACTURER OF THE PRODUCT; AND BATTERY LEAKAGE;

Q. ANY LOSS OTHER THAN A COVERED BREAKDOWN OF THE PRODUCT;

R. DAMAGE CAUSED BY A COMPUTER VIRUS;

S. SERVICE WHERE NO PROBLEM CAN BE FOUND;

T. BREAKDOWNS WHICH ARE NOT REPORTED WITHIN THE TERM OF THIS PLAN;

U. IMPROPER INSTALLATION OF COMPONENTS OR PERIPHERALS;

V. CORRUPTION OF ANY RECORDING MEDIA, INCLUDING ANY PROGRAM, DATA OR SETUP INFORMATION RESIDENT ON ANY HARD DRIVES AND INTERNAL OR EXTERNAL REMOVABLE STORAGE DEVICES, AS A RESULT OF THE MALFUNCTIONING OR DAMAGE OF AN OPERATING PART, OR AS A RESULT OF ANY REPAIRS OR REPLACEMENT UNDER THIS PLAN;

W. STAGE CONSTRUCTION MATERIALS;

X. MAINTENANCE INCLUDING BUT NOT LIMITED TO ALIGNMENT, TUNING, AND REPAIRING FINISHES;

Y. LOSS OR DAMAGE DURING TRANSIT INCLUDING BUT NOT LIMITED TO AUTOMOBILE ACCIDENTS, OR TRANSPORTING VIA A TRAILER OR AIRPLANE.

Renewal: This Plan may be renewed at our discretion by calling the toll free helpline at 1-866-257-6551.

Transferability: This Plan is transferable by the original purchaser for the balance of the original term of the Plan. The product may be registered by mailing information to the administrator, including the Plan reference number, date of new ownership, new owner’s name, complete address, and telephone number.

Subrogation: If we pay for a loss, we may require you to assign us your rights of recovery against others. We will not pay for a loss if you impair these rights to recover. Your rights to recover from others may not be waived.

Trade-In: If the product is traded in, coverage under this Plan will be canceled based on the cancellation rules noted below.

Cancellation: This Plan can be cancelled by you at any time for any reason by surrendering or providing written notice to us at the address above. You may also cancel this Plan by surrendering it or providing written notice to Asurion at PRO Coverage (Guitar Center), PO Box 1818, Sterling, VA 20167. During the return period of the in-store return policy, you may return this Plan to the retailer from which you purchased your product and this Plan for a full refund. This Plan may be cancelled by us or the administrator for any reason, including unauthorized repair or replacement of covered equipment, by notifying you in writing at least thirty (30) days prior to the effective date of cancellation, which notice shall state the effective date and reason for cancellation. If the Plan is cancelled: (a) by you within thirty (30) 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) by you after thirty (30) days of the receipt of this Plan or cancelled by us or the administrator at any time, you will receive a refund equal to 100% of the pro rata amount of the unearned portion of the price paid for the Plan, less the cost of any service received.

harassment or is patently frivolous. In that case, the Rules govern payment of such fees.

(d) The arbitrator shall issue a decision including the facts and law supporting it. If the arbitrator finds in your favor and issues a damages award that is greater than the value of our last settlement offer or if we made no settlement offer and the arbitrator awards you any damages, we will: (1) pay you the amount of the damages award or \$7,500.00, whichever is greater; and (2) pay the attorney’s fees and expenses, if any, you reasonably incurred in the arbitration. While that right to fees and expenses is in addition to any right you may have under applicable law, you may not recover duplicate awards of fees and expenses. Asurion waives any right it may have under applicable law to recover attorney’s fees and expenses from you if we prevail in the arbitration.

(e) If you seek declaratory or injunctive relief, that relief can be awarded only to the extent necessary to provide you relief. **YOU AND WE AGREE THAT EACH PARTY MAY BRING CLAIMS AGAINST THE OTHER ONLY IN AN INDIVIDUAL CAPACITY AND NOT IN A PURPORTED CLASS ACTION, CLASS ARBITRATION OR REPRESENTATIVE PROCEEDING.** Unless you and we agree otherwise, the arbitrator may not consolidate your dispute with any other person’s dispute and may not preside over any form of representative proceeding. If this specific provision is found to be unenforceable, then the entirety of this A. A. shall be null and void.

STATE VARIATIONS: The following state variations shall control if inconsistent with any other terms and conditions:

Arizona Residents: If your written notice of cancellation is received prior to the expiration date, the administrator shall refund the remaining pro-rata price, regardless of prior services rendered under the Plan. The pre-existing condition exclusion does not apply to conditions occurring prior to the sale of the consumer product by the Obligor, its assignees, subcontractors and/or representatives.

California Residents: For all products other than home appliances and home electronic products, the Cancellation provision is amended as follows: If the Plan is cancelled: (a) within sixty (60) 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 sixty (60) days, you will receive a pro rata refund, less the cost of any service received.

Connecticut Residents: In the event of a dispute with the administrator, you may contact The State of Connecticut, Insurance Department, PO Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase price of the product, the cost of repair of the product and a copy of the Plan.

Florida Residents: The rate charged for this Plan is not subject to regulation by the Florida Office of Insurance Regulation.

Georgia Residents: This Plan shall be non-cancelable by us or the administrator except for fraud, material misrepresentation, or failure to pay consideration due therefore. The cancellation shall be in writing and shall conform to the requirements of Code 33-24-44. You may cancel at any time upon demand and surrender of the Plan and we shall refund the excess of the consideration paid for the Plan above the customary short rate for the expired term of the Plan. This Plan excludes coverage for incidental

and consequential damages and pre-existing conditions only to the extent such damages or conditions are known to you or reasonably should have been known to you. As stated in the arbitration agreement provision of this Plan, either party may bring an individual action in small claims court. The arbitration agreement provision of this Plan does not preclude you from bringing issues to the attention of federal, state, or local agencies or entities of your dispute. Such agencies or entities may be able to seek relief on your behalf. You and we agree to waive the right to a trial by jury and to participate in class arbitrations and class actions. Nothing contained in the arbitration provision shall affect your right to file a direct claim under the terms of this Plan against Continental Casualty Company pursuant to O.C.G.A. 33-7-6.

Nevada Residents: The arbitration agreement provision of this Plan is deleted and does not apply. If we fail to pay the cancellation refund within 45 days of your written request we will pay you a penalty of ten percent (10%) of the purchase price for each thirty (30) day period or portion thereof that the refund and any accrued penalties remain unpaid. We can cancel this Plan due to unauthorized repairs which result in a material change in the nature or extent of the risk, occurring after the first effective date of the current Plan, which causes the risk of loss to be substantially and materially increased beyond that contemplated at the time the Plan was issued or last renewed. If you or we cancel this Plan no cancellation fee will be imposed and no deduction for claims paid will be applied.

South Carolina Residents: To prevent any further damage, please refer to the owner’s manual. In the event the service Plan provider does not provide covered service within sixty (60) days of proof of loss by the Plan holder, the Plan holder is entitled to apply directly to the Insurance Company. If the Insurance Company does not resolve such matters within sixty (60) days of proof of loss, they may contact the SC Department of Insurance, P.O. Box 100105, Columbia, SC 29202-3105, (800) 768-3467.

Texas Residents: If you purchased this Plan in Texas, unresolved complaints concerning a provider or questions concerning the registration of a service Plan provider may be addressed to the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711, telephone number (512) 463-6599 or (800) 803-9202. You may apply for reimbursement directly to the insurer if a refund or credit is not paid before the forty-sixth (46th) day after the date on which the Plan is returned to the provider. Texas license number: 116.

Utah Residents: NOTICE. This Plan is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. Coverage afforded under this Plan is not guaranteed by the Utah Property and Casualty Guarantee Association. This Plan may be cancelled due to unauthorized repair which results in a material change in the nature or extent of the risk, occurring after the first effective date of the current policy, which causes the risk of loss to be substantially and materially increased beyond that contemplated at the time the policy was issued or last renewed. Failure to notify within the prescribed time will not invalidate the claim if you can show that notification was not reasonably possible.

Washington Residents: If we fail to act on your claim, you may contact Continental Casualty Company directly at 1-800-831-4262. You are not required to wait sixty (60) days before filing a claim directly with Continental Casualty Company.

Wisconsin Residents: THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

ANCE. We may only cancel this Contract before the end of the agreed Contract term on the grounds of nonpayment, a material misrepresentation made by you to us, or a substantial breach of duties by you relating to the product or its use. If we become insolvent or otherwise financially impaired, you may file a claim directly with Continental Casualty Company for reimbursement, payment, or provision of the service. The arbitration agreement provision of this Contract is amended as follows: (1) **TO RESOLVE THOSE DISPUTES, YOU MAY CHOOSE EITHER BINDING ARBITRATION OR SMALL CLAIMS COURT INSTEAD OF THROUGH COURTS OF GENERAL JURISDICTION. YOU AND WE AGREE TO WAIVE OUR RIGHTS TO A TRIAL BY JURY AND TO PARTICIPATE IN CLASS ACTIONS OR OTHER REPRESENTATIVE PROCEEDINGS;** and (2) the phrase “and is governed by the Federal Arbitration Act.” in the first sentence of paragraph (a) is deleted in its entirety.

Wyoming Residents: The arbitration agreement provision in this Plan is replaced with the following: “If there are disputes between you and us that are not resolved by negotiations, you and we may in a separate written agreement voluntarily consent to arbitration. Any arbitration proceedings shall be conducted within the state of Wyoming.” For the purpose of this arbitration agreement, references to “we” and “us” include the Plan Obligor and administrator, as defined above, and their respective parents, subsidiaries, affiliates, service contract insurers, agents, employees, successors and assigns; and (2) Guitar Center, Inc.

To obtain a large-type copy of the terms and conditions of this Plan, please call 1-866-257-6551.

Administered by:
Asurion
P.O. Box 1340 • Sterling, Virginia 20167 • 1-866-257-6551
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Name:			
Address:			
City:	State:	Zip:	
Purchase Date:			
Store Location:			
Covered Product Description:			
Product Price:	Plan Term:		
Plan Price:	Transaction Number:		
Issuing Sales Rep:			

