HOME WARRANTY NOW

Home Service Agreement

ACTIVATION DATE
August 5, 2026

CUSTOMER INFORMATION

FIRST NAME
Sarah

LAST NAME
Johnson

PROPERTY ADDRESS
1847 Maplewood Drive, Springfield, MO 65804

PHONE NUMBER
(417) 555-0182

2ND PHONE NUMBER (OPTIONAL)
(417) 555-0147

EMAIL ADDRESS (POLICY DOCUMENTS SENT HERE)
sarah.johnson@example.com

SELLER INFORMATION

Home Warranty Now
662 Loch Carron Drive, Wentzville, MO 63385
Email: Help@homewarrantynow.shop

WARRANTY COMPANY INFORMATION

United Home Warranty
80 W Sierra Madre Blvd, Suite 162, Sierra Madre, CA 91024

CUSTOMER CLAIM SUPPORT
claims@unitedhw.com
+1 (855) 763-0323

CONTRACTOR INQUIRIES
contact@unitedhw.com
+1 (855) 763-0323

Working Hours: Mon - Fri 8am - 5pm (PST) | Saturday: Closed | Sunday: Closed

POLICY INFORMATION

POLICY NUMBER
HWN1002

ACTIVATION FEE	$39.99 - due at activation, charged on August 5, 2026 (payment account ending in 4417)
FIRST MONTHLY PAYMENT	$84.00/mo - first charge on September 4, 2026 (payment account ending in 4417)
SERVICE CALL FEE	$75.00 per claim, paid directly to the technician who comes to your home
DUE TODAY	$39.99 - the one-time activation fee, due at activation

COVERAGE PLAN

Pool or Spa Equipment — **$27.00/mo**
Coverage limit: $1,000 per 12-month period

Enhanced Coverage — **$17.00/mo**
Coverage limit: Raises limits: appliances $3,000; A/C-heating $6,000; electrical $2,000; plumbing $2,000; water heater $2,500

Well Pump — **$15.00/mo**
Coverage limit: $1,000 per 12-month period

Additional Refrigerator — **$13.00/mo**
Coverage limit: $2,000 ($3,000 with Enhanced Coverage)

Septic Tank — **$12.00/mo**
Coverage limit: $1,000 per 12-month period

TOTAL MONTHLY PAYMENT **$84.00/mo**

IMPORTANT TERMS

- **Waiting Period:** There is a 15-day waiting period from the activation date. No claims can be filed until the waiting period has ended.
- **30-Day Money-Back Guarantee:** You may cancel within the first 30 days of this agreement and receive a full refund.
- **Pre-Existing Conditions:** Any pre-existing problems with the home are not covered under this agreement.
- **Billing Descriptor:** Payment transactions will appear on your payment statement as "Home Warranty Now".
- **Month-to-Month Program:** This is a month-to-month program with no long-term commitment. You may cancel at any time.

FREQUENTLY ASKED QUESTIONS

Have More Questions? Call: (855) 763-0323

Is there a limit to the number of repairs during my contract term?

No. We do not place a limit on the number of covered repairs, although some coverage limitations and exclusions, such as dollar amount caps, may apply.

How does United Home Warranty determine if my claim is approved or not?

We evaluate the contractor's diagnosis and determine if it's covered in your contract. We require all contractors to submit a diagnosis the same day they go to the customer house.

Can the contractor come back when the issue is not fixed?

Yes. We offer a 60-day workmanship guarantee, which means if you have an issue regarding your completed repair within 60-days of service, we'll send a contractor back out for free. Request service online or call 855.763.0323

What if I need service?
Call our Claims Department at (855) 763-0323 and we will take care of everything else. You may also submit a claim in your online account.

Can I choose my own contractor?

To expedite service on your request, United Home Warranty will assign a contractor to reach out to you as quickly as possible. In some cases, United Home Warranty may offer you the ability to choose your own contractors, also known as Outside Authorizations. United Home Warranty will not reimburse you for services performed without prior authorization.

What if you can't fix my covered item?

If we determine your covered appliance or system component can't be repaired, we'll replace the unit (coverage limitations apply)

How long does my contract last?

United Home Warranty's contracts last for 13 months.

Is there a service call fee?
Yes, you are required to pay a $75 trade service call fee per claim, this fee is payable directly to the technician that comes to your home.

PROTECTION AND PLAN COVERAGES

Terms And Conditions Included

C. COVERAGE (COVERAGE DEPENDENT ON PLAN)

Except for Air Conditioning/ Heating/ Ductwork, Ceiling Fan/Exhaust Fan/Attic Fan, and Garage Door Opener, the coverage provided under this Agreement is for no more than 1 Covered Item unless additional fees are paid. Coverage under this Agreement is subject to all other terms and conditions of this Agreement including but not limited to matters listed as "Not Covered" under a Covered Item below notwithstanding the word "All" in describing what is "Covered."

Appliance limit is $2,000 per appliance

1. BUILT-IN MICROWAVE- COVERED:
All components and parts.

2. OVEN/RANGE/COOKTOP - COVERED:
All components and parts.

3. DISHWASHER - COVERED:
All components and parts.

4. GARBAGE DISPOSAL - COVERED:
All components and parts.

5. CEILING FAN/EXHAUST FAN/ATTIC FAN

COVERED:
All components and parts.

6. GARAGE DOOR OPENER

COVERED:
All components and parts.

NOT COVERED:
Remote transmitters. Door. Door track assemblies.

7. CLOTHES DRYER - COVERED:
All components and parts.

8. CLOTHES WASHER - COVERED:
All components and parts.

9. REFRIGERATOR

COVERED:
All parts and handles, except;

NOT COVERED:
Insulation, racks, shelves, animal damage, drawers, tracks, lights, interior thermal shells, noise, food spoilage, refrigerators located outside kitchen area and evaporator cover, Free standing freezers, Multi-media centers, Wine chillers

Our maximum liability is $2,000 per 13-month period for access, diagnosis, and repair or Replacement of refrigerator

PROTECTION AND PLAN COVERAGES

Terms And Conditions Included

10. AIR CONDITIONING/ HEATING/ DUCTWORK

COVERED:
Refrigeration System - includes heat pump, Thermostats, refrigerant lines, Liquid and suction line dryers, Fuses, disconnect boxes and wiring, Evaporator coils - including thermostatic expansion valves, Condensing unit, window units, Air handling unit, refrigerant recharging, filters, gas air conditioners, Evaporative Cooler, refrigerant recapture, reclaim and disposal, Built-in Electric Wall Units, Mini-split ductless systems, Unlimited A/C Refrigerant

NOT COVERED:
Humidifier/dehumidifier systems or accessories, registers, animal damage, grills, circuit breaker, underground or outside piping and components for geothermal or water source heat pumps, cooler pads, roof jacks or stands, electronic, computerized, pneumatic and manual system management and zone controllers.

Our maximum liability is $4,000 per 13-month period for access, diagnosis, and repair or replacement for each air conditioning system, heating system, and ductwork,

$2,000 per 13-month period for access, diagnosis, and repair for Geo-Thermal Units

11. PLUMBING SYSTEM/STOPPAGE

COVERED:
Fixtures, Faucets, Filter, Toilet Replacements, Shower Head, Shower Arm, Water, drain, gas, Caulking or grouting, septic tank, waste or vent line leaks and breaks, Toilets and related mechanisms, Toilet wax ring seals, Angle stops, Hose Bibbs, Risers and gate valves (we use similar finishes and styles when we replacement is necessary), Drain lines, Basket strainers, Expansion tanks, Toilet lids and seats, Clearing sink, shower, and toilet stoppages, Clearing mainline drain and sewer stoppages through an accessible cleanout up to 125 feet from an access point, Clearing lateral drain line stoppages up to 125 feet from an access point including accessible cleanout, Water filtration/purification system, p-trap, drain or overflow access points.

NOT COVERED:
Animal damage, Flow restrictions in fresh water lines, water conditioning equipment, shower enclosure and base pan, sewage ejectors, saunas or steam rooms, jets and fire suppression systems. Bathtubs, Sinks, Showers, Shower enclosures and base pans, Holding or storage tanks, Access

Our maximum liability is $1,000 per 13-month period for access; diagnosis, and repair and/or Replacement.

PROTECTION AND PLAN COVERAGES

Terms And Conditions Included

12. WATER HEATER (Including Tankless)

COVERED:
All parts, except;

NOT COVERED:
Holding or storage tanks, flues and vents, animal damage, fuel storage tanks and solar equipment, noise.

Our maximum liability is $1,500 per 13-month period for access, diagnosis, and repair and/or Replacement for both Tank and Tankless Water Heaters.

13. TRASH COMPACTOR

COVERED:
All parts, except;

NOT COVERED:
Lock I Key assemblies, knobs and removable buckets.

14. ELECTRICAL SYSTEMS

COVERED:
Plug, Switches and Fuses, Conduit, Junction Boxes, Circuit Breakers, Bathroom ceiling fan and exhaust fan.

NOT COVERED:
Sub Panels, Intercom, fixtures, alarms, animal damage, inadequate wiring capacity, sensor, relay, low voltage, timed circuits, phone Jacks, wiring which is the property of the phone company, audio/ video/ computer I intercom I alarm or security cable wiring. Rewiring of the entire home.

Our maximum liability is $1,000 per 13-month period for access; diagnosis, and repair and/or Replacement.

15. SMOKE DETECTORS - COVERED
Both battery-operated and hard-wired smoke detectors.

16. INSTANT HOT WATER DISPENSER -
COVERED:
All components and parts.

17. CENTRAL VACUUM

COVERED:
All mechanical system components and parts.

NOT COVERED:
Ductwork. Hoses. Blockages. Accessories

PROTECTION AND PLAN COVERAGES

Terms And Conditions Included

18. RE-KEY

Keep it Safe up to $100 reimbursement with receipt sent by email put the name and property address for reimbursement Must be submitted within 60 days from closing

D. OPTIONAL COVERAGE

(Not available for Sellers)
This optional coverage is for no more than 1 Covered Item unless additional fees are paid. Coverage under this Agreement is subject to all other terms and conditions of this Agreement including but not limited to matters listed as ''NOT COVERED" under a Covered Item below notwithstanding the word "All" in describing what is "Covered."

1. ROOF COVERAGE (DETACHED FAMILY HOMES ONLY)

COVERED:
Repair of shake, shingle, and composition roof leaks over the occupied living area. We will pay up to $1,000 per 13-month period for access, diagnosis, and repair and/or Replacement.

NOT COVERED:
Porches. Patios. Cracked and/or missing material. Foam roofs. Metal roofs. Cemwood or Permatek shakes. Masonite shingles. Flat or built-up roofs. Structural leaks adjacent to or caused by appendages of any kind. Downspouts. Flashing. Gutters. Skylights. Decks. Patio covers. Solar equipment Roof Jacks. Antennae. Satellite components. Chimneys. Partial roof replacement Preventative maintenance

PROTECTION AND PLAN COVERAGES

Terms And Conditions Included

2. SEPTIC TANK

COVERED:
Mainline stoppages that can be cleared through an existing access or clean out without excavation The septic tank will be pumped once during the contract coverage term if the stoppage is due to septic backup Sewage ejector pump for septic system only, grider pump

NOT COVERED:
Broken or collapsed sewer lines outside the foundation, Stoppages or roots that prevent the effective use of any externally applied sewer machine cable, Cost of finding or gaining access to the septic tank or sewer hook-ups, Disposal of waste, Chemical treatment of the septic tank and/or sewer line, Tanks, Leach lines, Cesspool

Our maximum liability is $1,000 per 13-month period for access, diagnosis, and repair and/or Replacement of Septic Tank

3. WATER SOFTENER

COVERED:
Water softener and their respective equipment.

NOT COVERED:
Leased or rented units. All treatment, purification, odor control, iron filtration components and systems. Discharge drywells. Resin bed replacement. Salt. Replacement of filters, water filters, pre-filters, filter components. Replacement membranes.

Our maximum liability is $500 per 13-month period for access, diagnosis, and repair and/or Replacement of Water Softner

PROTECTION AND PLAN COVERAGES

Terms And Conditions Included

4. WELL PUMP

COVERED:
All components and part of well pump utilized as a source of water to the home, except the items listed here.

NOT COVERED:
1. Above or underground piping, cable or electrical lines leading to or from the well pump, including those that are located within the well casing, Well casings, Pressure switches not located on the pump, Holding, storage or pressure tank, Booster pumps, Red rilling of wells, Well pump and all well pump components for geothermal and/or water source heat pumps.

Our maximum liability is $1,000 per 13-month period for access; diagnosis, and repair and/or Replacement of Well Pump.

5. POOL AND/OR SPA EQUIPMENT

COVERED:
Filters, Valves, timers, Pumps, Circuit board, Pump motors, Pool sweep motor and pumps, heating units turbo and actuator valves, heat pumps salt, pool filters, Above ground plumbing and electrical

NOT COVERED:
All cleaning equipment, including pop up heads, pool sweeps, liners, lights, animal damage, structural defects, solar equipment, inaccessible components, humidifier/dehumidifier systems or accessories, jets and respective parts and components, fuel storage tanks, fill valves, electronic, computerized, pneumatic and manual system management and zone controllers, disposable filtration media, chlorinators, ozonators and other water chemistry control equipment and materials, auxiliary, negative edge, waterslide, waterfall, ornamental fountain and their pumping and motor systems or any other pump or motor that does not circulate water from the pool or spa directly into the main filtration system as its primary function, panel box, remote controls and dials.

Our maximum liability is $1,000 per 13-month period for access; diagnosis, and repair and/or Replacement.

PROTECTION AND PLAN COVERAGES

Terms And Conditions Included

7. STAND ALONE ICE MAKER - COVERED:
All components and parts.

8. GUEST HOUSE

COVERED:
1 of each additional Covered Item described below is covered if located within a particular guest house, for which an additional fee
has been paid.

1. CLOTHES DRYER - COVERED:
All components and parts.

2. CLOTHES WASHER - COVERED:
All components and parts.

3. BUILT-IN MICROWAVE - COVERED:
All components and parts.

4. OVEN/RANGE/COOKTOP - COVERED:
All components and parts.

5. DISHWASHER - COVERED:
All components and parts.

6. GARBAGE DISPOSAL- COVERED:
All components and parts.

7. KITCHEN REFRIGERATOR - COVERED:
All components and parts, including integral freezer unit.

Air conditoning/heating, water heater, plumbing, and elctrical - COVERED

9. ENHANCED COVERAGE

Raise the limites of coverage for appliances, air conditioning/heating, water heater, plumbing, and electrical.

Appliances -$3,000 per
Air Conditioning/Heating - $6,000
Electrical - $2,000
Plumbing - $2,000
Water Heater -$2,500

CANCELLATION, COVERAGE, & RENEWALS

Have More Questions? Call: (855) 763-0323

Cancellation

This Agreement may be cancelled by Us for

1. Nonpayment of Agreement Fee by You
2. Nonpayment of Service Fee by You
3. Fraud

2. You may cancel this Agreement at any time for any reason

If you cancel your contract within the first 30 days of your coverage, we'll refund your contract fees minus any service and claims incurred by United Home Warranty

Coverage Time

Coverage begins on Contract Effective Date and continues for 13 months, except;

1. New Construction Coverage lasts for 39 months.
2. Two-Year Coverage begins on Contract Effective Date and continues for 26 months.
3. Payment is due at close of sale and must be received by Company within 21 days.
4. Offer for future coverage is at Company's sole discretion. You will be notified of rates and terms for continuation of coverage.

Renewals

All policies will be automatically renewed unless You notify us in writing 30 days prior to your contract expiring. You may also call Us at (855) 763-0323 to cancel your policy at anytime or send us an email at Contact@unitedhw.com.









UNITED

HOME WARRANTY

Signature: *Sarah Johnson*
(electronically signed)

Date: August 5, 2026

"BEST SERVICE GUARANTEED"