

OMEGA FORCE APPLIANCE REPAIR + REPLACEMENT ASSISTANCE PLAN AGREEMENT

This Replacement Assistance Plan Agreement (“Agreement” or “Plan”) sets forth the terms and conditions under which we provide to you the services described below. This is, in fact, a legal contract, so all that follows is pretty formal. Hang in there and please read all of these Terms and Conditions carefully. There will be a quiz later (just kidding).

Conditions of Omega Force Appliance Replacement Assistance Plan:

1. The Replacement Plan applies to one single family, owner-occupied residence per contract unless a rental agreement is agreed upon and the higher landlord rates are being paid. The owner of designated residence and appliances (that’s you) is hereafter referred to as the Plan Member.
2. Eligibility for entering into a contract for the Replacement Plan is contingent on the owner also being enrolled in the Omega Force Appliance Protection Plan. The terms and conditions of your OFAPP also applies to the Replacement Assistance Plan. The terms and conditions for the Omega Force Appliance Protection Plan and Replacement Assistance Plan can be obtained at omegaforceappliance.com or by calling 763-390-6267.
3. The Replacement Plan applies to appliances currently covered by your existing Omega Force Appliance Protection Plan at the covered residence. At the time you enroll in the Replacement Plan, your covered appliances must meet code requirements and be in good operating condition.
4. The Replacement Plan provides a specified payment to you if Omega Force Appliance Repair, at its sole discretion, deems the covered appliance non-repairable, either because parts critical to the repair and operation of the covered appliance are no longer available, or because the cost of the repair exceeds the value of the covered appliance.
5. The Replacement Plan will provide a payment (as specified in Table 1 below) for the purchase of new appliance(s) to replace the currently covered non-repairable appliance(s). Used, reconditioned, or damaged appliances, and appliances purchased via a charitable or government-assisted program, or appliances or parts purchased or replaced via a manufacturer’s warranty, are not eligible under the Replacement Assistance Plan. The Plan Member is responsible for purchasing the new replacement appliance of choice from the appliance retailer of choice.
6. To initiate the payment process, the Plan Holder must supply the following documentation:
 - o Detailed receipts showing the cost of the appliance, and the name, address, and telephone number of the appliance retailer from which the replacement appliance was purchased;
 - o Purchase date; and
 - o Make, model, and serial number of the replacement appliance.
7. Submit proof of purchase documentation to Omega Force Appliance Repair at the following email address:
mail@omegaforgeservices.com
8. Submissions for payment must be postmarked within 90 days of the date on which the covered appliance was deemed non-repairable by Omega Force Appliance Repair. Customers submitting documentation for payment postmarked after the specified 90-day time period will forfeit their payment.
9. Upon receipt of purchase documentation by Omega Force Appliance Repair, the Plan Holder will be issued a check for the payment specified in Table 1 below, provided the Plan Holder’s account shows no past-due charges. Please allow up to 8 weeks for processing.

10. New replacement appliances will continue under the Repair Plan in place of the replaced appliance for the duration of the Plan coverage term.
11. The Replacement Assistance Plan offsets the cost to replace non-repairable appliances. When replacing covered appliances, the difference between the Replacement Assistance Plan payment and the actual purchase price is the sole responsibility of the Plan Holder. Charges for removal and disposal of old appliance(s), delivery and installation of new appliance(s), and taxes do not qualify for payment under the Replacement Assistance Plan.
12. The Replacement Assistance Plan is a full one-year contract. To ensure continued protection, the Omega Force Appliance Protection Plan and the Replacement Assistance Plan will be automatically renewed on the Replacement Assistance Plan contract anniversary date, at regular non-promotional prices and terms then in effect, unless cancelled by the Plan Holder or Omega Force Appliance Repair in writing within 30 days prior to the contract anniversary date. Further, in the case of a material change to these terms and conditions, the Plan Holder also may cancel this contract within 30 days of being notified of such change by giving written notice to Omega Force Appliance Repair.
13. This Plan is not transferrable to a new residence. A new Plan may be initiated, if the new residence is in the covered service area.
14. If payments are late on the Repair Plan, Omega Force Appliance Repair may demand immediate payment of the entire amount owed under the terms of this contract, or immediate payment of the cost (labor and parts), of all service provided, less any payments made to Omega Force Appliance Repair. Further, if the Replacement Plan account reaches 60 days past due, Omega Force Appliance Repair will cancel the Replacement Plan. The Plan Holder will remain liable for the amount owed at the date of cancellation as set forth above.
15. Life Cycle Ending: The following parts are not covered for repair under the Protection Plan terms and conditions, but their failure may qualify for reimbursement under the Replacement Assistance Plan: refrigerator or freezer compressor and evaporator coil, and clothes washer transmission or main bearing. Omega Force Appliance Repair reserves the right to make any and all decisions regarding replacement and reimbursement, including inspecting the replacement appliance.
16. Payment will be made according to the table below.

Table 1. Omega Force Appliance Replacement Assistance Plan Payments

Appliance Type	Payment
Built-in Microwave*	\$300
Range*	\$600
Garbage Disposal	Supplied by OFAR
Clothes Dryer*	\$550

Free Standing Freezer	\$400
Dishwasher	\$450
Refrigerator 10 cu. ft. or greater	\$900
Refrigerator 3-9 cu. ft.***	\$250
Clothes Washer*	\$550
Wall Oven*	\$850
Cooktop*	\$500

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* For combination appliances (combo/stacked washer-dryer, oven/microwave combo) the Replacement Assistance Plan only provides payment for the appliance that Omega Force Appliance Repair determines is non-repairable. For example: if only the washer in a stacked washer-dryer combination is non-repairable, then only the washer, and not the dryer, is eligible for payment under the terms of the Replacement Assistance Plan.