

Preferred Care

Terms and Conditions

[Pour la clientèle du Québec seulement](#)

[For Quebec customers only](#)

[For Manitoba & Saskatchewan customers with failure to locate](#)

[For Manitoba & Saskatchewan customers without failure to locate](#)

[All Provinces Except Manitoba, Quebec, and Saskatchewan with failure to locate](#)

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asurion

- POUR LA CLIENTÈLE DU QUÉBEC -

Protection privilégiée
Résumé des caractéristiques du produit

Les informations contenues dans le présent document sont fournies à titre informatif seulement et constituent un résumé des caractéristiques de la garantie. Pour plus de détails, notamment sur les produits admissibles, veuillez consulter la Police que Vous avez reçue au moment de l'achat de Votre produit chez Google Canada Corporation (« Google »), ou visiter le site Internet www.cnacanada.ca/asurion.

Assureur	La Compagnie d'assurance Continental Casualty (« CNA Canada ») (au Québec n° 514926 AMF), dont l'adresse est : 66, Wellington Street West, Suite 3700, Toronto (Ontario) M5K 1J5, Canada; téléphone : +1 800 831-4262.		
Administrateur	Asurion Canada Services Corporation (« Asurion »). Vous pouvez contacter l'Administrateur à l'adresse suivante : 600-1741, Lower Water Street, P.O. Box 997, Halifax (Nouvelle-Écosse) B3J 2X2 Canada.		
Vendeur/ Détailant/ Distributeur	Le Vendeur de la présente Police est Google, dont l'adresse est : 1741 Lower Water Street, Suite 600, Halifax (Nouvelle-Écosse) B3J 0J2, Canada.		
Admissibilité à la présente police	Pour être admissible à la présente garantie, Vous devez acheter l'appareil chez Google.		
Tableau des appareils et primes	La Police d'assurance est facultative. La prime de la Police dépend de la catégorie d'appareil du Matériel assuré et de la durée de la Police, comme indiqué dans le tableau ci-dessous. Les primes des Polices sont calculées sur la base des coûts des sinistres prévus par la Police, plus les frais de la compagnie, les commissions et les taxes sur les primes applicables.		
	Matériel assuré	Prime mensuelle de la police	Prime de la police de deux ans
	Pixel Watch 2, Pixel Watch 3 (41 mm et 45 mm), Pixel Watch 4 (41 mm et 45 mm)	5 \$/mois	119 \$
	Pixel Watch 5 (41 mm et 45 mm)	6 \$/mois	139 \$
	Pixel Tablet	6 \$/mois	129 \$
	Pixel 8a	7 \$/mois	139 \$
	Pixel 9a, Pixel 10a	8 \$/mois	189 \$
	Pixel 8, Pixel 9	10 \$/mois	209 \$
	Pixel 10, Pixel 11	14 \$/mois	319 \$
	Pixel 8 Pro, Pixel 9 Pro, Pixel 9 Pro XL, Pixel 10 Pro, Pixel 10 Pro XL	15 \$/mois	329 \$
	Pixel 9 Pro Fold, Pixel 10 Pro Fold	18 \$/mois	359 \$
	Pixel 11 Pro, Pixel 11 Pro XL	16 \$/mois	339 \$
	Pixel 11 Pro Fold	19 \$/mois	369 \$
	Liste partielle des appareils admissibles à la date du 8 janvier 2026. Cette liste peut être modifiée de temps à autre. Si Votre appareil n'est pas mentionné ci-dessus et si Vous souhaitez obtenir une liste complète et à jour des appareils, veuillez visiter le site Internet asurion.com/googleclaims/frca ou composer le +1 866 788-5776. Certains appareils peuvent être déplacés dans une catégorie différente pendant la durée de l'adhésion.		
Rémunération du distributeur	Google reçoit un pourcentage de la prime pour chaque Police, comme indiqué dans le tableau ci-dessous.		
	Matériel assuré	Police mensuelle	Police de deux ans
	Pixel Watch 2, Pixel Watch 3 (41 mm et 45 mm), Pixel Watch 4 (41 mm et 45 mm)	31,2 %	39,1 %
	Pixel Tablet	39,9 %	42,5 %
	Pixel 8a	46,2 %	45,5 %
	Pixel Watch 5 (41 mm et 45 mm)	30,1 %	36,9 %
	Pixel 9a, Pixel 10a	43,5 %	49,3 %
	Pixel 8, Pixel 9	51,7 %	52,6 %
	Pixel 10, Pixel 11	48,1 %	52,1 %
	Pixel 10 Pro, Pixel 10 Pro XL, Pixel 8 Pro, Pixel 9 Pro, Pixel 9 Pro XL	50,5 %	53,1 %
	Pixel 10 Pro Fold, Pixel 9 Pro Fold	56,1 %	55,6 %
	Pixel 11 Pro, Pixel 11 Pro XL	52,6 %	54,0 %
	Pixel 11 Pro Fold	57,6 %	56,4 %

Résumé des caractéristiques du produit – suite

Durée de la garantie	La durée de la présente Police commence à courir à la date de prise d'effet indiquée sur Votre confirmation d'adhésion et se poursuit pendant la durée indiquée sur celle-ci, à moins qu'elle ne soit annulée. La garantie pour les Sinistres assurés causés par des dommages accidentels résultant de la manipulation (« DAM ») et par la surtension commence à courir à la date de prise d'effet indiquée sur Votre confirmation d'adhésion. Toutes les autres garanties prennent effet immédiatement après l'expiration de celle du fabricant. La Police comprend la garantie du fabricant; elle ne remplace pas celle dont le fabricant est responsable, et Nous pouvons Vous recommander au fabricant ou au détaillant pendant cette période. La Police offre certains avantages supplémentaires pendant la période de garantie du fabricant et continue de fournir certains de ceux du fabricant, ainsi que certains avantages supplémentaires, après l'expiration de la garantie du fabricant.
Ce qui est garanti	La Police couvre les frais de remplacement ou les frais de pièces et de main-d'œuvre pour réparer Votre Matériel assuré dans l'éventualité où celui-ci ne fonctionnerait pas en raison d'une défaillance opérationnelle, mécanique, électrique ou structurelle résultant (i) de défauts de matériaux et/ou de fabrication; (ii) d'une usure normale; (iii) d'une surtension; (iv) de dommages involontaires et accidentels résultant de la manipulation dans le cadre d'une utilisation normale (« DAM ») pour les appareils électroniques portables admissibles. À Notre seule discrétion, Nous : (1) réparerons le Matériel assuré ou (2) le remplacerons par du Matériel de remplacement. Les pièces non originales peuvent être utilisées pour la réparation du Matériel assuré. Un service d'envoi postal ou de retour peut être proposé; l'administrateur Vous informera du type de service auquel Votre Matériel assuré est admissible lors du dépôt de Votre réclamation.
Ce qui n'est pas garanti	La Police ne couvre pas : 1> les dommages accessoires ou indirects; 2> les sinistres résultant de cas de force majeure ou de catastrophes, qu'elles soient naturelles ou de cause humaine, d'un incendie, de fumée, d'une inondation, d'une explosion, d'une guerre, de désordres civils, d'une émeute, d'un acte de terrorisme, d'un événement nucléaire, d'une grève, d'un embargo, d'actes du gouvernement, de l'autorité militaire ou d'éléments; 3> la perte, le vol, l'abus, les actes malveillants, l'utilisation abusive, les dommages intentionnels, le vandalisme, l'installation inappropriée ou la négligence du client; 4> les dommages résultant de la corrosion, de la saleté, de la moisissure, de la rouille, du sable, ou causés par des insectes ou des animaux; 5> les sinistres préexistants subis par le Matériel assuré survenant avant le moment où celui-ci a été établi comme Matériel assuré; 6> les changements ou améliorations chromatiques, de texture, de finition, d'expansion, de contraction ou les dommages à l'aspect esthétique du Matériel assuré, quelle qu'en soit la cause, y compris, mais sans s'y limiter, les rayures et les marques, qui n'affectent pas la fonction mécanique ou électrique du Matériel assuré. 7> les réparations effectuées par un personnel de réparation non autorisé; 8> le Matériel assuré avec un numéro de série ou un numéro ILEM modifié ou manquant; 9> le diagnostic « aucun problème détecté » ou le fait de ne pas suivre les instructions du fabricant; 10> les dommages ou les pertes de données ou du système d'exploitation, y compris les dommages ou les pertes subis à la suite de réparations ou de remplacements en vertu de la présente Police; 11> les sinistres ou les dommages au logiciel pour quelque raison que ce soit, y compris, mais sans s'y limiter : les virus et vers informatiques, les chevaux de Troie, les logiciels publicitaires, les logiciels espions, les micrologiciels ou tout autre logiciel; 12> les accessoires de téléphone cellulaire qui ne sont pas inclus dans la boîte par le fabricant, y compris, mais sans s'y limiter : les chargeurs, les casques d'écoute, les coques et les étuis; 13> les dommages causés par des corps étrangers; 14> les sinistres résultant d'un défaut de conception ou de fabrication systémique, ou d'une défaillance couverte par la garantie du fabricant ou le rappel du fabricant en vigueur au moment de la défaillance. En outre, le Matériel assuré n'inclut pas les éléments suivants, qui ne sont pas couverts par la Police : 1> les appareils de contrebande ou les biens faisant l'objet d'une activité illégale de transport ou d'un commerce illégal; 2> les dommages causés aux biens pendant leur transport vers vous; 3> les chargeurs de batterie; 4> les accessoires; 5> les modifications, les altérations ou les réparations non autorisées, y compris l'utilisation de pièces tierces non fournies ou non certifiées par le fabricant; 6> le Matériel assuré auquel il manque une ou plusieurs pièces.

Résumé des caractéristiques du produit – suite

Faire une réclamation	Si Votre Matériel assuré subit un Sinistre assuré, Vous pouvez déposer une réclamation en ligne sur le site Internet asurion.com/googleclaims/frca vingt-quatre (24) heures sur vingt-quatre, sept (7) jours sur sept ou par téléphone au +1 866 788-5776, de 7 h HNC à 19 h HNC, du lundi au dimanche. Vous devez soumettre votre réclamation avant d'obtenir le service pour que la garantie s'applique; toutes les réparations ou tous les remplacements doivent être autorisés à l'avance. Les réparations et les remplacements non autorisés peuvent ne pas être garantis. Une franchise s'applique pour chaque réclamation approuvée, comme indiqué dans la section Franchises ci-dessous. Vous devez déposer votre réclamation dès que Vous prenez connaissance d'un Sinistre assuré, et le non-respect de cette consigne entraînera la perte de la garantie en vertu de la présente Police si Nous subissons un préjudice.		
Matériel de remplacement	Les réclamations peuvent être réglées avec un produit neuf, remis à neuf ou réusiné, ou avec un produit dont les caractéristiques et les fonctionnalités sont égales ou similaires, et dont les performances sont conformes aux spécifications d'usine du produit d'origine. Les progrès technologiques peuvent faire en sorte que le prix de vente d'un produit de remplacement soit inférieur à celui du produit d'origine.		
Franchise	Vous devez payer une franchise pour chaque réclamation approuvée, comme indiqué dans le barème des franchises ci-dessous, plus les taxes applicables. La franchise doit Nous être payée avant la prestation du service avec une carte de débit ou de crédit valide ou un autre mode de paiement électronique que Nous approuvons. Le montant de la franchise est basé sur la catégorie d'appareil du Matériel assuré faisant l'objet d'une réclamation. Certains appareils peuvent être déplacés dans une catégorie de franchise différente pendant leur cycle de vie.		
	Catégorie de Matériel assuré :	Réparation d'écran fissuré en cas de DAM (pour le Matériel assuré admissible) :	Remplacement
	Catégorie 1 : aucun	39 \$	49 \$
	Catégorie 2 : Pixel Watch 2 (41 mm et 45 mm), Pixel Watch 3 (41 mm et 45 mm), Pixel Watch 4 (41 mm et 45 mm), Pixel Tablet, Pixel 8a	39 \$	59 \$
	Catégorie 3 : Pixel 8, Pixel 9a, Pixel 9, Pixel 10a, Pixel Watch 5 (41mm et 45mm)	39 \$	99 \$
	Catégorie 4 : aucun	39 \$	119 \$
	Catégorie 5 : Pixel 8 Pro, Pixel 9 Pro, Pixel 9 Pro XL, Pixel 9 Pro Fold, Pixel 10, Pixel 10 Pro, Pixel 10 Pro XL, Pixel 10 Pro Fold, Pixel 11, Pixel 11 Pro, Pixel 11 Pro XL, Pixel 11 Pro Fold	39 \$	159 \$
	Catégorie 6 : aucun	39 \$	129 \$
	Catégorie 7 : aucun	39 \$	189 \$
Limite au nombre de réclamations	Le montant maximal que Nous payerons est de 2 000 \$ par réclamation. La Police couvre un maximum de deux (2) réclamations en raison de DAM au cours d'une période de douze (12) mois consécutifs. Chaque période de douze (12) mois commence à la date de Votre première réclamation en raison de DAM. Il n'y a pas de limite au nombre de réclamations pour tous les autres Sinistres assurés pendant la durée de la présente Police. Advenant que Vous atteigniez la limite de deux (2) réclamations en raison de DAM au cours d'une période de douze (12) mois, Vous continuerez de bénéficier d'une garantie pour d'autres réclamations pour des Sinistres assurés, mais Vous ne pourrez pas faire de réclamations supplémentaires en raison de DAM tant que les réclamations précédentes n'auront pas été supprimées de Votre compte douze (12) mois après le traitement de chaque réclamation.		
Appel de la décision de l'Assureur concernant une réclamation	Vous pouvez faire appel de la décision de l'Assureur si Vous n'êtes pas d'accord avec celle-ci. Vous disposez de soixante (60) jours à compter de la date de refus de Votre réclamation par l'Assureur pour faire appel de la décision. Votre appel doit être adressé par écrit à l'Assureur ou à l'Administrateur. Vous recevrez une réponse écrite dans les trente (30) jours suivant la réception de Votre demande d'appel. Vous pouvez également communiquer avec l'Autorité des marchés financiers ou avec Votre propre conseiller juridique.		
Politique de résiliation	Vous pouvez résilier la présente Police en tout temps et pour n'importe quelle raison en visitant le site Internet store.google.com/preferred_care et en accédant à votre compte Google Store, ou en écrivant à l'Administrateur à l'adresse suivante : 600-1741, Lower Water Street, P.O. Box 997, Halifax (Nouvelle-Écosse) B3J 2X2, Canada. Si Vous avez besoin d'aide pour résilier votre Police, veuillez composer le +1 866 745-1749. Si la Police est résiliée par l'une ou l'autre des parties : a) dans les trente (30) jours suivant la réception de la Police, Vous recevrez un remboursement complet du prix payé pour la Police, à condition qu'aucun service n'ait été effectué, ou b) plus de trente (30) jours après la réception de la Police, Vous recevrez un remboursement au prorata, déduction faite de tout service reçu. Nous procéderons à la résiliation de la présente Police en cas de fraude ou de fausse déclaration importante. La réparation ou le remplacement non autorisé du Matériel assuré entraînera la résiliation de la présente Police par Nos soins. En cas de résiliation par Nos soins, un avis de résiliation Vous sera envoyé par la poste au moins trente (30) jours avant l'entrée en vigueur de la résiliation.		

Résumé des caractéristiques du produit – suite

Conséquences d'une fausse déclaration	Toute fausse déclaration, représentation inexacte ou omission de divulgation peut entraîner la résiliation de la Police, le refus de la garantie ou le refus ou la réduction des prestations.
Litiges	Vous pourrez trouver une réponse à la plupart de Vos préoccupations en appelant simplement Asurion au +1 866 788-5776. Dans le cas peu probable où Asurion ne pourrait pas résoudre votre différend de manière informelle, Vous pouvez communiquer avec CNA Canada.
PLAINTES contre l'Assureur et relatives aux processus de traitement des réclamations	Pour déposer une plainte et accéder à la politique de l'Assureur sur le traitement des réclamations, veuillez cliquer sur le lien suivant : https://www.cnacanada.ca/complaints .
Renseignements personnels	Les renseignements personnels comprennent des renseignements factuels ou subjectifs sur une personne identifiable. Nous recueillons, utilisons ou divulguons les renseignements personnels que Nous recueillons en lien avec la Police (ci-après les « renseignements personnels ») à Google, Asurion et CNA Canada. Google, Asurion et CNA Canada recueillent Vos renseignements personnels par l'entremise des sites Web de l'administrateur de la Police et de l'Assureur, du portail de règlement des sinistres géré par l'administrateur de la Police et des appels téléphoniques à l'administrateur de la Police ou à l'Assureur. Google, Asurion et CNA Canada utilisent Vos renseignements personnels pour administrer la Police, y compris, mais sans s'y limiter, pour détecter et prévenir les fraudes, enquêter sur les fraudes et les activités non autorisées ou illégales, évaluer et traiter les réclamations, créer et gérer les dossiers, procéder à l'assurance ou à la réassurance des responsabilités civiles mentionnées dans la Police et pour fournir des services à la clientèle. Nous pouvons également utiliser et divulguer Vos renseignements personnels à d'autres fins, avec Votre consentement ou comme le permet ou l'exige la loi. Google, Asurion et CNA Canada peuvent échanger Vos renseignements personnels au besoin aux fins décrites ci-dessus. Cela implique le transfert de données à l'extérieur du Québec, ainsi qu'au Canada et aux États-Unis. Google, Asurion et CNA Canada conserveront et utiliseront Vos renseignements personnels aussi longtemps que nécessaire pour mettre en œuvre, administrer et gérer la Police, ou comme requis pour se conformer aux obligations légales ou réglementaires.
Confidentialité	Vos renseignements peuvent être traités et stockés aux États-Unis et peuvent être assujettis à l'accès par les autorités américaines en vertu des lois en vigueur. Google, Asurion et CNA Canada Vous offrent de nombreuses façons de faire des choix concernant Vos renseignements personnels, comme y accéder, les corriger et les supprimer, ou mettre à jour Vos choix quant à la façon dont ils sont utilisés. Pour en savoir plus sur Vos droits concernant Vos renseignements personnels avec Asurion, veuillez visiter le site Internet asurion.com/privacy-policy-ca-fr/ ou écrire à Asurion, à l'attention de : Privacy Office c/o Office of the General Counsel, 140 11th Ave. N., Nashville (TN) 37203, États-Unis. Les demandes d'accès doivent être faites par écrit, soit par l'entremise du lien du portail fourni ci-dessus, soit par courriel ou par la poste. Vous pouvez également obtenir une copie de la Politique de confidentialité d'Asurion en visitant le site Internet asurion.com/privacy-policy-ca-fr/. Vous pouvez consulter la Politique de confidentialité de l'Assureur pour comprendre comment nous recueillons et utilisons Vos renseignements personnels. Vous pouvez demander à consulter Vos renseignements personnels figurant dans Votre dossier ou demander une correction en écrivant à l'adresse suivante : The Privacy Officer, Compagnie d'assurance Continental Casualty, 66 Wellington Street West, Suite 3700, Toronto (Ontario) M5K 1J5, Canada. Pour en savoir plus sur la confidentialité chez CNA, veuillez visiter le site Internet www.cnacanada.ca.

L'objectif de cette fiche d'information est de vous informer de vos droits.
Elle ne dégage ni l'assureur ni le distributeur de leurs obligations envers vous.

PARLONS ASSURANCE !

Nom du distributeur : Google Canada Corporation

Nom de l'assureur : Compagnie d'assurance Continental Casualty

Nom du produit d'assurance : Protection privilégiée



LIBERTÉ DE CHOISIR

Vous n'êtes jamais obligé d'acheter une assurance :

- qui vous est offerte chez votre distributeur;
- auprès d'une personne que l'on vous désigne;
- ou pour obtenir un meilleur taux d'intérêt ou tout autre avantage.

Même si vous êtes tenu d'être Assuré, **vous n'êtes pas obligé** d'acheter l'assurance que l'on vous offre présentement. **C'est à vous de choisir** votre produit d'assurance et votre assureur.



COMMENT CHOISIR

Pour bien choisir le produit d'assurance qui vous convient, nous vous recommandons de lire le sommaire qui décrit le produit d'assurance que l'on doit vous remettre.



RÉMUNÉRATION DU DISTRIBUTEUR

Une partie de ce que vous payez pour l'assurance sera versée en rémunération au distributeur. Lorsque cette rémunération est supérieure à 30 %, il a l'**obligation** de vous le dire.



DROIT D'ANNULER

La Loi vous permet de mettre fin à votre assurance, **sans frais**, dans les 10 jours suivant l'achat de votre assurance. L'assureur peut toutefois vous accorder un délai plus long. Après ce délai, si vous mettez fin à votre assurance, des frais pourraient s'appliquer. **Informez-vous** auprès de votre distributeur du délai d'annulation **sans frais** qui vous est accordé.

Lorsque le coût de l'assurance est ajouté au montant du financement et que vous annulez l'assurance, il est possible que les versements mensuels de votre financement ne changent pas. Le montant du remboursement pourrait plutôt servir à **diminuer la durée du financement**. **Informez-vous** auprès de votre distributeur.

L'Autorité des marchés financiers peut vous fournir de l'information **neutre et objective**.

Visitez le www.lautorite.qc.ca ou appelez l'Autorité au 1 877 525-0337.

Espace réservé à l'assureur

LA LOI SUR LES ASSUREURS VOUS DONNE DES DROITS IMPORTANTS.

AVIS DE RÉSILIATION

La Loi Vous donne le droit de résilier un contrat d'assurance que Vous avez conclu sans l'entremise d'un représentant dans les dix (10) jours suivant la date de réception de la Police, sans pénalité, à moins que votre contrat n'ait pris fin au moment de le résilier.

Pour résilier le contrat, Vous devez remettre à l'Assureur, dans ce délai, un avis par courrier recommandé ou par tout autre moyen qui Vous permet d'obtenir un accusé de réception.

Attention : Vous pouvez perdre les conditions avantageuses qui Vous ont été consenties en vertu de ce contrat d'assurance. Veuillez communiquer avec votre Assureur ou vous reporter à votre contrat.

Après ce délai, Vous pouvez résilier le contrat d'assurance en tout temps, mais des pénalités pourraient s'appliquer.

Pour en savoir plus, veuillez communiquer avec l'Autorité des marchés financiers par téléphone au +1 877 525-0337 ou visiter son site Internet à l'adresse www.lautorite.qc.ca.

AVIS DE RÉSILIATION D'UN CONTRAT D'ASSURANCE

Destinataire(s) : La Compagnie d'assurance Continental Casualty a/s d'Asurion Canada Services Corporation

(nom de l'Assureur)

600-1741 Lower Water Street, P.O. Box 997, Halifax (Nouvelle-Écosse) B3J 2X2, Canada

(adresse de l'Assureur)

Date : _____

(date d'envoi de l'avis)

Conformément à l'article 64 de la Loi sur les Assureurs, je demande par la présente la résiliation du contrat d'assurance n° : _____

(numéro du contrat, si indiqué)

Conclu le : _____

(date de signature du contrat)

À : _____

(lieu de la signature du contrat)

(nom du client)

(signature du client)

M.O. 2019-05, Ann. 1.

Protection privilégiée

– POUR LA CLIENTÈLE DU QUÉBEC –

Le présent document est un contrat d'assurance légal (ci-après dénommé la « Police »). En y souscrivant, Vous comprenez qu'il s'agit d'un contrat et Vous reconnaissez que Vous avez eu l'occasion de lire les conditions générales qui y sont énoncées. En souscrivant la présente Police, Vous consentez à ce qu'Asurion Canada Services Corp. et la Compagnie d'assurance Continental Casualty, recueillent, utilisent et divulguent les renseignements personnels décrits ci-dessous, y compris leur capacité à les partager avec Google Canada Corporation (« Google »), qui est le Vendeur de la présente Police. Vous consentez également à ce que Vos renseignements personnels soient utilisés et divulgués à d'autres fins, comme le permet ou l'exige la loi.

Assureur : L'entreprise soumise à la présente Police est la suivante :

- **La Compagnie d'assurance Continental Casualty (« CNA Canada »)**, dont l'adresse est : 66, Wellington Street West, Suite 3700, Toronto (Ontario) M5K 1J5 (Canada); téléphone : +1 800 831-4262; site Internet : www.cnacanada.ca.

Aux fins de la Loi sur les sociétés d'assurance (Canada), la présente Police a été émise dans le cadre des activités d'assurance de l'Assureur au Canada.



Représentant autorisé

La présente Police contient une clause susceptible de limiter le montant dû.

- I. DÉFINITIONS** : Tout au long de la présente Police, les termes suivants ont les définitions suivantes : **(1) « Administrateur »** s'entend d'Asurion Canada Services Corporation. L'Administrateur peut être contacté par voie postale à l'adresse suivante : 600-1741 Lower Water Street, P.O. Box 997, Halifax (Nouvelle-Écosse) B3J 2X2, Canada; **(2) « Assuré », « Vous », « Votre » et « Vos »** s'entendent de la personne qui a acheté le Matériel assuré et souscrit la présente Police; **(3) « Assureur », « Nous », « Notre » et « Nos »** s'entendent de CNA Canada comme mentionné ci-dessus; **(4) « Matériel assuré »** s'entend de l'appareil que Vous avez acheté en même temps et qui est couvert par la présente Police à la date d'adhésion, comme indiqué par Votre identifiant d'appareil Google, qui comprend le numéro de série électronique (NSE) ou le numéro d'identification international de l'équipement mobile (IEM); **(5) « Matériel de remplacement »** s'entend du **MATÉRIEL NEUF, REMIS À NEUF OU RÉUSINÉ, PRÉSENTANT DES CARACTÉRISTIQUES ET DES FONCTIONNALITÉS IDENTIQUES OU SIMILAIRES, ET FONCTIONNANT CONFORMÉMENT AUX SPÉCIFICATIONS D'USINE DU MATÉRIEL ASSURÉ D'ORIGINE, QUE NOUS VOUS FOURNISSONS EN CAS DE SINISTRE ASSURÉ DU MATÉRIEL ASSURÉ.** Les progrès technologiques peuvent faire en sorte que le prix de vente du Matériel de remplacement soit inférieur à celui de l'équipement d'origine.

(6) « Sinistre assuré » s'entend de la défaillance du Matériel assuré à fonctionner en raison d'un problème opérationnel, mécanique, électrique, ou d'une défaillance structurelle résultant (i) de défauts de matériaux et/ ou de fabrication; (ii) d'une usure normale; (iii) d'une surtension; (iv) de dommages involontaires et accidentels résultant de la manipulation dans le cadre d'une utilisation normale (« DAM ») pour les appareils électroniques portables admissibles. **(7) « Vendeur »** s'entend de Google, le Vendeur de la présente Police.

- II. INSTRUCTIONS** : La présente Police, y compris les dispositions, les conditions, les montants et les exclusions, ainsi que la confirmation de Votre adhésion à la présente Police ou de sa réception, constitue l'intégralité de l'entente entre Vous et Nous. Veuillez la conserver ainsi que le reçu ou la confirmation d'adhésion à titre de référence ultérieure; Vous pourriez en avoir besoin pour bénéficier du service. Nous recommandons fortement (sans que cela constitue une condition de la présente Police) la sauvegarde régulière des données et des logiciels. Le cas échéant, il est important que Vous sauvegardiez tous les fichiers de données présents sur Votre Matériel assuré avant le début du service; les réparations de votre Matériel assuré peuvent entraîner la suppression de ces fichiers de données.
- III. DURÉE DE LA GARANTIE** : La durée de la présente Police commence à courir à la date de prise d'effet indiquée sur Votre confirmation d'adhésion et se poursuit pendant la durée indiquée sur celle-ci, à moins qu'elle ne soit annulée. La garantie pour les Sinistres assurés causés par des DAM et par la surtension commence à courir à la date de prise d'effet indiquée sur Votre confirmation d'adhésion. Toutes les autres garanties prennent effet immédiatement après l'expiration de la celle du fabricant. La présente Police comprend la garantie du fabricant; elle ne remplace pas celle dont le fabricant est responsable, et Nous pouvons vous recommander au fabricant ou au détaillant pendant cette période. La présente Police offre certains avantages supplémentaires pendant la période de garantie du fabricant et continue de fournir certains de ceux du fabricant, ainsi que certains avantages supplémentaires, après l'expiration de la garantie du fabricant. Si Nous réparons votre Matériel assuré au moment de la résiliation ou de l'expiration de la présente Police, la durée de la présente Police sera prolongée jusqu'à ce que la réparation couverte soit terminée et que le Matériel assuré ou de remplacement Vous ait été livré ou fourni.
- IV. CE QUI EST GARANTI** : Si le Matériel assuré tombe en panne en raison d'un Sinistre assuré, nous le réparerons ou, à Notre seule discrétion, le remplacerons par un appareil de type et de qualité comparables. Si Nous déterminons que Nous ne pouvons pas réparer ou remplacer Votre Matériel assuré, Nous pouvons, à Notre seule discrétion : Vous accorder un crédit ou un chèque correspondant au coût de remplacement du Matériel assuré, tel que déterminé par Nous, en fonction de sa valeur immédiatement avant la panne. Les pièces non originales peuvent être utilisées

pour la réparation du Matériel assuré. IL N'Y A AUCUNE ASSURANCE, DÉCLARATION OU GARANTIE QUE LE MATÉRIEL DE REMPLACEMENT SERA IDENTIQUE À L'ARTICLE REMPLACÉ OU QU'IL OFFRIRA LES MÊMES FONCTIONNALITÉS QUE CELUI-CI.

Le Matériel de remplacement sera neuf ou remis à neuf, à Notre seule discrétion. L'appareil fourni comme Matériel de remplacement devient immédiatement le Matériel assuré. Vous Nous cédez par les présentes tous les droits et avantages de toute garantie du fabricant ou autre garantie accessoire relative à tout Matériel assuré que Nous remplaçons. **REMARQUE : Pour Votre matériel assuré :** Vous avez la responsabilité de sauvegarder tous les logiciels et toutes les données avant le début d'une réparation. Nous ne serons pas tenus responsables des données perdues, y compris les documents, les bases de données, les messages, les licences, les contacts, les mots de passe, les livres, les magazines, les jeux, les photos, les vidéos, les sonneries, la musique ou d'autres logiciels ou données non standard contenues dans votre Matériel assuré.

V. FAIRE UNE RÉCLAMATION : Si Votre Matériel assuré subit un Sinistre assuré, Vous pouvez déposer une réclamation en ligne sur le site Internet asurion.com/googleclaims/frca vingt-quatre (24) heures sur vingt-quatre, sept (7) jours sur sept, ou par téléphone auprès du service à la clientèle au +1 866 788-5776 pour parler à un agent. **Toutes les réclamations doivent être autorisées à l'avance. Les réparations et les remplacements non autorisés peuvent ne pas être garantis.** À Notre seule discrétion, Nous fournirons des services de règlement des réclamations dans des centres de réparation autorisés, chez des fournisseurs de services autorisés ou par la poste. Nous prendrons en charge les frais d'expédition de Votre Matériel assuré à destination et en provenance du centre de service autorisé si un service de dépôt est nécessaire. Nous pouvons Vous demander de remplir un formulaire de facilitation de déclaration de sinistre avant de recevoir un service, le remplacement d'un appareil ou un remboursement au titre de la présente Police. Vous devez déposer Votre réclamation dès que Vous prenez connaissance d'un Sinistre assuré, et le non-respect de cette consigne entraînera la perte de la garantie en vertu de la présente Police si Nous subissons un préjudice. Dans le cas où Nous organisons la réparation de Votre Matériel assuré, Nous pourrions Vous demander d'envoyer par courrier le Matériel assuré à réparer ou de le faire livrer. Si Nous prenons les dispositions nécessaires pour le remplacement de Votre Matériel assuré, Nous Vous fournirons le Matériel de remplacement par la poste dans les quatorze (14) jours ouvrables, dans la plupart des cas, ou Nous pourrions Vous demander de ramasser le Matériel de remplacement à un point de vente au détail de Votre région. Vous pouvez également être tenu de présenter une pièce d'identité avec photo émise par Votre province de résidence ou par le gouvernement fédéral, autre qu'un permis ou une carte d'étudiant ou professionnelle, comme condition de réception d'un service de réparation, d'un produit de remplacement ou d'un remboursement au titre de la présente Police.

VI. SERVICE INTERNATIONAL : Le service en vertu de la présente Police n'est pas offert à l'extérieur du Canada.

VII. FRANCHISE : Si Votre Matériel assuré subit un sinistre, Vous devez payer une franchise comme indiqué dans le barème des franchises ci-dessous, plus les taxes applicables. La franchise doit Nous être payée avant la prestation du service avec une

carte de débit ou de crédit valide ou un autre mode de paiement électronique que Nous approuvons. Le montant de la franchise est calculé en fonction de la catégorie du Matériel assuré faisant l'objet d'une réclamation, comme indiqué dans le barème des franchises figurant ci-dessous. Veuillez visiter le site Internet asurion.com/googleclaims/frca pour connaître la franchise propre à Votre appareil.

Catégorie de Matériel assuré :	Réparation d'écran fissuré en cas de DAM (pour le Matériel assuré admissible) :	Remplacement :
Catégorie 1	39 \$	49 \$
Catégorie 2	39 \$	59 \$
Catégorie 3	39 \$	99 \$
Catégorie 4	39 \$	119 \$
Catégorie 5	39 \$	159 \$
Catégorie 6	39 \$	129 \$
Catégorie 7	39 \$	189 \$

VIII. FRAIS DE NON-RETOUR : Le Matériel assuré dont le remplacement a été approuvé doit Nous être retourné. Vous devrez retourner le Matériel assuré défectueux à un fournisseur de services autorisé, ou Nous pouvons Vous demander de Nous le retourner à Nos frais dans les quatorze (14) jours suivant la livraison de Votre Matériel de remplacement, dans l'enveloppe de retour que Nous Vous fournissons. Vous devez retourner le Matériel assuré selon Nos instructions, y compris en le déverrouillant, ou payer les frais liés au Matériel non retourné applicables au modèle de Matériel assuré que Nous remplaçons. **POUR ÉVITER CES FRAIS, IL VOUS SUFFIT DE RETOURNER LE MATÉRIEL ASSURÉ CONFORMÉMENT À NOS INSTRUCTIONS.**

IX. PRIME : Vous acceptez de payer la prime initiale ou mensuelle pour la durée de la présente Police, qui Vous a été communiquée au moment de Votre adhésion à la présente Police et qui est également décrite dans le Résumé des caractéristiques du produit. Le non-paiement de Votre part entraînera la résiliation de la Police.

X. MONTANTS DE GARANTIE DE LA POLICE :

- La présente Police couvrira jusqu'à deux (2) réclamations en raison de DAM couvertes au cours d'une période continue de douze (12) mois. La période de douze (12) mois est calculée en fonction de la date du sinistre pour chaque panne résultant de DAM garantie. Il n'y a pas de limite au nombre de réclamation pour tous les autres Sinistres assurés. Le montant maximal que Nous payerons pour remplacer ou réparer le Matériel assuré est de 2 000,00 \$ par réclamation.
- Advenant que Vous atteigniez la limite de deux (2) réclamations en raison de DAM au cours d'une période continue de douze (12) mois, Vous continuerez de bénéficier d'une garantie pour d'autres réclamations pour des Sinistres assurés, mais Vous ne pourrez pas faire de réclamations supplémentaires en raison de DAM tant que les réclamations précédentes n'auront pas été supprimées de Votre compte douze (12) mois après le traitement de chaque réclamation.

XI. EXCLUSIONS : La présente Police ne couvre pas :

- 1> les dommages accessoires ou indirects;
- 2> les sinistres résultant de cas de force majeure ou de catastrophes, qu'elles soient naturelles ou de cause humaine, d'un incendie, de fumée, d'une inondation, d'une explosion, d'une guerre, de désordres civils, d'une émeute, d'un acte de terrorisme, d'un événement nucléaire, d'une grève, d'un embargo, d'actes du gouvernement, de l'autorité militaire ou d'éléments;
- 3> la perte, le vol, l'abus, les actes malveillants, l'utilisation abusive, les dommages intentionnels, le vandalisme, l'installation inappropriée ou la négligence du client;
- 4> les dommages résultant de la corrosion, de la saleté, de la moisissure, de la rouille, du sable, ou causés par des insectes ou des animaux;
- 5> les sinistres préexistants subis par le Matériel assuré survenant avant le moment où celui-ci a été établi comme le Matériel assuré;
- 6> les changements ou améliorations chromatiques, de texture, de finition, d'expansion, de contraction ou les dommages à l'aspect esthétique du Matériel assuré, quelle qu'en soit la cause, y compris, mais sans s'y limiter, les rayures et les marques, qui n'affectent pas la fonction mécanique ou électrique du Matériel assuré.
- 7> les réparations effectuées par un personnel de réparation non autorisé;
- 8> le Matériel assuré avec un numéro de série ou un numéro ILEM modifié ou manquant;
- 9> le diagnostic « aucun problème détecté » ou le fait de ne pas suivre les instructions du fabricant;
- 10> les dommages ou les pertes de données ou du système d'exploitation, y compris les dommages ou les pertes subis à la suite de réparations ou de remplacements en vertu de la présente Police;
- 11> les sinistres ou les dommages au logiciel pour quelque raison que ce soit, y compris, mais sans s'y limiter : les virus et vers informatiques, les chevaux de Troie, les logiciels publicitaires, les logiciels espions, les micrologiciels ou tout autre logiciel;
- 12> les accessoires de téléphone cellulaire qui ne sont pas inclus dans la boîte par le fabricant, y compris, mais sans s'y limiter : les chargeurs, les casques d'écoute, les coques et les étuis;
- 13> les dommages causés par des corps étrangers;
- 14> les sinistres résultant d'un défaut de conception ou de fabrication systémique, ou d'une défaillance couverte par la garantie du fabricant ou le rappel du fabricant en vigueur au moment de la défaillance.

En outre, le Matériel assuré n'inclut pas les éléments suivants, qui ne sont pas couverts par la Police :

- 1> les appareils de contrebande ou les biens faisant l'objet d'une activité illégale de transport ou d'un commerce illégal;
- 2> les dommages causés aux biens pendant leur transport vers Vous;
- 3> les chargeurs de batterie;
- 4> les accessoires;

- 5> les modifications, les altérations ou les réparations non autorisées, y compris l'utilisation de pièces tierces non fournies ou non certifiées par le fabricant;
- 6> le Matériel assuré auquel il manque une ou plusieurs pièces.

XII. RENOUELEMENT : La présente Police ne peut pas être renouvelée.

XIII. TRANSFERT DE CONTRAT : Vous ne pouvez pas transférer la présente Police et Vous ne pouvez pas la céder. La présente Police est transférable à Notre seule discrétion.

XIV. RÉSILIATION : Les dispositions suivantes concernant la résiliation sont assujetties à l'Avis de résiliation et aux dispositions de la section 6 des Conditions générales énoncées dans l'Annexe A des présentes. Vous pouvez résilier la présente Police en tout temps et pour n'importe quelle raison en visitant le site Internet store.google.com/preferred_care et en accédant à Votre compte Google Store, ou en écrivant à l'Administrateur à l'adresse suivante : 600-1741 Lower Water Street, P.O. Box 997, Halifax (Nouvelle-Écosse) B3J 2X2 Canada. Si Vous avez besoin d'aide pour résilier votre Police, veuillez composer le +1 866 745 1745. La présente Police peut être résiliée par Nos soins ou par l'Administrateur pour quelque raison que ce soit et un avis de résiliation Vous sera envoyé par la poste au moins trente (30) jours avant l'entrée en vigueur de la résiliation, et celui-ci indiquera la date de prise d'effet de la résiliation ainsi que la raison de celle-ci. Nous pourrions résilier la présente Police sans délai si Nous découvrons un quelconque abus de celle-ci, une fraude ou une fausse déclaration importante de Votre part ou à Votre connaissance dans le cadre de l'obtention d'une garantie ou de la présentation d'une réclamation, notamment si Vous effectuez une demande pour du matériel qui ne Vous appartient pas. Si la Police est résiliée : (a) par Vous dans les trente (30) jours suivant la réception de celle-ci, Vous recevrez un remboursement complet de toutes les primes que Vous avez versées au titre de la présente Police, y compris la taxe de vente; (b) par Vous après trente (30) jours suivant la réception de celle-ci, ou par Nos soins ou par l'Administrateur à tout moment, Vous recevrez un remboursement égal à 100 % du montant au prorata de la partie non acquise de la prime, moins le coût de toute réclamation qui a été payée ou des réparations qui ont été effectuées.

XV. MODIFICATIONS APPORTÉES À LA POLICE : NOUS POUVONS MODIFIER LA PRIME MENSUELLE, L'ADMINISTRATION OU LES CONDITIONS GÉNÉRALES DE LA PRÉSENTE POLICE DE TEMPS À AUTRE, APRÈS VOUS AVOIR DONNÉ UN PRÉAVIS PAR ÉCRIT TRENTE (30) JOURS AVANT QUE LES MODIFICATIONS SOIENT APPORTÉES. CE PRÉAVIS PEUT VOUS ÊTRE FOURNI PAR VOIE POSTALE OU PAR COURRIEL, OU PAR TOUT AUTRE MOYEN RAISONNABLE. SI VOUS N'ACCEPTEZ PAS LA MODIFICATION DE LA PRIME OU CELLES APPORTÉES AUX CONDITIONS GÉNÉRALES DU CONTRAT, VOUS POUVEZ RÉSILIER LA POLICE À TOUT MOMENT EN NOUS AVISANT OU EN AVISANT L'ADMINISTRATEUR CONFORMÉMENT À LA PRÉSENTE POLICE. LE PAIEMENT DES PRIMES APPLICABLES PAR VOUS, OU UNE DEMANDE DE SERVICE EN VERTU DE LA POLICE, APRÈS RÉCEPTION D'UN TEL AVIS DE MODIFICATION DE LA PRIME OU DE CONDITIONS GÉNÉRALES SERA CONSIDÉRÉ COMME UNE ACCEPTATION DE VOTRE PART DES MODIFICATIONS APPORTÉES À LA PRIME OU AUX CONDITIONS GÉNÉRALES.

XVI. LIMITATION DE RESPONSABILITÉ : EN AUCUN CAS L'ASSUREUR, L'ADMINISTRATEUR OU LE VENDEUR DE LA POLICE NE SERONT RESPONSABLES DES DOMMAGES INDIRECTS, ACCESSOIRES OU CONSÉCUTIFS, Y COMPRIS, MAIS SANS S'Y LIMITER, LES BLESSURES CORPORELLES OU LES PERTES DE REVENUS RÉSULTANT DE OU LIÉS À LA FOURNITURE DE LA POLICE, LA RÉPARATION OU LE REMPLACEMENT DU MATÉRIEL ASSURÉ PAR LA POLICE ET CAUSÉS PAR LA NÉGLIGENCE, L'ERREUR, LA FAUTE OU L'OMISSION DE LA PART DE L'ASSUREUR OU DE L'ADMINISTRATEUR OU DE LEURS SOCIÉTÉS MÈRES, LEURS FILIALES, LEURS SOCIÉTÉS AFFILIÉES, LEURS AGENTS, LEURS EMPLOYÉS, LEURS SOUS-TRAITANTS, LEURS SUCCESEURS ET LEURS AYANTS DROIT.

XVII. FORCE MAJEURE : Nous ne sommes pas responsables des retards ou des manquements dans l'exécution d'une partie quelconque de la présente Police s'ils sont causés par un incendie, une inondation, une explosion, une guerre, une grève, un embargo, une exigence gouvernementale ou d'un organisme de réglementation, d'une autorité civile ou militaire, un cas de force majeure ou d'autres causes similaires indépendantes de Notre volonté.

XVIII. NON-RENONCIATION : Aucune renonciation, en tout ou en partie, à l'une des conditions générales de la présente Police ne doit être interprétée comme une renonciation permanente ou partielle à cette condition générale. Nous pouvons réduire ou renoncer aux frais de service liés aux réclamations pour le Matériel assuré. Vous pourrez consulter le barème des franchises de réclamation actuel sur le site Internet asurion.com/googleclaims/frca ou en prendre connaissance par téléphone en composant le +1 866 788-5776.

XIX. RENSEIGNEMENTS PERSONNELS : Les renseignements personnels comprennent des renseignements factuels ou subjectifs sur une personne identifiable. Nous recueillons, utilisons ou divulguons les renseignements personnels que Nous recueillons en lien avec la Police (ci-après, les « renseignements personnels ») à Google, Asurion et CNA Canada.

Google, Asurion et CNA Canada recueillent Vos renseignements personnels par l'entremise d'un site Web, au moment de l'achat ou de l'adhésion, d'un portail de règlement des sinistres géré par Asurion et par téléphone.

Google, Asurion et CNA Canada utilisent Vos renseignements personnels pour administrer la Police, y compris, mais sans s'y limiter, pour détecter et prévenir les fraudes, enquêter sur les fraudes et les activités non autorisées ou illégales, évaluer et traiter les réclamations, créer et gérer les dossiers, procéder à l'assurance ou à la réassurance des responsabilités civiles mentionnées dans la Police et pour fournir des services à la clientèle. Nous pouvons également utiliser et divulguer Vos renseignements personnels à d'autres fins, avec Votre consentement ou comme le permet ou l'exige la loi.

Google, Asurion et CNA Canada peuvent échanger Vos renseignements personnels au besoin aux fins décrites ci-dessus. Vous reconnaissez que cela implique le transfert de données à l'extérieur du Québec, ainsi qu'au Canada et aux États-Unis.

Google, Asurion et CNA Canada conserveront et utiliseront Vos renseignements personnels aussi longtemps que nécessaire pour

mettre en œuvre, administrer et gérer la Police, ou comme requis pour se conformer aux obligations légales ou réglementaires.

Google, Asurion et CNA Canada Vous offrent de nombreuses façons de faire des choix concernant Vos renseignements personnels, comme y accéder, les corriger ou les supprimer, ou mettre à jour Vos choix quant à la façon dont ils sont utilisés. Pour en savoir plus sur Vos droits concernant Vos renseignements personnels avec Asurion, veuillez visiter le site Internet asurion.com/privacy-policy-ca-fr/ ou écrire à Asurion, à l'attention de : Privacy Office c/o Office of the General Counsel, 140 11th Ave. N., Nashville (TN) 37203, États-Unis. Les demandes d'accès doivent être faites par écrit, soit par l'entremise du lien du portail fourni ci-dessus, soit par courriel ou par la poste. Vous pouvez également obtenir une copie de la Politique de confidentialité d'Asurion en visitant le site Internet asurion.com/privacy-policy-ca-fr/.

XX. LIEU DE STOCKAGE DES DONNÉES : Vos renseignements peuvent être traités et stockés aux États-Unis et peuvent être assujettis à l'accès par les autorités américaines en vertu des lois en vigueur.

CONDITIONS GÉNÉRALES – QUÉBEC

La présente Police est assujettie au Code civil de la province de Québec

Dans certains cas, les références aux articles du Code civil visent à faciliter la lecture uniquement et elles ne doivent pas être interprétées comme des citations exactes.

En ce qui concerne toutes les garanties, sauf en cas d'inapplicabilité.

1. DÉCLARATIONS

1.1 Déclaration du risque (Article 2408)

Le client, ainsi que l'Assuré si l'Assureur le demande, est tenu de déclarer toutes les circonstances connues de lui qui sont de nature à influencer de façon importante un Assureur dans l'établissement de la prime, l'appréciation du risque ou la décision de l'accepter, mais il n'est pas tenu de déclarer les circonstances que l'Assureur connaît ou est présumé connaître en raison de leur notoriété, sauf en réponse aux questions posées.

Le terme « client » s'entend de la personne qui soumet une demande d'assurance.

1.2 Modification importante du risque (Articles 2466 et 2467)

L'Assuré est tenu de déclarer à l'Assureur, promptement, les circonstances qui aggravent les risques stipulés dans la Police et qui résultent de ses faits et gestes si elles sont de nature à influencer de façon importante un Assureur dans l'établissement du taux de la prime, l'appréciation du risque ou la décision de maintenir l'assurance.

L'Assureur qui est informé des nouvelles circonstances peut résilier le contrat ou proposer, par écrit, un nouveau taux de prime. Si la nouvelle prime n'est pas acceptée et payée par l'Assuré dans les trente (30) jours suivant la proposition, la Police cessera d'être en vigueur.

1.3 Fausse déclaration ou réticences (Articles 2410 et 2411)

Les fausses déclarations ou les réticences du client ou de l'Assuré à révéler les circonstances mentionnées dans la section 1.1 et le premier paragraphe de la section 1.2 entraînent, à la demande de l'Assureur, la nullité du contrat, même en ce qui concerne les sinistres non rattachés au risque ainsi dénaturé ou n'ayant pas été divulgué.

À moins que la mauvaise foi du client ou de l'Assuré ne soit établie ou qu'il ne soit démontré que le risque n'aurait pas été accepté par l'Assureur si ce dernier avait connu les circonstances en cause, l'Assureur demeure tenu de l'indemnité envers l'Assuré, dans le rapport de la prime perçue à celle qu'il aurait dû percevoir.

1.4 Engagements formels (Article 2412)

Toute aggravation du risque découlant d'un manquement aux engagements formels a pour effet de suspendre la garantie jusqu'à ce que l'Assureur accepte le risque aggravé ou jusqu'à ce que l'Assuré respecte à nouveau ses engagements.

2. DISPOSITIONS GÉNÉRALES

2.1 Intérêts d'assurance (Articles 2481 et 2484)

(Applicable à l'assurance des biens seulement)

Une personne a un intérêt d'assurance dans un bien lorsque la perte ou la détérioration de celui-ci peut lui causer un préjudice

direct et immédiat. L'intérêt doit exister au moment du sinistre, mais il n'est pas nécessaire que le même intérêt ait existé pendant toute la durée du contrat. L'assurance d'un bien pour lequel l'Assuré n'a aucun intérêt d'assurance est nulle.

2.2 Modifications (Article 2405)

Les conditions de la présente Police ne devront en aucun cas faire l'objet de renonciations ou de modifications, sauf sous la forme d'avenants.

2.3 Transfert de contrat (Articles 2475 et 2476)

La présente Police ne peut être cédée qu'avec le consentement de l'Assureur et qu'en faveur d'une personne ayant un intérêt d'assurance dans le bien assuré.

Lors du décès de l'Assuré, de sa faillite ou de la cession, entre coassurés, de leur intérêt dans l'assurance, celle-ci continue au profit de l'héritier, du syndic ou de l'Assuré restant, à charge pour eux d'exécuter les obligations dont l'Assuré était tenu.

2.4 Livres et archives

L'Assureur et ses représentants autorisés auront le droit d'examiner les livres et les archives de l'Assuré relatifs à l'objet de la présente Police à tout moment au cours de la période de validité de celle-ci et pendant une période subséquente de trois (3) ans.

2.5 Inspection

L'Assureur et ses représentants autorisés ont le droit, mais ne sont pas tenus, de mener une enquête sur le risque, d'informer l'Assuré de la situation constatée et de recommander des modifications. Les inspections, enquêtes, conclusions ou recommandations ne concernent que l'assurabilité et les primes à facturer. Elles ne constituent pas une garantie que les locaux, les biens ou les activités soient sécuritaires ou salubres ou conformes aux lois, aux codes ou aux normes.

2.6 Devise

Tous les montants de garantie, les primes et les autres montants indiqués dans la présente Police sont exprimés en dollars canadiens.

3. SINISTRES

3.1 Avis de sinistre (Article 2470)

L'Assuré doit déclarer à l'Assureur tout sinistre de nature à mettre en jeu la garantie, dès qu'il en a connaissance. Tout intéressé peut faire cette déclaration.

Lorsque l'Assureur n'a pas été ainsi informé et qu'il en a subi un préjudice, il est admis à invoquer, contre l'Assuré, toute clause de la Police qui prévoit la déchéance du droit à l'indemnisation dans un tel cas.

3.2 Renseignements à fournir (Article 2471)

L'Assuré doit, le plus tôt possible, faire connaître à l'Assureur toutes les circonstances entourant le sinistre, y compris sa cause probable, la nature et l'étendue des dommages, l'emplacement du bien assuré, les droits des tiers et les

assurances concurrentes; il doit aussi lui fournir les pièces justificatives et attester, sous serment, la véracité des renseignements fournis.

Lorsque l'Assuré ne peut, pour un motif sérieux, remplir cette obligation, il a droit à un délai raisonnable pour l'exécuter. À défaut par l'Assuré de se conformer à son obligation, tout intéressé peut le faire à sa place.

En outre, l'Assuré doit immédiatement envoyer à l'Assureur une copie de tout avis, toute lettre, toute citation à comparaître, tout acte de procédure ou tout document reçu en lien avec une réclamation.

3.3 Déclaration mensongère (Article 2472)

Toute déclaration mensongère entraîne pour son auteur la déchéance de son droit à l'indemnisation à l'égard du risque auquel se rattache ladite déclaration.

Toutefois, si la réalisation du risque a entraîné la perte à la fois de biens mobiliers et immobiliers, ou à la fois de biens à usage professionnel et à usage personnel, la déchéance ne vaut qu'à l'égard de la catégorie de biens à laquelle se rattache la déclaration mensongère.

3.4 Faute intentionnelle (Article 2464)

L'Assureur n'est jamais tenu d'indemniser le préjudice qui résulte de la faute intentionnelle de l'Assuré.

En cas de pluralité d'Assurés, l'obligation de garantie demeure à l'égard des Assurés qui n'ont pas commis de faute intentionnelle.

Lorsque l'Assureur est garant du préjudice que l'Assuré est tenu de réparer en raison du fait d'une autre personne, l'obligation de garantie subsiste, quelles que soient la nature et la gravité de la faute commise par cette personne.

3.5 Signalement à la police

(applicable à l'assurance des biens seulement)

L'Assuré doit, sans tarder, signaler à la police tout sinistre découlant d'un acte de vandalisme, d'un vol, d'une tentative de vol ou de tout autre acte criminel.

3.6 Sauvetage et examen des biens (article 2495)

(applicable à l'assurance des biens seulement)

Aux frais de l'Assureur, l'Assuré doit prendre toutes les mesures raisonnables pour prévenir d'autres sinistres ou d'autres dommages aux biens assurés. De plus, les dépenses occasionnées par toute autre perte ou tout autre dommage, résultant directement ou indirectement du défaut de l'Assuré de prendre de telles mesures, ne seront pas indemnissables.

L'Assuré ne peut pas abandonner les biens endommagés en l'absence de convention à cet effet. L'Assuré doit faciliter le sauvetage des biens assurés et les vérifications de l'Assureur.

Il doit notamment permettre à l'Assureur et à ses représentants de visiter les lieux et d'examiner les biens assurés avant de réparer, d'enlever ou de modifier les biens endommagés, à moins que la protection des biens ne l'exige.

3.7 Reconnaissance de responsabilité et coopération

L'Assuré doit coopérer avec l'Assureur dans le cadre du traitement de toutes les réclamations.

(Les deux paragraphes qui suivent s'appliquent à l'assurance de responsabilité civile seulement : article 2504).

Aucune transaction conclue sans le consentement de l'Assureur ne lui est opposable.

L'Assuré ne doit assumer aucune responsabilité et ne doit ni régler ni tenter de régler une réclamation, sauf à ses risques et périls.

3.8 Action en justice (Article 2502)

(applicable à l'assurance de responsabilité civile seulement)

L'Assureur peut opposer au tiers lésé les moyens qu'il aurait faire valoir contre l'Assuré au jour du sinistre, mais il ne peut opposer ceux qui sont relatifs à des faits survenus postérieurement au sinistre; l'Assureur dispose, quant à ceux-ci, d'une action récursoire contre l'Assuré.

4. INDEMNISATION ET RÈGLEMENT

4.1 Base de règlement (Articles 2490, 2491, 2493)

(applicable à l'assurance des biens seulement)

Sauf disposition contraire, l'Assureur n'est pas tenu de verser un montant supérieur à la valeur réelle en espèces du bien au jour du sinistre, tel que celle-ci est normalement déterminée.

Dans le cadre de contrats à valeur indéterminée, le montant de garantie ne constitue pas une preuve de la valeur des biens assurés. Dans le cadre de contrats à valeur agréée, la valeur convenue fait pleinement foi, entre l'Assureur et l'Assuré, de la valeur des biens assurés.

Si le montant de garantie est inférieur à la valeur des biens, l'Assureur est libéré de ses obligations en payant le montant de garantie en cas de perte totale ou une indemnité proportionnelle en cas de perte partielle.

4.2 Clause ensemble et paire

(applicable à l'assurance des biens seulement)

En cas de perte ou de dommages à un ou à plusieurs articles, que ces derniers soient indiqués ou non dans la Police, qui font partie d'une paire ou d'un ensemble, l'évaluation de la perte ou des dommages à cet ou à ces articles doit représenter une proportion raisonnable et équitable de la valeur totale de la paire ou de l'ensemble, mais en aucun cas cette perte ou ces dommages ne sauraient être interprétés comme une perte totale de la paire ou de l'ensemble.

4.3 Composants

(applicable à l'assurance des biens seulement)

En cas de perte ou de dommage à un composant quelconque des biens assurés, qu'ils soient indiqués ou non dans la Police, qui, à l'état complètement assemblé en vue de leur utilisation, consistent en plusieurs composants, l'Assureur n'est pas tenu responsable au-delà de la valeur assurée du composant perdu ou endommagé, ce qui inclut le coût d'installation.

4.4 Assurance contre l'incendie (Articles 2485 et 2486)

(applicable à l'assurance des biens seulement)

L'Assureur qui assure un bien contre l'incendie est tenu de réparer tout dommage qui est une conséquence immédiate du feu ou de la combustion, quelle qu'en soit la cause, y compris le dommage subi par le bien en cours de transport, ou occasionné par les moyens employés pour éteindre le feu, sauf les exceptions particulières contenues dans la Police. L'Assureur est aussi garant de la disparition des biens

assurés pendant l'incendie, à moins qu'il ne prouve qu'elle provient d'un vol qu'il n'assure pas.

L'Assureur n'est pas garant du préjudice causé uniquement par une source de chaleur excessive, provenant d'un appareil de chauffage ou de tout processus exigeant un apport de chaleur, sans qu'il y ait un incendie ou un début d'incendie; toutefois, même en l'absence d'incendie, l'Assureur est garant du préjudice causé par la foudre ou l'explosion de combustible.

L'Assureur qui assure un bien contre l'incendie n'est pas garant du préjudice causé par les incendies ou les explosions résultant d'une guerre étrangère ou civile, d'une émeute ou d'un mouvement populaire, d'une explosion nucléaire, d'une éruption volcanique, d'un tremblement de terre ou d'autres cataclysmes.

4.5 Remplacement (Article 2494)

(applicable à l'assurance des biens seulement)

Sous réserve des droits des créanciers prioritaires et hypothécaires, l'Assureur peut se réserver la faculté de réparer, de reconstruire ou de remplacer le bien assuré. Il bénéficie alors du droit au sauvetage et peut récupérer le bien.

4.6 Date du paiement (Articles 1591, 2469 et 2473)

L'Assureur est tenu de payer l'indemnité dans les soixante (60) jours suivant la réception de la déclaration de sinistre ou, s'il en a fait la demande, de tous les renseignements pertinents et des pièces justificatives, à condition que l'Assuré se soit conformé à toutes les conditions générales du contrat.

Toute prime impayée pourra être déduite de l'indemnité à verser.

4.7 Biens des autres parties

(applicable à l'assurance des biens seulement)

Dans le cas d'une réclamation faite à la suite d'une perte ou de dommages causés aux biens n'appartenant pas à l'Assuré, l'Assureur se réserve le droit de payer l'indemnité à l'Assuré ou au propriétaire des biens et de traiter directement avec ledit propriétaire.

4.8 Renonciation

Ni l'Assureur ni l'Assuré ne sont réputés avoir renoncé à une condition générale de la Police par un acte lié à l'arbitrage, à l'établissement ou à la remise d'une preuve de sinistre, ou encore à l'enquête ou au règlement de la réclamation.

4.9 Limitation des actions en justice (Article 2925)

Toute action ou procédure intentée contre l'Assureur en vertu de la présente Police doit être engagée dans les trois (3) ans à compter de la date à laquelle l'action en justice a été entamée.

4.10 Subrogation (Article 2474)

Sauf disposition contraire, l'Assureur est subrogé dans les droits de l'Assuré contre l'auteur du préjudice, jusqu'à concurrence des indemnités qu'il a payées. Quand, du fait de l'Assuré, il ne peut être ainsi subrogé, il peut être libéré, en tout ou en partie, de son obligation envers l'Assuré. L'Assureur ne peut jamais être subrogé contre les personnes qui font partie de la maison de l'Assuré.

5. PLURALITÉ D'ASSURANCES

5.1 Assurance des biens (Article 2496)

Celui qui, sans fraude, est assuré auprès de plusieurs Assureurs, par plusieurs polices, pour un même intérêt et contre un même risque, de telle sorte que le total des indemnités qui résulteraient de leur exécution indépendante dépasse le montant du préjudice subi, peut se faire indemniser par le ou les Assureurs de son choix, chacun n'étant tenu que pour le montant auquel il s'est engagé.

Est inopposable à l'Assuré la clause qui suspend, en tout ou en partie, l'exécution du contrat en cas de pluralité d'assurances.

Entre les Assureurs, à moins d'entente contraire, l'indemnité est répartie en proportion de la part de chacun dans la garantie totale, sauf en ce qui concerne une assurance spécifique, laquelle constitue une assurance de première ligne.

5.2 Assurance de responsabilité civile

L'assurance de responsabilité civile fournie en vertu de la présente Police est une assurance de première ligne, sauf s'il est précisé qu'elle s'applique en complément ou sous réserve de l'absence d'une autre assurance. Lorsque cette assurance est de première ligne et que l'Assuré possède une autre assurance qui est stipulée comme applicable au sinistre sur une base complémentaire ou conditionnelle, le montant de garantie de l'Assureur en vertu de la présente Police ne sera pas réduit en raison de l'existence de cette autre assurance. Lorsque la présente Police et une autre assurance s'appliquent au sinistre sur la même base, qu'elle soit de première ligne, complémentaire ou conditionnelle, l'Assureur n'est pas tenu responsable en vertu de la présente Police pour une proportion du sinistre supérieure à celle indiquée dans la clause portant sur la contribution applicable ci-dessous :

– Contribution à parts égales :

Si toutes les autres assurances recouvrables prévoient une contribution à parts égales, l'Assureur en cause ne sera pas tenu responsable d'une proportion du sinistre supérieure à celle qui serait payable si chaque Assureur contribuait à parts égales jusqu'à ce que la part de chaque Assureur soit égale au montant de garantie le moins élevé applicable en vertu de l'une des polices ou jusqu'à ce que le montant total du sinistre soit payé. De plus, en ce qui concerne tout montant relatif au sinistre qui n'a pas été payé de la sorte, les autres Assureurs continuent de contribuer à parts égales au montant restant du sinistre, jusqu'à ce que chacun de ces Assureurs ait payé l'intégralité de son montant ou que le montant total du sinistre soit payé.

– Contribution par montant :

Si l'une de ces autres assurances ne prévoit pas de contribution à parts égales, l'Assureur en cause ne sera pas tenu responsable d'une proportion du sinistre supérieure au montant de garantie applicable en vertu de la présente Police, parce que ce sinistre correspond au montant de garantie total applicable de toutes les assurances valides et recouvrables contre ce sinistre.

6. RÉSILIATION DU CONTRAT (Articles 2477 et 2479)

La présente Police peut être résiliée à tout moment :

- a) Au moyen d'un simple avis écrit émanant de chacun des Assurés désignés. La résiliation entre en vigueur à la réception de l'avis, et l'Assuré aura, par conséquent, droit à un remboursement de l'excédent de la prime effectivement payée en sus du taux à court terme pour la période écoulée.
- b) Par l'Assureur, moyennant un avis écrit qui doit être envoyé à chacun des Assurés désignés. La résiliation prend effet quinze (15) jours après la réception du préavis par l'Assuré à sa dernière adresse connue, et l'Assureur remboursera l'excédent de la prime effectivement payée en sus de la prime calculée au prorata pour la période écoulée. Si la prime est assujettie à un ajustement ou à une évaluation du montant, le remboursement doit être effectué dès que possible.

Si un ou plusieurs des Assurés désignés ont été mandatés pour recevoir ou envoyer les avis prévus aux paragraphes a) ou b) ci-dessus, les avis envoyés ou reçus par eux seront réputés avoir été envoyés ou reçus par tous les Assurés désignés.

Selon la présente condition, le terme «prime effectivement payée» s'entend de la prime effectivement versée par l'Assuré à l'Assureur ou à son représentant; cependant, ce terme ne s'applique pas aux primes ni à toute partie de celles-ci payées à l'Assureur par l'entremise d'un représentant, à moins que la prime ne soit effectivement payée au représentant par l'Assuré.

7. AVIS

Les avis destinés à l'Assureur peuvent être envoyés par l'entremise de tout moyen de communication reconnu à l'Assureur ou à son représentant autorisé. Les avis peuvent être remis à l'Assuré désigné par l'entremise d'une lettre en mains propres ou par l'entremise d'un courrier adressé à la dernière adresse connue de celui-ci.

Il incombe à l'expéditeur de produire la preuve de réception de cet avis.

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- FOR QUEBEC CUSTOMERS ONLY -

Preferred Care Product Summary

The information contained herein is for informational purposes only and provides a summary of the coverage. For complete details, including eligible products, please refer to the Policy You received with the purchase of Your product from Google Canada Corporation ("Google"), or visit www.cnacanada.ca/asurion.

Insurer	Continental Casualty Company ("CNA Canada") (in Quebec AMF #514926), whose address is 66 Wellington Street West, Suite 3700, Toronto, Ontario M5K 1J5, Canada, telephone 1-800-831-4262		
Administrator	Asurion Canada Services Corporation ("Asurion"). The Administrator can be contacted at: 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada		
Seller/Retailer/Distributor	The seller of this plan is Google, whose address is 1741 Lower Water Street, Suite 600 Halifax, Nova Scotia B3J0J2		
Eligibility for this Policy	To be eligible for this insurance coverage, You must purchase the device from Google.		
Device Schedule and Premium	The insurance Policy is optional. The premium for the Policy depends on the device tier of the Covered Equipment and the Policy term as shown in the table below. The premiums for the Policies are calculated based on the expected costs of losses under the Policy, plus company expenses, commissions, and applicable premium taxes.		
	Covered Equipment	Monthly Policy Premium	Two-Year Policy Premium
	Pixel Watch 2, Pixel Watch 3 (41 mm and 45 mm), Pixel Watch 4 (41 mm and 45 mm)	\$5/mo	\$119
	Pixel Watch 5 (41 mm and 45 mm)	\$6/mo	\$139
	Pixel Tablet	\$6/mo	\$129
	Pixel 8a	\$7/mo	\$139
	Pixel 9a, Pixel 10a	\$8/mo	\$189
	Pixel 8, Pixel 9	\$10/mo	\$209
	Pixel 10, Pixel 11	\$14/mo	\$319
	Pixel 8 Pro, Pixel 9 Pro, Pixel 9 Pro XL, Pixel 10 Pro, Pixel 10 Pro XL	\$15/mo	\$329
	Pixel 9 Pro Fold, Pixel 10 Pro Fold	\$18/mo	\$359
	Pixel 11 Pro, Pixel 11 Pro XL	\$16/mo	\$339
	Pixel 11 Pro Fold	\$19/mo	\$369
	Partial list of eligible devices as of January 8, 2026. This list may be changed from time to time. If You do not see Your device above, and for a complete and current list of devices, please visit asurion.com/googleclaims/frca or call 866-788-5776. Some devices may be moved to a different tier during the term of enrollment.		
Distributor Remuneration	Google receives a percentage of the premium for each Policy, as shown in the table below.		
	Covered Equipment	Monthly Policy	Two-Year Policy
	Pixel Watch 2, Pixel Watch 3 (41 mm and 45 mm), Pixel Watch 4 (41 mm and 45 mm)	31.2%	39.1%
	Pixel Tablet	39.9%	42.5%
	Pixel 8a	46.2%	45.5%
	Pixel Watch 5 (41 mm et 45 mm)	30.1%	36.9%
	Pixel 9a, Pixel 10a	43.5%	49.3%
	Pixel 8, Pixel 9	51.7%	52.6%
	Pixel 10, Pixel 11	48.1%	52.1%
	Pixel 10 Pro, Pixel 10 Pro XL, Pixel 8 Pro, Pixel 9 Pro, Pixel 9 Pro XL	50.5%	53.1%
	Pixel 10 Pro Fold, Pixel 9 Pro Fold	56.1%	55.6%
	Pixel 11 Pro, Pixel 11 Pro XL	52.6%	54.0%
	Pixel 11 Pro Fold	57.6%	56.4%

Product Summary - continued

Term of Coverage	The term of the Policy begins on the start date indicated on Your enrollment confirmation and continues for the term indicated on Your enrollment confirmation unless cancelled. Coverage for Covered Losses due to accidental damage from handling ("ADH") and power surge begin on the start date indicated on Your enrollment confirmation. All other coverage becomes effective immediately following the expiration of the manufacturer's warranty. The Policy is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty for which the manufacturer is responsible, and We may refer You to the manufacturer or retailer during this period. The Policy provides certain additional benefits during the manufacturer's warranty period and continues to provide some of the manufacturer's benefits, as well as certain additional benefits, after the manufacturer's warranty expires.
What is Covered	The Policy covers replacement costs or parts and labor costs to repair Your Covered Equipment in the event it fails to operate due to operational, mechanical, electrical, or structural failure from (i) defects in materials and/or workmanship; (ii) normal wear and tear; (iii) power surge; or (iv) unintentional and accidental damage from handling as a result of normal use ("ADH") for eligible portable electronic devices. We will, at our discretion: (1) repair the Covered Equipment or (2) replace the Covered Equipment with a Replacement Equipment. Non-original parts may be used for repair of the Covered Equipment. Mail-in or carry-in service may be available; the Administrator will inform You what type of service Your Covered Equipment qualifies for when You file Your claim.
What is Not Covered	The Policy does not cover: 1> Incidental or consequential damages; 2> Losses caused by acts of God or other disaster (whether natural, man-made, or catastrophic), fire, smoke, flood, explosion, war, civil disorders, riot, terrorism, nuclear event, strike, embargo, acts of the government, military authority, or the elements; 3> Loss, theft, abuse, malicious mischief, misuse, intentional damage, vandalism, improper installation, or customer negligence; 4> Damage caused by corrosion, dirt, mold, rust, sand, insects or animals 5> Pre-existing loss of the Covered Equipment occurring before the time it was established as the Covered Equipment; 6> Changes or enhancements in color, texture, finish, expansion, contraction, or any cosmetic damage to Covered Equipment however caused, including, but not limited to, scratches and marring, that do not affect the mechanical or electrical function of the Covered Equipment; 7> Service performed by unauthorized repair personnel; 8> Covered Equipment with altered or missing serial or IMEI numbers; 9> "No Problem Found" diagnosis or failure to follow the manufacturer's instructions; 10> Any damage or loss to any data or operating system, including damage or loss as a result of any repairs or replacement under this policy; 11> Loss or damage to software due to any cause, including but not limited to: computer virus, worm, Trojan programs, adware, spyware, firmware or any other software program; 12> Mobile phone accessories that are not included in the box by the manufacturer including, but not limited to: chargers, headsets, face plates and cases; 13> Damage caused by foreign objects; and 14> Loss due to any design flaw or systemic manufacturing defect, or failure covered by the manufacturer's warranty or manufacturer's recall in effect at the time of the failure. Further, Covered Equipment does not include and the Policy does not cover: 1> Contraband or property in the course of illegal transportation or trade; 2> Damage to property in transit to You; 3> Battery chargers; 4> Any accessories; 5> Unauthorized modifications, alterations, or repairs, including the use of third-party parts not provided or certified by the manufacturer; or 6> Covered Equipment that is missing any part or parts.

Product Summary - continued

To Make a Claim	If Your Covered Equipment experiences a Covered Loss, You may file a claim by going online to asurion.com/googleclaims/frca twenty-four (24) hours a day, seven (7) days a week or by calling 866-788-5776, 7:00 am CST through 7:00 pm CST, Monday through Sunday. You must file Your claim with us prior to having service for coverage to apply; all repairs or replacements must be authorized in advance. Unauthorized repairs or replacements may not be covered. A deductible applies for each approved claim, as described in the Deductibles section below. You must file Your claim as soon as You become aware of a Covered Loss, and failure to do so will result in forfeiture of coverage under this policy if We suffer prejudice.		
Replacement Equipment	Claims may be fulfilled with a new, refurbished, or remanufactured product, or a 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.		
Deductibles	You must pay a deductible for each approved claim as shown in the deductible schedule below, plus applicable taxes. The deductible must be paid to us in advance of service being provided and may be paid with a valid debit or credit card or other electronic payment method We approve. The deductible amount is based on the device tier of the claimed Covered Equipment. Some devices may be moved to a different deductible tier during their lifecycle.		
	Covered Equipment Tier:	ADH Cracked Screen Repair (for eligible Covered Equipment):	Replacement
	Tier 1: None	\$39	\$49
	Tier 2: Pixel Watch 2 (41 mm and 45 mm), Pixel Watch 3 (41 mm and 45 mm), Pixel Watch 4 (41 mm and 45 mm), Pixel Tablet, Pixel 8a	\$39	\$59
	Tier 3: Pixel 8, Pixel 9a, Pixel 9, Pixel 10a, Pixel Watch 5 (41 mm and 45 mm)	\$39	\$99
	Tier 4: None	\$39	\$119
	Tier 5: Pixel 8 Pro, Pixel 9 Pro, Pixel 9 Pro XL, Pixel 9 Pro Fold, Pixel 10, Pixel 10 Pro, Pixel 10 Pro XL, Pixel 10 Pro Fold, Pixel 11, Pixel 11 Pro, Pixel 11 Pro XL, Pixel 11 Pro Fold	\$39	\$159
	Tier 6: None	\$39	\$129
	Tier 7: None	\$39	\$189
Claim Limits	The maximum amount We will pay for any single claim is \$2,000. The Policy covers a maximum of two (2) ADH claims in any rolling twelve (12) month period. Each twelve (12) month period begins on the date of Your first ADH claim. There is no limit to the number of claims for other Covered Losses during the term of this Policy. In the event You reach the limit of two (2) ADH claims in any twelve month period, You will continue to have coverage for other Covered Loss claims, but You will not be able to make additional ADH claims until the previous claims roll off Your account twelve months after each claim is completed.		
Appeal of Insurer's Claim Decision	You may appeal from the Insurer's decision if You disagree with the outcome. You have sixty (60) days from the date of the Insurer's decline of Your claim to appeal from the decision. Your appeal must be in writing to the Insurer or the Administrator. You will receive a written response within thirty (30) days following receipt of Your request to appeal. You may also contact the Autorité des marchés financiers or Your own legal counsel.		
Cancellation Policy	This Policy can be cancelled by You at any time for any reason by visiting store.google.com/preferred_care and accessing Your Google Store account or by writing the Administrator at 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada. If You need further assistance cancelling Your coverage, please call 866-745-1749. If the Policy is cancelled by either party: (a) within thirty (30) days of the receipt of this Policy, You shall receive a full refund of the price paid for the Policy, provided no service has been performed, or (b) after thirty (30) days of the receipt of this Policy, You will receive a pro rata refund, less the cost of any service received. This Policy shall be cancelled by us for fraud or material misrepresentation. Unauthorized repair or replacement of Covered Equipment shall result in the cancellation of this Policy by us. In the event of cancellation by us, written notice of cancellation shall be mailed to You not less than thirty (30) days before cancellation is effective.		
Consequences of Misrepresentation	Any misrepresentation, inaccurate representation or failure to disclose could lead to the Policy being canceled, coverage being denied, or benefits being refused or reduced.		
Disputes	Most of Your concerns may be addressed by simply contacting Asurion at 866-788-5776. In the unlikely event Asurion cannot informally resolve Your dispute, You may contact CNA Canada.		

Product Summary - continued

COMPLAINTS To the Insurer and Complaint Resolution Process	To make a complaint and access the Insurer's policy on handling complaints, please click on the following link: https://www.cnacanada.ca/complaints
Personal Information	Personal Information includes factual or subjective information about an identifiable individual. We collect, use, or disclose personal information that We collect in connection with the Policy (hereinafter "Personal Information") to Google, Asurion, and CNA Canada. Google, Asurion, and CNA Canada collect Your Personal Information through the Plan Administrator's and Insurer's websites, on a claims portal managed by the Plan Administrator, and by phone to either/or the Plan Administrator or the Insurer. Google, Asurion, and CNA Canada use Your Personal Information to administer the Policy, 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 Policy liabilities, and providing customer service. We may also use and disclose Your Personal Information for other purposes with Your consent or as permitted or required by law. Google, Asurion, and CNA Canada may exchange Your Personal Information as necessary for the purposes described above. This will involve transferring data outside of Quebec and within Canada and the United States. Google, Asurion, and CNA Canada will hold and use Your Personal Information only as long as necessary to implement, administer and manage the Policy, or as required to comply with legal or regulatory obligations.
Privacy	Your information may be processed and stored in the United States and may be subject to access by U.S. authorities under applicable laws. Google, Asurion, and CNA Canada provide You with many ways to make choices about Your Personal Information, 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 asurion.com/privacy-policy-ca-fr/ or by writing to us at Asurion, Attn: Privacy Office c/o Office of the General Counsel, 140 11th 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 asurion.com/privacy-policy-ca-fr/. You may consult the Insurer's Privacy Policy to understand how We collect and use Your personal information. You may request to review Your personal information in Your file or request to make a correction by writing to: The Privacy Officer, Continental Casualty Company, 66 Wellington Street West, Suite 3700, Toronto, Ontario M5K 1J5. For more information on privacy at CNA, visit: www.cnacanada.ca

The purpose of this fact sheet is to inform you of your rights.
It does not relieve the insurer or the distributor of their obligations to you.

LET'S TALK INSURANCE!

Name of distributor: Google Canada Corporation

Name of insurer: Continental Casualty Company

Name of insurance product: Preferred Care



IT'S YOUR CHOICE

You are never required to purchase insurance:

- that is offered by your distributor;
- from a person who is assigned to you; or
- to obtain a better interest rate or any other benefit.

Even if you are required to be insured, **you do not have to** purchase the insurance that is being offered. **You can choose** your insurance product and your insurer.



HOW TO CHOOSE

To choose the insurance product that's right for you, we recommend that you read the summary that describes the insurance product and that must be provided to you.



DISTRIBUTOR REMUNERATION

A portion of the amount you pay for the insurance will be paid to the distributor as remuneration.
The distributor **must** tell you when the remuneration exceeds 30% of that amount.



RIGHT TO CANCEL

The Act allows you to rescind an insurance contract, **at no cost**, within 10 days after the purchase of your insurance. However, the insurer may grant you a longer period of time. After that time, fees may apply if you cancel the insurance. **Ask** your distributor about the period of time granted to cancel it **at no cost**.

If the cost of the insurance is added to the financing amount and you cancel the insurance, your monthly financing payments might not change. Instead, the refund could be used **to shorten the financing period**. **Ask your distributor for details**.

The Autorité des marchés financiers can provide you with unbiased, objective information.
Visit www.lautorite.qc.ca or call the AMF at 1-877-525-0337.

Reserved for use by the insurer:

THE INSURERS ACT GIVES YOU IMPORTANT RIGHTS.

NOTICE OF RESCISSION

The Act allows you to cancel an insurance contract that you entered into without the intermediary of a representative within 10 days after receiving the policy, without penalty, unless the contract has expired at that time.

To cancel a contract, you must give the insurer notice, within that time, by registered mail or any other means that allows you to obtain an acknowledgement of receipt.

Caution: You may lose advantageous conditions as a result of this insurance contract. Contact your insurer or consult your contract.

After that period expires, you may cancel the insurance at any time; however, penalties may apply.

For further information, contact the Autorité des marchés financiers at 1-877-525-0337 or visit www.lautorite.qc.ca.

NOTICE OF CANCELLATION OF AN INSURANCE CONTRACT

To : Continental Casualty Company c/o Asurion Canada Services Corporation

(name of insurer)

600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada

(address of insurer)

Date : _____

(date of sending of notice)

Pursuant to section 64 of the Insurers Act, I hereby cancel insurance contract no.: _____

(number of contract, if indicated)

Entered into on: _____

(date of signature of contract)

In: _____

(place of signature of contract)

(name of client)

(signature of client)

M.O. 2019-05, Sch. 1.

CONTINENTAL CASUALTY COMPANY

Preferred Care

– FOR QUEBEC CUSTOMERS –

This is a legal contract of insurance (referred to hereinafter as the “Policy”). 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. By purchasing this Policy, You are consenting to Asurion Canada Services Corp. and Continental Casualty Company’s collection, use and disclosure of personal information as described below, including their ability to share Your personal information with Google Canada Corporation (“Google”), the Seller of this Policy. You also consent that Your personal information may be used and disclosed for other purposes as permitted or required by law.

Insurer: The company obligated under this Policy is as follows:

- **Continental Casualty Company (“CNA Canada”)**, whose address is 66 Wellington Street West, Suite 3700, Toronto, Ontario M5K 1J5, Canada, telephone 800-831-4262., www.cnacanada.ca.

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.

- I. DEFINITIONS:** Throughout this Policy, the following words have the following meanings: (1) “We,” “Us,” “Our,” and “Insurer” refer to CNA Canada as referenced above; (2) “Insured,” “You,” and “Your” mean the individual who purchased the Covered Equipment and this Policy; (3) “Administrator” refers to Asurion Canada Services Corporation. The Administrator can be contacted at: 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada; (4) “Seller” means Google, the Seller of this Policy; (5) “Covered Equipment” means the device that You purchased concurrently with and is covered by this Policy on the date of enrollment as identified by Your Google Device ID, which includes Electronic Serial Number (ESN) or International Mobile Equipment Identity number (IMEI); (6) “Covered Loss” means failure of the Covered Equipment to operate due to operational, mechanical, electrical, or structural failure from (i) defects in materials and/or workmanship; (ii) normal wear and tear; (iii) power surge; or (iv) unintentional and accidental damage from handling as a result of normal use (“ADH”) for eligible portable electronic devices. (7) “Replacement Equipment” means a **NEW, REFURBISHED, OR REMANUFACTURED EQUIPMENT OF EQUAL OR SIMILAR FEATURES AND FUNCTIONALITY THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL COVERED EQUIPMENT WHICH WE PROVIDE TO YOU IN THE EVENT OF A COVERED LOSS OF THE COVERED EQUIPMENT.** Technological advances may result in Replacement Equipment with a lower selling price than the original equipment.
- II. INSTRUCTIONS:** This Policy, including the terms, conditions, limitations and exclusions, and Your receipt or enrollment confirmation for this Policy, constitute the entire agreement between You and Us. Please keep this Policy and the receipt or enrollment confirmation for future reference; You may need them to obtain service. We strongly recommend (but do not require as a condition of this Policy) the regular back up of data and software. If applicable, it is important that You back up all data files on Your Covered Equipment prior to the commencement of service; repairs to Your Covered Equipment may result in the deletion of such data files.
- III. TERM OF COVERAGE:** The term of this Policy begins on the start date indicated on Your enrollment confirmation and continues for the term indicated on Your enrollment confirmation unless cancelled. Coverage for Covered Losses due to ADH and power surge begin on the start date indicated on Your enrollment confirmation. All other coverage becomes effective immediately following the expiration of the manufacturer’s warranty. This Policy is inclusive of the manufacturer’s warranty; it does not replace the manufacturer’s warranty for which the manufacturer is responsible, and We may refer You to the manufacturer or retailer during this period. This Policy provides certain additional benefits during the manufacturer’s warranty period and continues to provide some of the manufacturer’s benefits, as well as certain additional benefits, after the manufacturer’s warranty expires. In the event Your Covered Equipment is being serviced by us when this Policy is cancelled or expires, the term of this Policy will be extended until the covered repair has been completed and the Covered Equipment or a replacement has been delivered or provided to You.
- IV. WHAT IS COVERED:** If the Covered Equipment fails due to a Covered Loss, We will repair it, or, at Our sole option, replace it with a device of comparable kind and quality. If We determine that We cannot repair or replace Your Covered Equipment, We may, at our discretion: issue You a credit or check for the replacement cost of the Covered Equipment, as determined by us, based on its value immediately prior to the breakdown. Non-original parts may be used for repair of the Covered Equipment. **THERE IS NO ASSURANCE, REPRESENTATION, OR GUARANTEE THAT ANY REPLACEMENT EQUIPMENT WILL BE IDENTICAL OR OFFER THE SAME FUNCTIONALITIES AS THE ITEM BEING REPLACED. Replacement Equipment will be new or refurbished, in Our sole discretion.** The device provided as the Replacement Equipment immediately becomes the Covered Equipment. You hereby assign to Us all rights and benefits of any manufacturer’s warranty or other ancillary coverage relating to any Covered Equipment that We replace. **NOTE: For Your Covered Equipment:** 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 Covered Equipment.

V. HOW TO MAKE A CLAIM: If Your Covered Equipment experiences a Covered Loss, You may go online to asurion.com/googleclaims/frca twenty-four (24) hours a day, seven (7) days a week, or You may call customer service at 866-788-5776 to speak to an agent. **All claims must be authorized in advance. Unauthorized repairs or replacements may not be covered.** At Our sole discretion, We will provide for claim fulfillment at authorized repair centers, authorized service providers, or by mail. We will pay for the cost of shipping Your Covered Equipment to and from the authorized service center if depot service is required. We may require You to fill out a claim facilitation form prior to receiving service or a replacement or reimbursement under this Policy. You must file Your claim as soon as You become aware of a Covered Loss, and failure to do so will result in forfeiture of coverage under this policy if We suffer prejudice. In the event We arrange for the repair of Your Covered Equipment, You may be required to mail or deliver Your Covered Equipment for repair as directed by Us. If We arrange for the replacement of Your Covered Equipment, We will provide the Replacement Equipment by mail within fourteen (14) business days, in most cases, or We may require You to pick up the Replacement Equipment at a retail location in Your area. You may also be required to produce a Provincial or Federal issued photo I.D., other than a student or professional license or I.D., as a condition to receiving service or replacement under this Policy.

VI. INTERNATIONAL SERVICE: Service under this Policy is not available outside of Canada.

VII. DEDUCTIBLE: In the event Your Covered Equipment experiences a Covered Loss, You must pay a deductible as shown in the deductible schedule below, plus applicable taxes. The deductible must be paid to us in advance of service being provided and may be paid with a valid debit or credit card or other electronic payment method We approve. The deductible amount is based on the device tier of the claimed Covered Equipment, as shown in the deductible schedule. See asurion.com/googleclaims/frca for the specific deductible for Your device.

Covered Equipment Tier:	ADH Cracked Screen Repair (for eligible Covered Equipment):	Replacement:
Tier 1	\$39	\$49
Tier 2	\$39	\$59
Tier 3	\$39	\$99
Tier 4	\$39	\$119
Tier 5	\$39	\$159
Tier 6	\$39	\$129
Tier 7	\$39	\$189

VIII. NON-RETURN FEE: Covered Equipment approved for replacement must be returned to Us. You will be required to return the failed Covered Equipment to an Authorized Service Provider, or We may require You to return the Covered Equipment to Us at Our expense within fourteen (14) days of the delivery of Your Replacement Equipment, in the return mailer We provide. You must return the Covered Equipment as directed by Us, including unlocking the Covered Equipment, or pay the non-returned equipment charge applicable to the model of Covered

Equipment that We replace. YOU CAN AVOID THIS CHARGE BY SIMPLY RETURNING THE COVERED EQUIPMENT AS DIRECTED.

IX. PREMIUM: You agree to pay the upfront or monthly recurring premium for the term of this Policy, which was disclosed to You at the time You enrolled in this Policy and is described in the Product Summary. Non-payment by You will result in cancellation of the Policy.

X. POLICY LIMITS OF LIABILITY:

- a. This Policy will cover up to, but no more than, two (2) covered ADH claims in any rolling twelve (12) month period. The twelve (12) month period is calculated based on the date of loss for each covered ADH breakdown. There are no claim limits for all other Covered Losses. For any single claim, the maximum amount We will spend to replace or repair the Covered Equipment is \$2,000.00.
- b. In the event You reach the claim limit of two (2) ADH claims in any rolling twelve month period, You will continue to have coverage for other Covered Losses, but You will not be able to make additional ADH claims until the previous claims roll off Your account twelve months after each claim is completed.

XI. EXCLUSIONS: This Policy does not cover:

- 1> Incidental or consequential damages;
- 2> Losses caused by acts of God or other disaster (whether natural, man-made, or catastrophic), fire, smoke, flood, explosion, war, civil disorders, riot, terrorism, nuclear event, strike, embargo, acts of the government, military authority, or the elements;
- 3> Loss, theft, abuse, malicious mischief, misuse, intentional damage, vandalism, improper installation, or customer negligence;
- 4> Damage caused by corrosion, dirt, mold, rust, sand, insects or animals
- 5> Pre-existing losses of the Covered Equipment occurring before the time it was established as the Covered Equipment;
- 6> Changes or enhancements in color, texture, finish, expansion, contraction, or any cosmetic damage to Covered Equipment however caused, including, but not limited to, scratches and marring, that do not affect the mechanical or electrical function of the Covered Equipment;
- 7> Service performed by unauthorized repair personnel;
- 8> Covered Equipment with altered or missing serial or IMEI numbers;
- 9> "No Problem Found" diagnosis or failure to follow the manufacturer's instructions;
- 10> 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;
- 11> Loss or damage to software due to any cause, including but not limited to: computer virus, worm, Trojan programs, adware, spyware, firmware or any other software program;
- 12> Mobile phone accessories that are not included in the box by the manufacturer including, but not limited to: chargers, headsets, face plates and cases;
- 13> Damage caused by foreign objects; and
- 14> Loss due to any design flaw or systemic manufacturing defect, or failure covered by the manufacturer's warranty or manufacturer's recall in effect at the time of the failure.

Further, Covered Equipment does not include and the Plan does not cover:

- 1> Contraband or property in the course of illegal transportation or trade;
- 2> Damage to property in transit to You;
- 3> Battery chargers;
- 4> Any accessories;
- 5> Unauthorized modifications, alterations, or repairs, including the use of third-party parts not provided or certified by the manufacturer; or
- 6> Covered Equipment that is missing any part or parts

XII. RENEWAL: This Policy is not renewable.

XIII. TRANSFER: This Policy is not transferable by You, and may not be assigned by You. This Policy is transferable at our discretion.

XIV. CANCELLATION: The following provision with respect to cancellation is subject to the Notice of Rescission and the provisions of General Condition 6 set out in Appendix A hereto. This Policy can be cancelled by You at any time for any reason by visiting store.google.com/preferred_care and accessing Your Google Store account or by writing the Administrator at 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada. If You need further assistance cancelling Your coverage, please call 866-745-1749. This Policy may be cancelled by us or the Administrator for any reason by notifying You in writing at least thirty (30) days prior to the effective date of cancellation, which notice will state the effective date and reason for cancellation. We may cancel this Policy immediately if We discover any abuse of this Policy, or any fraud or material misrepresentation made by You or with Your knowledge in obtaining coverage or in the presentation of a claim, including but not limited to filing a claim for equipment not belonging to You. If the Policy is cancelled: (a) by You within thirty (30) days of the receipt of this Policy, You will receive a full refund of all premium payments made by You under this Policy, including sales tax; or (b) by You after thirty (30) days of the receipt of this Policy, 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 premium, less the cost of any claims that have been paid or repairs that have been made.

XV. CHANGES TO THE POLICY: WE MAY CHANGE THE MONTHLY PREMIUM FOR THE POLICY, ADMINISTRATION OF THE POLICY, OR THE TERMS AND CONDITIONS OF THIS POLICY FROM TIME TO TIME UPON THIRTY (30) DAYS WRITTEN NOTICE TO YOU. SUCH NOTICE MAY BE PROVIDED IN A SEPARATE MAILING OR EMAIL, OR BY ANY OTHER REASONABLE METHOD. IF YOU DO NOT AGREE TO THE MODIFIED PREMIUM OR TERMS OF THE AGREEMENT, YOU MAY CANCEL THE POLICY BY NOTICE TO US OR THE ADMINISTRATOR AT ANY TIME IN ACCORDANCE WITH THIS POLICY. THE PAYMENT OF APPLICABLE PREMIUM BY YOU, OR A REQUEST FOR SERVICE UNDER THE POLICY, AFTER RECEIVING SUCH NOTICE OF A CHANGE IN THE PREMIUM OR OTHER TERMS AND CONDITIONS WILL BE DEEMED TO BE ASSENT BY YOU TO THE CHANGE(S) IN THE PREMIUM, TERMS OR CONDITIONS.

XVI. LIMITATION OF LIABILITY: IN NO EVENT WILL THE POLICY INSURER, ADMINISTRATOR, OR SELLER BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, PERSONAL INJURIES OR LOSS OF INCOME

ARISING OUT OF, OR CONNECTED TO, THE PROVISION OF THE POLICY, REPAIR OR REPLACEMENT OF COVERED EQUIPMENT UNDER THE POLICY AND CAUSED BY NEGLIGENCE, ERROR, MISTAKE, OR OMISSION ON THE PART OF THE POLICY INSURER OR ADMINISTRATOR OR THEIR RESPECTIVE PARENTS, SUBSIDIARIES, AFFILIATES, AGENTS, EMPLOYEES, SUBCONTRACTORS, SUCCESSORS, AND ASSIGNS.

XVII. FORCE MAJEURE: We are not responsible for any delay or failure in performance of any part of this Policy to the extent that such delay or failure is caused by fire, flood, explosion, war, strike, embargo, government requirement, regulatory agency requirement civil or military authority, acts of God, or other similar causes beyond our control.

XVIII. NON-WAIVER: No waiver in whole or in part of any term or condition of this Policy shall be construed as a continuing waiver of that term or condition or a waiver in whole or in part of any other term or condition. We may reduce or waive the claim service fee for Covered Equipment. We will post the current claim deductible schedule at asurion.com/googleclaims/frca or by calling 866-788-5776.

XIX. 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 Plan (hereinafter "Personal Information") to Google, Asurion, and CNA Canada.

Google, Asurion, and CNA Canada collect Your Personal Information through a website at the time of purchase or registration portal, on an Asurion claims portal, and by phone.

Google, Asurion, and CNA Canada use Your Personal Information to administer the Plan, 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 Plan 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.

Google, Asurion, and CNA Canada may exchange Personal Information as necessary for the purposes described above. You acknowledge that this will involve transferring data outside of Quebec and within Canada and the United States.

Google, Asurion, and CNA Canada will hold and use Your personal information only as long as necessary to implement, administer and manage the Plan, or as required to comply with legal or regulatory obligations.

Google, Asurion, and CNA Canada 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 asurion.com/privacy-policy-ca-fr/ or by writing to us at Asurion, Attn: Privacy Office c/o Office of the General Counsel, 140 11th 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 asurion.com/privacy-policy-ca-fr/.

XX. 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.

APPENDIX "A"

GENERAL CONDITIONS - QUEBEC

This policy is subject to the Civil Code of the Province of Québec

Reference to Civil Code articles in some instances is for easier reading only and should not be construed as exact quotations.

For all coverages except where inapplicable.

1. STATEMENTS

1.1 Representation of risk (Article 2408)

The client, and the Insured if the Insurer requires it, is bound to represent all the facts known to him which are likely to materially influence an Insurer in the setting of the premium, the appraisal of the risk or the decision to cover it, but he is not bound to represent facts known to the Insurer or which from their notoriety he is presumed to know, except in answer to inquiries.

The client means the person submitting an insurance application.

1.2 Material change in risk (Articles 2466 and 2467)

The Insured shall promptly notify the Insurer of any change that increases the risks stipulated in the policy and that results from events within his control if it is likely to materially influence an Insurer in setting the rate of the premium, appraising the risk or deciding to continue to insure it.

On being notified of any material change in the risk, the Insurer may cancel the contract or propose, in writing, a new rate of premium. Unless the new premium is accepted and paid by the Insured within thirty days of the proposal, the policy ceases to be in force.

1.3 Misrepresentations or concealment (Articles 2410 and 2411)

Any misrepresentation or concealment of relevant facts mentioned in section 1.1 and in the first paragraph of section 1.2 by the client or the Insured nullifies the contract at the instance of the Insurer, even in respect of losses not connected with the risk so misrepresented or concealed.

Unless the bad faith of the client or of the Insured is established or unless it is established that the Insurer would not have covered the risk if he had known the true facts, the Insurer remains liable towards the Insured for such proportion of the indemnity as the premium he collected bears to the premium he should have collected.

1.4 Warranties (Article 2412)

Any increase in risk resulting from a breach of warranty suspends the coverage until accepted by the Insurer or until such breach has been remedied by the Insured.

2. GENERAL PROVISIONS

2.1 Insurable interest (Articles 2481 and 2484)

(Applicable only to property insurance)

A person has an insurable interest in a property where the loss or deterioration of the property may cause him direct and immediate damage. It is necessary that the insurable interest exist at the time of the loss but not necessary that the same interest have existed throughout the duration of the contract. The insurance of a property in which the Insured has no insurable interest is null

2.2 Changes (Article 2405)

The terms of this policy shall not be waived or changed except by endorsement.

2.3 Assignment (Articles 2475 and 2476)

This policy may be assigned only with the consent of the Insurer and in favour of a person who has an insurable interest in the Insured property.

Upon the death or bankruptcy of the Insured or the assignment of his interest in the insurance to a co-Insured, the insurance continues in favour of the heir, trustee in bankruptcy or remaining Insured, subject to his performing the obligations that were incumbent upon the Insured.

2.4 Books and records

The Insurer and its authorized representatives shall have the right to examine the Insured's books and records related to the subject matter of this insurance at any time during the period of this policy and the three subsequent years.

2.5 Inspection

The Insurer and its authorized representatives shall have the right but are not obligated to make inspections of the risk, inform the Insured of the conditions found and recommend changes. Any inspections, surveys, findings or recommendations relate only to insurability and the premiums to be charged. They shall not constitute a warranty that the premises, property or operations are safe or healthful or comply with laws, codes or standards.

2.6 Currency

All limits of insurance, premiums and other amounts as expressed in this policy are in Canadian currency.

3. LOSSES

3.1 Notice of loss (Article 2470)

The Insured shall notify the Insurer of any loss which may give rise to an indemnity, as soon as he becomes aware of it. Any interested person may give such notice.

In the event that the requirement set out in the preceding paragraph is not fully complied with, all rights to compensation shall be forfeited by the Insured where such non-compliance has caused prejudice to the Insurer.

3.2 Information to be provided (Article 2471)

The Insured shall inform the Insurer as soon as possible of all the circumstances surrounding the loss, including its probable cause, the nature and extent of the damage, the location of the Insured property, the rights of third parties, and any concurrent insurance; he shall also furnish him with vouchers and swear or warrant to the truth of the information.

Where, for a serious reason, the Insured is unable to fulfil such obligation, he is entitled to a reasonable time in which to do so. If the Insured fails to fulfil his obligation, any interested person may do so on his behalf.

In addition, the Insured shall forthwith send to the Insurer a copy of any notice, letter, subpoena or writ or document received in connection with a claim.

3.3 False representation (Article 2472)

Any deceitful representation entails the loss of the right of the person making it to any indemnity in respect of the risk to which the representation relates.

However, if the occurrence of the event Insured against entails the loss of both movable and immovable property or of both property for occupational use and personal property, forfeiture is incurred only with respect to the class of property to which the representation relates.

3.4 Intentional Fault (Article 2464)

The Insurer is never liable to compensate for injury resulting from the Insured's intentional fault.

Where there is more than one Insured, the obligation of coverage remains in respect of those Insureds who have not committed an intentional fault.

Where the Insurer is liable for injury caused by a person for whose acts the Insured is liable, the obligation of coverage subsists regardless of the nature or gravity of that person's fault.

3.5 Notice to police

(applicable to property insurance only)

The Insured must promptly give notice to the police of any loss caused by vandalism, theft or attempted theft or other criminal act.

3.6 Safeguarding and examination of property (Article 2495)

(applicable to property insurance only)

At the expense of the Insurer, the Insured must take all reasonable steps to prevent further loss or damage to the Insured property and any further loss or damage resulting directly or indirectly from the Insured's failure to take such action shall not be recoverable.

The Insured may not abandon the damaged property if there is no agreement to that effect. The Insured shall facilitate the salvage and inspection of the Insured property by the Insurer.

He shall, in particular, permit the Insurer and his representatives to visit the premises and examine the Insured property before repairing, removing or modifying the damaged property, unless so required to safeguard the property.

3.7 Admission of liability and cooperation

The Insured shall cooperate with the Insurer in the processing of all claims.

(The following two paragraphs are applicable to liability insurance only: article 2504).

No transaction made without the consent of the Insurer may be set up against him.

The Insured shall not admit any liability nor settle or attempt to settle any claim, except at his own risk.

3.8 Right of action (Article 2502)

(applicable to liability insurance only)

The Insurer may set up against the injured third person any grounds he could have invoked against the Insured at the time of the loss, but not grounds pertaining to facts that occurred

after the loss; the Insurer has a right of action against the Insured in respect of facts that occurred after the loss.

4. COMPENSATION AND SETTLEMENT

4.1 Basis of settlement (Articles 2490, 2491, 2493)

(applicable to property insurance only)

Unless otherwise provided, the Insurer shall not be liable for more than the actual cash value of the property at the time of loss as normally determined.

In unvalued policies, the amount of insurance does not make proof of the value of the Insured property. In valued policies, the agreed value makes complete proof, between the Insurer and the Insured, of the value of the Insured property.

If the amount of insurance is less than the value of the property the Insurer is released by paying the amount of the insurance in the event of total loss or a proportional indemnity in the event of partial loss.

4.2 Pair and set

(applicable to property insurance only)

In the case of loss of or damage to any article or articles, whether scheduled or unscheduled, which are part of a set, the measure of loss of or damage to such article or articles shall be a reasonable and fair proportion of the total value of the set, but in no event shall such loss or damage be construed to mean total loss of set.

4.3 Parts

(applicable to property insurance only)

In the case of loss of or damage to any part of the Insured property, whether scheduled or unscheduled, consisting, when complete for use, of several parts, the Insurer is not liable for more than the Insured value of the part lost or damaged, including the cost of installation.

4.4 Fire insurance (Articles 2485 and 2486)

(applicable to property insurance only)

In fire insurance, the Insurer is bound to repair any damage which is an immediate consequence of fire or combustion, whatever the cause, including damage to the property during removal or that caused by the means employed to extinguish the fire, subject to the exceptions specified in the policy. The Insurer is also liable for the disappearance of Insured things during the fire, unless he proves that the disappearance is due to theft which is not covered.

The Insurer is not liable for damage caused solely by excessive heat from a heating apparatus or by any process involving the applications of heat where there is no fire or commencement of fire but, even where there is no fire, the Insurer is liable for damage caused by lightning or the explosion of fuel.

An Insurer who insures a property against fire is not liable for damage due to fires or explosions caused by foreign or civil war, riot or civil disturbance, nuclear explosion, volcanic eruption, earthquake or other cataclysm.

4.5 Replacement (Article 2494)

(applicable to property insurance only)

Subject to the rights of preferred and hypothecary creditors, the Insurer reserves the right to repair, rebuild or replace the

Insured property. He is then entitled to salvage and may take over the property.

4.6 Time of payment (Articles 1591, 2469 and 2473)

The Insurer shall pay the indemnity within sixty days after receiving the notice of loss or, at his request, all relevant information and vouchers, provided the Insured shall have complied with all the terms of the contract.

Any outstanding premium may be deducted from the indemnity payable.

4.7 Property of others

(applicable to property insurance only)

Where a claim is made as a result of loss of or damage to property not owned by the Insured, the Insurer reserves the right to pay the indemnity to the Insured or to the owner of the property and to deal directly with such owner.

4.8 Waiver

Neither the Insurer nor the Insured shall be deemed to have waived any term or condition of the policy by any act relating to arbitration or to the completion or delivery of proof of loss, or to the investigation or adjustment of the claim.

4.9 Limitation of actions (Article 2925)

Every action or proceeding against the Insurer under this policy shall be commenced within three years from the date the right of action has arisen.

4.10 Subrogation (Article 2474)

Unless otherwise provided, the Insurer shall be subrogated to the extent of the amount paid or the liability assumed therefore under this policy to the rights of the Insured against persons responsible for the loss except when they are members of the Insured's household. The Insurer may be fully or partly released from his obligation towards the Insured where, owing to any act of the Insured, he cannot be so subrogated.

5. OTHER INSURANCE

5.1 Property insurance (Article 2496)

The Insured who, without fraud, is Insured by several Insurers, under several policies, for the same interest and against the same risk so that the total amount of indemnity that would result from the separate performance of such policies would exceed the loss incurred may be indemnified by the Insurer or Insurers of his choice, each being liable only for the amount he has contracted for.

No clause suspending all or part of the performance of the contract by reason of other insurance may be used against the Insured.

Unless otherwise agreed, the indemnity is apportioned among the Insurers in proportion to the share of each in the total coverage, except in respect of specific insurance, which constitutes primary insurance.

5.2 Liability insurance

The liability insurance provided under this policy is primary insurance except when stated to apply in excess of, or contingent upon the absence of, other insurance. When this insurance is primary and the Insured has other insurance which is stated to be applicable to the loss on an excess or contingent basis, the amount of the Insurer's liability under

this policy shall not be reduced by the existence of such other insurance. When both this insurance and other insurance apply to the loss on the same basis whether primary, excess or contingent, the Insurer shall not be liable under this policy for a greater proportion of the loss than that stated in the applicable contribution provision below:

– Contribution by equal share:

If all of such other collectible insurance provides for contribution by equal shares, this Insurer shall not be liable for a greater proportion of such loss than would be payable if each Insurer contributed an equal share until the share of each Insurer equals the lowest applicable limit of liability under any one policy or the full amount of the loss is paid, and with respect to any amount of loss not so paid the remaining Insurers then continue to contribute equal shares of the remaining amount of the loss until each such Insurer has paid its limit in full or the full amount of the loss is paid.

– Contribution by limits:

If any such other insurance does not provide for contribution by equal shares, this Insurer shall not be liable for a greater proportion of such loss than the applicable limit of liability under this policy for such loss bears to the total applicable limit of liability of all valid and collectible insurance against such loss.

6. CANCELLATION (Articles 2477 and 2479)

This policy may be cancelled at any time:

- a) By mere written notice from each of the Named Insureds. Termination takes effect upon receipt of the notice and the Insured shall therefore be entitled to a refund of the excess of the premium actually paid over the short-term rate for the expired time.
- b) By the Insurer giving written notice to each Named Insureds. Termination takes effect fifteen days following receipt of such notice by the Insured at his last known address and the Insurer shall refund the excess of premium actually paid over the pro rata premium for the expired time. If the premium is subject to adjustment or determination as to amount, the refund shall be made as soon as practicable.

Where one or more of the Names Insureds have been mandated to receive or send the notices provided for under paragraph a) or b) above, notices sent or received by them shall be deemed to have been sent or received by all Named Insureds.

In this Condition, the words "premium actually paid" means the premium actually paid by the Insured to the Insurer or its representative but do not include any premium or part thereof paid to the Insurer by a representative unless actually paid to the representative by the Insured.

7. NOTICE

Any notice to the Insurer may be sent by any recognized means of communication to the Insurer or its authorized representative. Notice may be given to the named Insured by letter personally delivered to him or by mail addressed to him at his last known address.

It is incumbent upon the sender to prove that such notice was received.

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- FOR MANITOBA AND SASKATCHEWAN CUSTOMERS WITH FAILURE TO LOCATE -

Preferred Care

Product Summary

The information contained herein is for informational purposes only and provides a summary of the coverage. For complete details, including eligible products, please refer to the Policy You received with the purchase of Your product from Google Canada Corporation ("Google"), or visit www.cnacanada.ca/asurion.

Insurer	Continental Casualty Company ("CNA Canada"), whose address is 66 Wellington Street West, Suite 3700, Toronto, Ontario M5K 1J5, Canada, telephone 1-800-831-4262		
Administrator	Asurion Insurance Solutions of Canada Corporation ("Asurion"). The Administrator can be contacted at: 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada		
Seller/Retailer	The seller of this plan is Google, whose address is 1741 Lower Water Street, Suite 600 Halifax, Nova Scotia B3J0J2.		
Eligibility for this Policy	To be eligible for this insurance coverage, You must purchase the device from Google.		
Device Schedule and Premium	The insurance Policy is optional. The premium for the Policy depends on the device tier of the Covered Equipment and the Policy term as shown in the table below. The premiums for the Policies are calculated based on the expected costs of losses under the Policy, plus company expenses, commissions, and applicable premium taxes.		
	Covered Equipment	Monthly Policy Premium	Two-Year Policy Premium
	Pixel Watch 2, Pixel Watch 3 (41 mm and 45 mm), Pixel Watch 4 (41 mm and 45 mm)	\$5/mo	\$119
	Pixel Watch 5 (41 mm and 45 mm)	\$6/mo	\$139
	Pixel 8a	\$7/mo	\$139
	Pixel 9a, Pixel 10a	\$8/mo	\$189
	Pixel 8, Pixel 9	\$10/mo	\$209
	Pixel 10, Pixel 11	\$14/mo	\$319
	Pixel 8 Pro, Pixel 9 Pro, Pixel 9 Pro XL, Pixel 10 Pro, Pixel 10 Pro XL	\$15/mo	\$329
	Pixel 9 Pro Fold, Pixel 10 Pro Fold	\$18/mo	\$359
	Pixel 11 Pro, Pixel 11 Pro XL	\$16/mo	\$339
	Pixel 11 Pro Fold	\$19/mo	\$369
	Partial list of eligible devices as of January 8, 2026. This list may be changed from time to time. If You do not see Your device above, and for a complete and current list of devices, please visit asurion.com/googleclaims/ca or call 866-788-5776. Some devices may be moved to a different tier during the term of enrollment.		
Remuneration	A portion of the premium will be paid to Google.		
Term of Coverage	The term of the Policy begins on the start date indicated on Your enrollment confirmation and continues for the term indicated on Your enrollment confirmation unless cancelled. Coverage for Covered Losses due to Failure to Locate, ADH and power surge begin on the start date indicated on Your enrollment confirmation. All other coverage becomes effective immediately following the expiration of the manufacturer's warranty. The Policy is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty for which the manufacturer is responsible, and We may refer You to the manufacturer or retailer during this period. The Policy provides certain additional benefits during the manufacturer's warranty period and continues to provide some of the manufacturer's benefits, as well as certain additional benefits, after the manufacturer's warranty expires.		
What is Covered	The Policy covers replacement costs or parts and labor costs to repair Covered Equipment that the Google Find My Device application fails to locate as a result of being lost or stolen ("Failure to Locate") or fails to operate due to operational, mechanical, electrical, or structural failure from (i) defects in materials and/or workmanship; (ii) normal wear and tear; (iii) power surge; or (iv) unintentional and accidental damage from handling as a result of normal use ("ADH") for eligible portable electronic devices. We will, at our discretion: (1) repair the Covered Equipment or (2) replace the Covered Equipment with a Replacement Equipment. Mail-in or carry-in service may be available; the Administrator will inform You what type of service Your Covered Equipment qualifies for when You file Your claim.		

Product Summary - continued

What is Not Covered	The Policy does not cover: 1> Incidental or consequential damages; 2> Losses caused by acts of God or other disaster (whether natural, man-made, or catastrophic), fire, smoke, flood, explosion, war, civil disorders, riot, terrorism, nuclear event, strike, embargo, acts of the government, military authority, or the elements; 3> Abuse, malicious mischief, misuse, intentional damage, vandalism, improper installation, or customer negligence; 4> Damage caused by corrosion, dirt, mold, rust, sand, insects or animals 5> Pre-existing loss of the Covered Equipment occurring before the time it was established as the Covered Equipment; 6> Changes or enhancements in color, texture, finish, expansion, contraction, or any cosmetic damage to Covered Equipment however caused, including, but not limited to, scratches and marring, that do not affect the mechanical or electrical function of the Covered Equipment; 7> Service performed by unauthorized repair personnel; 8> Covered Equipment with altered or missing serial or IMEI numbers; 9> “No Problem Found” diagnosis or failure to follow the manufacturer’s instructions; 10> Any damage or loss to any data or operating system, including damage or loss as a result of any repairs or replacement under this policy; 11> Loss or damage to software due to any cause, including but not limited to: computer virus, worm, Trojan programs, adware, spyware, firmware or any other software program; 12> Mobile phone accessories that are not included in the box by the manufacturer including, but not limited to: chargers, headsets, face plates and cases; 13> Damage caused by foreign objects; and 14> Loss due to any design flaw or systemic manufacturing defect, or failure covered by the manufacturer’s warranty or manufacturer’s recall in effect at the time of the failure. Further, Covered Equipment does not include and the Policy does not cover: 1> Contraband or property in the course of illegal transportation or trade; 2> Damage to property in transit to You; 3> Battery chargers; 4> Any accessories; 5> Unauthorized modifications, alterations, or repairs, including the use of third-party parts not provided or certified by the manufacturer; or 6> Covered Equipment that is missing any part or parts			
To Make a Claim	If Your Covered Equipment experiences a Covered Loss, You may file a claim by going online to asurion.com/googleclaims/ca twenty-four (24) hours a day, seven (7) days a week or by calling 866-788-5776, 6:00 am CST through 12:00 am CST, Monday through Sunday. You must file Your claim with us prior to having service for coverage to apply; all repairs or replacements must be authorized in advance. Unauthorized repairs or replacements may not be covered. A deductible applies for each approved claim, as described in the Deductibles section below.			
Replacement Product	Claims may be fulfilled with a new, refurbished, or remanufactured product, or a 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.			
Deductibles	You must pay a deductible for each approved claim as shown in the deductible schedule below, plus applicable taxes. The deductible must be paid to us in advance of service being provided and may be paid with a valid debit or credit card or other electronic payment method We approve. The deductible amount is based on the device tier of the claimed Covered Equipment. Some devices may be moved to a different deductible tier during their lifecycle.			
	Covered Equipment Tier:	ADH Cracked Screen Repair (for eligible Covered Equipment):	Replacement	Failure to Locate
	Tier 1: None	\$39	\$49	\$59
	Tier 2: Pixel Watch 2, Pixel Watch 3 (41 mm and 45 mm), Pixel Watch 4 (41 mm and 45 mm), Pixel 8a	\$39	\$59	\$89
	Tier 3: Pixel 8, Pixel 9a, Pixel 9, Pixel 10a, Pixel Watch 5 (41 mm and 45 mm)	\$39	\$99	\$119
	Tier 4: None	\$39	\$119	\$159
	Tier 5: Pixel 8 Pro, Pixel 9 Pro, Pixel 9 Pro XL, Pixel 9 Pro Fold, Pixel 10, Pixel 10 Pro, Pixel 10 Pro XL, Pixel 10 Pro Fold, Pixel 11, Pixel 11 Pro, Pixel 11 Pro XL, Pixel 11 Pro Fold	\$39	\$159	\$229

Product Summary - continued

Claim Limits	The maximum amount We will pay for any single claim is \$2,000. The Policy covers a maximum of two (2) ADH claims and one (1) Failure to Locate claim in any rolling twelve (12) month period. Each twelve (12) month period begins on the date of Your first ADH or Failure to Locate claim. There is no limit to the number of claims for other Covered Losses during the term of this Policy. In the event You reach the limit of two (2) ADH claims or one (1) Failure to Locate claim in any twelve month period, You will continue to have coverage for other Covered Loss claims, but You will not be able to make additional ADH or Failure to Locate claims until the previous claims roll off Your account twelve months after each claim is completed.
Cancellation Policy	This Policy can be cancelled by You at any time for any reason by visiting store.google.com/preferred_care and accessing Your Google Store account or by writing the Administrator at 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada. If You need further assistance cancelling Your coverage, please call 866-745-1749. If the Policy is cancelled by either party: (a) within thirty (30) days of the receipt of this Policy, You shall receive a full refund of the price paid for the Policy, provided no service has been performed, or (b) after thirty (30) days of the receipt of this Policy, You will receive a pro rata refund, less the cost of any service received. This Policy shall be cancelled by us for fraud or material misrepresentation. Unauthorized repair or replacement of Covered Equipment shall result in the cancellation of this Policy by us. In the event of cancellation by us, written notice of cancellation shall be mailed to You not less than thirty (30) days before cancellation is effective.
Consequences of Misrepresentation	Any misrepresentation, inaccurate representation or failure to disclose could lead to the Policy being canceled, coverage being denied, or benefits being refused or reduced.
Disputes	Most of Your concerns may be addressed by simply contacting Asurion at 866-788-5776. In the unlikely event Asurion cannot informally resolve Your dispute, You may contact CNA Canada.
COMPLAINTS To the Insurer and Complaint Resolution Process	To make a complaint and access the Insurer's policy on handling complaints, please click on the following link: https://www.cnacanada.ca/complaints
Personal Information	Personal Information includes factual or subjective information about an identifiable individual. We collect, use, or disclose personal information that We collect in connection with The Policy (hereinafter "Personal Information") to Google, Asurion, and CNA Canada. Google, Asurion, and CNA Canada collect Your Personal Information through the Plan Administrator's and Insurer's websites, on a claims portal managed by the Plan Administrator, and by phone to either/or the Plan Administrator or the Insurer. Google, Asurion, and CNA Canada use Your Personal Information to administer the Policy, 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 Policy liabilities, and providing customer service. We may also use and disclose Your Personal Information for other purposes with Your consent or as permitted or required by law. Google, Asurion, and CNA Canada may exchange Your Personal Information as necessary for the purposes described above. This will involve transferring data within Canada and the United States. Google, Asurion, and CNA Canada will hold and use Your Personal Information only as long as necessary to implement, administer and manage the Policy, or as required to comply with legal or regulatory obligations.
Privacy	Your information may be processed and stored in the United States and may be subject to access by U.S. authorities under applicable laws. Google, Asurion and CNA Canada provide You with many ways to make choices about Your Personal Information, 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 asurion.com/privacy-notice/ or by writing to us at Asurion, Attn: Privacy Office c/o Office of the General Counsel, 140 11th 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 asurion.com/privacy-notice/ . You may consult the Insurer's Privacy Policy to understand how We collect and use Your personal information. You may request to review Your personal information in Your file or request to make a correction by writing to: The Privacy Officer, Continental Casualty Company, 66 Wellington Street West, Suite 3700, Toronto, Ontario M5K 1J5. For more information on privacy at CNA, visit: www.cnacanada.ca .

Preferred Care

– FOR MANITOBA AND SASKATCHEWAN CUSTOMERS –

This is a legal contract of insurance (referred to hereinafter as the "Policy"). 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. By purchasing this Policy, You are consenting to Asurion Insurance Solutions of Canada Corp. and Continental Casualty Company's collection, use and disclosure of personal information as described below, including their ability to share Your personal information with Google Canada Corporation ("Google"), the Seller of this Policy. You also consent that Your personal information may be used and disclosed for other purposes as permitted or required by law.

Insurer: The company obligated under this Policy is as follows:

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

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.

- I. **DEFINITIONS:** Throughout this Policy, the following words have the following meanings: (1) "**We**," "**Us**," "**Our**," and "**Insurer**" refer to CNA Canada as referenced above; (2) "**Insured**," "**You**," and "**Your**" mean the individual who purchased the Covered Equipment and this Policy; (3) "**Administrator**" refers to Asurion Insurance Solutions of Canada Corporation. The Administrator can be contacted at: 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada; (4) "**Seller**" means Google, the Seller of this Policy; (5) "**Covered Equipment**" means the device that You purchased concurrently with and is covered by this Policy on the date of enrollment as identified by Your Google Device ID, which includes Electronic Serial Number (ESN) or International Mobile Equipment Identity number (IMEI); (6) "**Covered Loss**" means the Covered Equipment's failure to be located by the Google Find My Device application as a result of being lost or stolen ("Failure to Locate") or failure of the Covered Equipment to operate due to experiencing an operational, mechanical, electrical, or structural failure from (i) defects in materials and/or workmanship; (ii) normal wear and tear; (iii) power surge; or (iv) unintentional and accidental damage from handling as a result of normal use ("ADH") for eligible portable electronic devices. (7) "**Replacement Equipment**" means a **NEW, REFURBISHED, OR REMANUFACTURED EQUIPMENT OF EQUAL OR SIMILAR FEATURES AND FUNCTIONALITY**

THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL COVERED EQUIPMENT WHICH WE PROVIDE TO YOU IN THE EVENT OF A COVERED LOSS OF THE COVERED EQUIPMENT. Technological advances may result in Replacement Equipment with a lower selling price than the original equipment.

- II. **INSTRUCTIONS:** This Policy, including the terms, conditions, limitations and exclusions, and Your receipt or enrollment confirmation for this Policy, constitute the entire agreement between You and Us. Please keep this Policy and the receipt or enrollment confirmation for future reference; You may need them to obtain service. We strongly recommend (but do not require as a condition of this Policy) the regular back up of data and software. If applicable, it is important that You back up all data files on Your Covered Equipment prior to the commencement of service; repairs to Your Covered Equipment may result in the deletion of such data files.
- III. **TERM OF COVERAGE:** The term of this Policy begins on the start date indicated on Your enrollment confirmation and continues for the term indicated on Your enrollment confirmation unless cancelled. Coverage for Covered Losses due to Failure to Locate, ADH, and power surge begin on the start date indicated on Your enrollment confirmation. All other coverage becomes effective immediately following the expiration of the manufacturer's warranty. This Policy is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty for which the manufacturer is responsible, and We may refer You to the manufacturer or retailer during this period. This Policy provides certain additional benefits during the manufacturer's warranty period and continues to provide some of the manufacturer's benefits, as well as certain additional benefits, after the manufacturer's warranty expires. In the event Your Covered Equipment is being serviced by us when this Policy is cancelled or expires, the term of this Policy will be extended until the covered repair has been completed and the Covered Equipment or a replacement has been delivered or provided to You.
- IV. **WHAT IS COVERED:** If the Covered Equipment fails due to a Covered Loss, We will repair it, or, at Our sole option, replace it with a device of comparable kind and quality. If We determine that We cannot repair or replace Your Covered Equipment, We may, at our discretion: issue You a credit or check for the replacement cost of the Covered Equipment, as determined by us, based on its value immediately prior to the breakdown. Non-original parts may be used for repair of the Covered Equipment. **THERE IS NO ASSURANCE, REPRESENTATION, OR GUARANTEE THAT ANY REPLACEMENT EQUIPMENT WILL BE IDENTICAL OR OFFER THE SAME FUNCTIONALITIES AS THE ITEM BEING REPLACED. Replacement Equipment will be new or refurbished, in Our sole discretion.** The device provided as the Replacement Equipment immediately becomes the Covered Equipment. You hereby assign to Us all rights and benefits of any manufacturer's

warranty or other ancillary coverage relating to any Covered Equipment that We replace. **NOTE: For Your Covered Equipment:** 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 Covered Equipment.

- V. HOW TO MAKE A CLAIM:** If Your Covered Equipment experiences a Covered Loss, You may go online to asurion.com/googleclaims/ca twenty-four (24) hours a day, seven (7) days a week, or You may call customer service at 866-788-5776 to speak to an agent. **All claims must be authorized in advance. Unauthorized repairs or replacements may not be covered.** At Our sole discretion, We will provide for claim fulfillment at authorized repair centers, authorized service providers, or by mail. We will pay for the cost of shipping Your Covered Equipment to and from the authorized service center if depot service is required. We may require You to fill out a claim facilitation form prior to receiving service or a replacement or reimbursement under this Policy. You must file Your claim within ninety (90) days of a Covered Loss. If You fail to file Your claim within ninety (90) days, We may deny You coverage. In the event We arrange for the repair of Your Covered Equipment, You may be required to mail or deliver Your Covered Equipment for repair as directed by Us. If We arrange for the replacement of Your Covered Equipment, We will provide the Replacement Equipment by mail within fourteen (14) business days, in most cases, or We may require You to pick up the Replacement Equipment at a retail location in Your area. You may also be required to produce a Provincial or Federal issued photo I.D., other than a student or professional license or I.D., as a condition to receiving service or replacement under this Policy.

- VI. INTERNATIONAL SERVICE:** Service under this Policy is not available outside of Canada.

- VII. DEDUCTIBLE:** In the event Your Covered Equipment experiences a Covered Loss, You must pay a deductible as shown in the deductible schedule below, plus applicable taxes. The deductible must be paid to us in advance of service being provided and may be paid with a valid debit or credit card or other electronic payment method We approve. The deductible amount is based on the device tier of the claimed Covered Equipment, as shown in the deductible schedule. See asurion.com/googleclaims/ca or the specific deductible for Your device.

Covered Equipment Tier:	ADH Cracked Screen Repair (for eligible Covered Equipment):	Replacement	Failure to Locate
Tier 1	\$39	\$49	\$59
Tier 2	\$39	\$59	\$89
Tier 3	\$39	\$99	\$119
Tier 4	\$39	\$119	\$159
Tier 5	\$39	\$159	\$229

- VIII. NON-RETURN FEE:** Covered Equipment that is damaged or malfunctioning and approved for replacement must be returned to Us. You will be required to return the failed Covered Equipment to an authorized service provider, or We may require You to return the Covered Equipment to Us at Our expense within fourteen (14) days of the delivery of Your Replacement Equipment, in the return mailer We provide. You must return the Covered Equipment as directed by Us, including unlocking the Covered Equipment, or pay the non-returned equipment charge applicable to the model of Covered Equipment that We replace. **YOU CAN AVOID THIS CHARGE BY SIMPLY RETURNING THE COVERED EQUIPMENT AS DIRECTED.**

- IX. PREMIUM:** You agree to pay the upfront or monthly recurring charge for the term of this Policy. These fees were disclosed to You at the time You enrolled in this Policy and are also described in the product summary.

X. POLICY LIMITS OF LIABILITY:

- This Policy will cover up to, but no more than, two (2) covered ADH claims in any rolling twelve (12) month period and one (1) Failure to Locate claim in any rolling (12) twelve month period. The twelve (12) month period is calculated based on the date of loss for each covered ADH or Failure to Locate claim. There are no claim limits for all other Covered Losses. For any single claim, the maximum amount We will spend to replace or repair the Covered Equipment is \$2,000.
- In the event You reach the claim limit of two (2) ADH claims or one (1) Failure to Locate claim in any rolling twelve month period, You will continue to have coverage for other Covered Losses, but You will not be able to make additional ADH or Failure to Locate claims until the previous claims roll off Your account twelve months after each claim is completed.

XI. EXCLUSIONS: This Policy does not cover:

- Incidental or consequential damages;
- Losses caused by acts of God or other disaster (whether natural, man-made, or catastrophic), fire, smoke, flood, explosion, war, civil disorders, riot, terrorism, nuclear event, strike, embargo, acts of the government, military authority, or the elements;
- Abuse, malicious mischief, misuse, intentional damage, vandalism, improper installation, or customer negligence;
- Damage caused by corrosion, dirt, mold, rust, sand, insects or animals
- Pre-existing losses of the Covered Equipment occurring before the time it was established as the Covered Equipment;
- Changes or enhancements in color, texture, finish, expansion, contraction, or any cosmetic damage to Covered Equipment however caused, including, but not limited to, scratches and marring, that do not affect the mechanical or electrical function of the Covered Equipment;
- Service performed by unauthorized repair personnel;
- Covered Equipment with altered or missing serial or IMEI numbers;
- “No Problem Found” diagnosis or failure to follow the manufacturer’s instructions;
- 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;

- 11> Loss or damage to software due to any cause, including but not limited to: computer virus, worm, Trojan programs, adware, spyware, firmware or any other software program;
- 12> Mobile phone accessories that are not included in the box by the manufacturer including, but not limited to: chargers, headsets, face plates and cases;
- 13> Damage caused by foreign objects; and
- 14> Loss due to any design flaw or systemic manufacturing defect, or failure covered by the manufacturer's warranty or manufacturer's recall in effect at the time of the failure.

Further, Covered Equipment does not include and the Plan does not cover:

- 1> Contraband or property in the course of illegal transportation or trade;
- 2> Damage to property in transit to You;
- 3> Battery chargers;
- 4> Any accessories;
- 5> Unauthorized modifications, alterations, or repairs, including the use of third-party parts not provided or certified by the manufacturer; or
- 6> Covered Equipment that is missing any part or parts.

XII. RENEWAL: This Policy is not renewable.

XIII. TRANSFER: This Policy is not transferable by You, and may not be assigned by You. This Policy is transferable at our discretion.

XIV. CANCELLATION: The following provision with respect to cancellation is subject to the provisions of General Condition 5 set out in Appendix A hereto. This Policy can be cancelled by You at any time for any reason by visiting store.google.com/preferred_care and accessing Your Google Store account or by writing the Administrator at 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada. If You need further assistance cancelling Your coverage, please call 866-788-5776. This Policy may be cancelled by us or the Administrator for any reason by notifying You in writing at least thirty (30) days prior to the effective date of cancellation, which notice will state the effective date and reason for cancellation. We may cancel this Policy immediately if We discover any abuse of this Policy, or any fraud or material misrepresentation made by You or with Your knowledge in obtaining coverage or in the presentation of a claim, including but not limited to filing a claim for equipment not belonging to You. If the Policy is cancelled: (a) by You within thirty (30) days of the receipt of this Policy, You will receive a full refund of all premium payments made by You under this Policy, including sales tax; or (b) by You after thirty (30) days of the receipt of this Policy, 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 premium, less the cost of any claims that have been paid or repairs that have been made.

XV. CHANGES TO THE POLICY: WE MAY CHANGE THE MONTHLY PREMIUM FOR THE POLICY, ADMINISTRATION OF THE POLICY, OR THE TERMS AND CONDITIONS OF THIS POLICY FROM TIME TO TIME UPON THIRTY (30) DAYS WRITTEN NOTICE TO YOU. SUCH NOTICE MAY BE PROVIDED IN A SEPARATE MAILING OR EMAIL, OR BY ANY OTHER REASONABLE METHOD. IF YOU DO NOT AGREE TO THE MODIFIED PREMIUM OR TERMS OF THE AGREEMENT, YOU MAY CANCEL THE POLICY BY NOTICE TO US

OR THE ADMINISTRATOR AT ANY TIME IN ACCORDANCE WITH THIS POLICY. THE PAYMENT OF APPLICABLE PREMIUM BY YOU, OR A REQUEST FOR SERVICE UNDER THE POLICY, AFTER RECEIVING SUCH NOTICE OF A CHANGE IN THE PREMIUM OR OTHER TERMS AND CONDITIONS WILL BE DEEMED TO BE ASSENT BY YOU TO THE CHANGE(S) IN THE PREMIUM, TERMS OR CONDITIONS.

XVI. LIMITATION OF LIABILITY: IN NO EVENT WILL THE POLICY INSURER, ADMINISTRATOR, OR SELLER BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, PERSONAL INJURIES OR LOSS OF INCOME ARISING OUT OF, OR CONNECTED TO, THE PROVISION OF THE POLICY, REPAIR OR REPLACEMENT OF COVERED EQUIPMENT UNDER THE POLICY AND CAUSED BY NEGLIGENCE, ERROR, MISTAKE, OR OMISSION ON THE PART OF THE POLICY INSURER OR ADMINISTRATOR OR THEIR RESPECTIVE PARENTS, SUBSIDIARIES, AFFILIATES, AGENTS, EMPLOYEES, SUBCONTRACTORS, SUCCESSORS, AND ASSIGNS.

XVII. FORCE MAJEURE: We are not responsible for any delay or failure in performance of any part of this Policy to the extent that such delay or failure is caused by fire, flood, explosion, war, strike, embargo, government requirement, regulatory agency requirement civil or military authority, acts of God, or other similar causes beyond our control.

XVIII. NON-WAIVER: No waiver in whole or in part of any term or condition of this Policy shall be construed as a continuing waiver of that term or condition or a waiver in whole or in part of any other term or condition. We may reduce or waive the claim service fee for Covered Equipment. We will post the current claim deductible schedule at asurion.com/googleclaims/ca or by calling 866-788-5776.

XIX. 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 Plan (hereinafter "Personal Information") to Google, Asurion, and CNA Canada.

Google, Asurion, and CNA Canada collect Your Personal Information through a website at the time of purchase or registration portal, on an Asurion claims portal, and by phone.

Google, Asurion, and CNA Canada use Your Personal Information to administer the Plan, 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 Plan 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.

Google, Asurion, and CNA Canada may exchange Personal Information as necessary for the purposes described above. You acknowledge that this will involve transferring data within Canada and the United States.

Google, Asurion, and CNA Canada will hold and use Your personal information only as long as necessary to implement, administer and manage the Plan, or as required to comply with legal or regulatory obligations.

Google, Asurion, and CNA Canada 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 asurion.com/privacyrights or by writing to us at Asurion, Attn: Privacy Office c/o Office of the General Counsel, 140 11th 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 asurion.com/privacy-notice/.

XX. 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.

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Appendix “A”
GENERAL POLICY CONDITIONS
(Applicable to the provinces of Saskatchewan and Manitoba)

The following Statutory Conditions apply to all of the perils Insured by this form (including fire) unless applicable legislation provides otherwise.

In respect of liability coverage(s), only Statutory Conditions 2., 3., 4., 5. and 14. apply.

If any condition below contains a variation, omission or addition to the Statutory Condition established by the applicable Provincial or Territorial statute, then the Statutory Condition established by Provincial or Territorial statute prevails. If any portion of these conditions are found to be invalid, unenforceable or contrary to statute, the remainder will remain in full force and effect.

STATUTORY CONDITIONS

1. Misrepresentation

If a person applying for insurance falsely describes the property to the prejudice of the Insurer, or misrepresents or fraudulently omits to communicate any circumstance that is material to be made known to the Insurer in order to enable it to judge the risk to be undertaken, the contract is void as to any property in relation to which the misrepresentation or omission is material.

2. Property of others

The Insurer is not liable for loss or damage to property owned by a person other than the Insured unless

- (a) otherwise specifically stated in the contract, or
- (b) the interest of the Insured in that property is stated in the contract.

3. Change of interest

The Insurer is liable for loss or damage occurring after an authorized assignment under the *Bankruptcy and Insolvency Act* (Canada) or a change of title by succession, by operation of law or by death.

4. Material change in risk

- (1) The Insured must promptly give notice in writing to the Insurer or its agent of a change that is
 - (a) material to the risk, and
 - (b) within the control and knowledge of the Insured.
- (2) If an Insurer or its agent is not promptly notified of a change under subparagraph (1) of this condition, the contract is void as to the part affected by the change.
- (3) If an Insurer or its agent is notified of a change under subparagraph (1) of this condition, the Insurer may
 - (a) terminate the contract in accordance with Statutory Condition 5., or
 - (b) notify the Insured in writing that, if the Insured desires the contract to continue in force, the Insured must, within 15 days after receipt of the notice, pay to the Insurer an additional premium specified in the notice.
- (4) If the Insured fails to pay an additional premium when required to do so under subparagraph (3) (b) of this condition, the contract is terminated at that time and Statutory Condition 5. (2) (a) applies in respect of the unearned portion of the premium.

5. Termination of insurance

- (1) The contract may be terminated
 - (a) by the Insurer giving to the Insured 15 days' notice of termination by registered mail* or 5 days' written notice of termination personally delivered, or
 - (b) by the Insured at any time on request.
- (2) If the contract is terminated by the Insurer,
 - (a) the Insurer must refund the excess of premium actually paid by the Insured over the prorated premium for the expired time, but in no event may the prorated premium for the expired time be less than any minimum retained premium specified in the contract, and
 - (b) the refund must accompany the notice unless the premium is subject to adjustment or determination as to amount, in which case the refund must be made as soon as practicable.
- (3) If the contract is terminated by the Insured, the Insurer must refund as soon as practicable the excess of premium actually paid by the Insured over the short rate premium for the expired time specified in the contract, but in no event may the short rate premium for the expired time be less than any minimum retained premium specified in the contract.
- (4) The 15 day period referred to in subparagraph (1) (a) of this condition starts to run on the day following the day on which the registered letter or notification of it is delivered to the Insured's postal address.

6. Requirements after loss

- (1) On the happening of any loss of or damage to Insured property, the Insured must, if the loss or damage is covered by the contract, in addition to observing the requirements of Statutory Condition 9.,
 - (a) immediately give notice in writing to the Insurer,
 - (b) deliver as soon as practicable to the Insurer a proof of loss in respect of the loss or damage to the Insured property verified by statutory declaration,
 - (i) giving a complete inventory of that property and showing in detail quantities and costs of that property and particulars of the amount of loss claimed,
 - (ii) stating when and how the loss occurred, and if caused by fire or explosion due to ignition, how the fire or explosion originated, so far as the Insured knows or believes,
 - (iii) stating that the loss did not occur through any wilful act or neglect or the procurement, means or connivance of the Insured,
 - (iv) stating the amount of other insurances and the names of other Insurers,
 - (v) stating the interest of the Insured and of all others in that property with particulars of all liens, encumbrances and other charges on that property,

- (vi) stating any changes in title, use, occupation, location, possession or exposure of the property since the contract was issued, and
- (vii) stating the place where the Insured property was at the time of loss,
- (c) if required by the Insurer, give a complete inventory of undamaged property showing in detail quantities and cost of that property, and
- (d) if required by the Insurer and if practicable,
 - (i) produce books of account and inventory lists,
 - (ii) furnish invoices and other vouchers verified by statutory declaration, and
 - (iii) furnish a copy of the written portion of any other relevant contract
- (2) The evidence given, produced or furnished under subparagraph (1) (c) and (d) of this condition must not be considered proofs of loss within the meaning of Statutory Conditions 12. and 13.

7. Fraud

Any fraud or wilfully false statement in a statutory declaration in relation to the particulars required under Statutory Condition 6. invalidates the claim of the person who made the declaration.

8. Who may give notice and proof

Notice of loss under Statutory Condition 6. (1) (a) may be given and the proof of loss under Statutory Condition 6. (1) (b) may be made

- (a) by the agent of the Insured, if
 - (i) the Insured is absent or unable to give the notice or make the proof, and
 - (ii) the absence or inability is satisfactorily accounted for, or
- (b) by a person to whom any part of the insurance money is payable, if the Insured refuses to do so, or in the circumstances described in subparagraph (a) of this condition.

9. Salvage

- (1) In the event of loss or damage to Insured property, the Insured must take all reasonable steps to prevent further loss or damage to that property and to prevent loss or damage to other property Insured under the contract, including, if necessary, removing the property to prevent loss or damage or further loss or damage to the property.
- (2) The Insurer must contribute on a prorated basis towards any reasonable and proper expenses in connection with steps taken by the Insured under subparagraph (1) of this condition.

10. Entry, control, abandonment

After loss or damage to Insured property, the Insurer has

- (a) an immediate right of access and entry by accredited representatives sufficient to enable them to survey and examine the property, and to make an estimate of the loss or damage, and
- (b) after the Insured has secured the property, a further right of access and entry by accredited representatives sufficient to enable them to appraise or estimate the loss or damage, but
 - (i) without the Insured's consent, the Insurer is not entitled to the control or possession of the Insured property, and
 - (ii) without the Insurer's consent, there can be no abandonment to it of the Insured property.

11. In case of disagreement

- (1) In the event of disagreement as to the value of the Insured property, the value of the property saved, the nature and extent of the repairs or replacements required or, if made, their adequacy, or the amount of the loss or damage, those questions must be determined using the applicable dispute resolution process set out in the Insurance Act, whether or not the Insured's right to recover under the contract is disputed, and independently of all other questions.
- (2) There is no right to a dispute resolution process under this condition until
 - (a) a specific demand is made for it in writing, and
 - (b) the proof of loss has been delivered to the Insurer.

12. When loss payable

Unless the contract provides for a shorter period, the loss is payable within 60 days after the proof of loss is completed in accordance with Statutory Condition 6. and delivered to the Insurer.

13. Repair or replacement

- (1) Unless a dispute resolution process has been initiated, the Insurer, instead of making payment, may repair, rebuild or replace the Insured property lost or damaged, on giving written notice of its intention to do so within 30 days after receiving the proof of loss.
- (2) If the Insurer gives notice under subparagraph (1) of this condition, the Insurer must begin to repair, rebuild or replace the property within 45 days after receiving the proof of loss, and must proceed with all due diligence to complete the work within a reasonable time.

14. Notice

- (1) Written notice to the Insurer may be delivered at, or sent by registered mail to, the chief agency or head office of the Insurer in the province.
- (2) Written notice to the Insured may be personally delivered at, or sent by registered mail addressed to, the Insured's last known address as provided to the Insurer by the Insured.

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Preferred Care

Product Summary

The information contained herein is for informational purposes only and provides a summary of the coverage. For complete details, including eligible products, please refer to the Policy You received with the purchase of Your product from Google Canada Corporation ("Google"), or visit www.cnacanada.ca/asurion.

Insurer	Continental Casualty Company ("CNA Canada"), whose address is 66 Wellington Street West, Suite 3700, Toronto, Ontario M5K 1J5, Canada, telephone 1-800-831-4262		
Administrator	Asurion Insurance Solutions of Canada Corporation ("Asurion"). The Administrator can be contacted at: 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada		
Seller/Retailer	The seller of this plan is Google, whose address is 1741 Lower Water Street, Suite 600 Halifax, Nova Scotia B3J0J2.		
Eligibility for this Policy	To be eligible for this insurance coverage, You must purchase the device from Google.		
Device Schedule and Premium	The insurance Policy is optional. The premium for the Policy depends on the device tier of the Covered Equipment and the Policy term as shown in the table below. The premiums for the Policies are calculated based on the expected costs of losses under the Policy, plus company expenses, commissions, and applicable premium taxes.		
	Covered Equipment	Monthly Policy Premium	Two-Year Policy Premium
	Pixel Tablet	\$6/mo	\$129
	Partial list of eligible devices as of January 8, 2026. This list may be changed from time to time. If You do not see Your device above, and for a complete and current list of devices, please visit asurion.com/googleclaims/ca or call 866-788-5776. Some devices may be moved to a different tier during the term of enrollment.		
Remuneration	A portion of the premium will be paid to Google.		
Term of Coverage	The term of the Policy begins on the start date indicated on Your enrollment confirmation and continues for the term indicated on Your enrollment confirmation unless cancelled. Coverage for Covered Losses due to ADH and power surge begin on the start date indicated on Your enrollment confirmation. All other coverage becomes effective immediately following the expiration of the manufacturer's warranty. The Policy is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty for which the manufacturer is responsible, and We may refer You to the manufacturer or retailer during this period. The Policy provides certain additional benefits during the manufacturer's warranty period and continues to provide some of the manufacturer's benefits, as well as certain additional benefits, after the manufacturer's warranty expires.		
What is Covered	The Policy covers replacement costs or parts and labor costs to repair Covered Equipment that fails to operate due to operational, mechanical, electrical, or structural failure from (i) defects in materials and/or workmanship; (ii) normal wear and tear; (iii) power surge; or (iv) unintentional and accidental damage from handling as a result of normal use ("ADH") for eligible portable electronic devices. We will, at our discretion: (1) repair the Covered Equipment or (2) replace the Covered Equipment with a Replacement Equipment. Mail-in or carry-in service may be available; the Administrator will inform You what type of service Your Covered Equipment qualifies for when You file Your claim.		

Product Summary - continued

What is Not Covered	The Policy does not cover: 1> Incidental or consequential damages; 2> Losses caused by acts of God or other disaster (whether natural, man-made, or catastrophic), fire, smoke, flood, explosion, war, civil disorders, riot, terrorism, nuclear event, strike, embargo, acts of the government, military authority, or the elements; 3> Loss, theft, abuse, malicious mischief, misuse, intentional damage, vandalism, improper installation, or customer negligence; 4> Damage caused by corrosion, dirt, mold, rust, sand, insects or animals 5> Pre-existing loss of the Covered Equipment occurring before the time it was established as the Covered Equipment; 6> Changes or enhancements in color, texture, finish, expansion, contraction, or any cosmetic damage to Covered Equipment however caused, including, but not limited to, scratches and marring, that do not affect the mechanical or electrical function of the Covered Equipment; 7> Service performed by unauthorized repair personnel; 8> Covered Equipment with altered or missing serial or IMEI numbers; 9> "No Problem Found" diagnosis or failure to follow the manufacturer's instructions; 10> Any damage or loss to any data or operating system, including damage or loss as a result of any repairs or replacement under this policy; 11> Loss or damage to software due to any cause, including but not limited to: computer virus, worm, Trojan programs, adware, spyware, firmware or any other software program; 12> Mobile phone accessories that are not included in the box by the manufacturer including, but not limited to: chargers, headsets, face plates and cases; 13> Damage caused by foreign objects; and 14> Loss due to any design flaw or systemic manufacturing defect, or failure covered by the manufacturer's warranty or manufacturer's recall in effect at the time of the failure. Further, Covered Equipment does not include and the Policy does not cover: 1> Contraband or property in the course of illegal transportation or trade; 2> Damage to property in transit to You; 3> Battery chargers; 4> Any accessories; 5> Unauthorized modifications, alterations, or repairs, including the use of third-party parts not provided or certified by the manufacturer; or 6> Covered Equipment that is missing any part or parts				
To Make a Claim	If Your Covered Equipment experiences a Covered Loss, You may file a claim by going online to asurion.com/googleclaims/ca twenty-four (24) hours a day, seven (7) days a week or by calling 866-788-5776, 6:00 am CST through 12:00 am CST, Monday through Sunday. You must file Your claim with us prior to having service for coverage to apply; all repairs or replacements must be authorized in advance. Unauthorized repairs or replacements may not be covered. A deductible applies for each approved claim, as described in the Deductibles section below.				
Replacement Product	Claims may be fulfilled with a new, refurbished, or remanufactured product, or a 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.				
Deductibles	You must pay a deductible for each approved claim as shown in the deductible schedule below, plus applicable taxes. The deductible must be paid to us in advance of service being provided and may be paid with a valid debit or credit card or other electronic payment method We approve. The deductible amount is based on the device tier of the claimed Covered Equipment. Some devices may be moved to a different deductible tier during their lifecycle. <table border="1" data-bbox="321 1608 1516 1686"> <thead> <tr> <th data-bbox="321 1608 1317 1650">Covered Equipment Tier:</th><th data-bbox="1317 1608 1516 1650">Replacement:</th></tr> </thead> <tbody> <tr> <td data-bbox="321 1650 1317 1686">Tier 2: Pixel Tablet</td><td data-bbox="1317 1650 1516 1686">\$59</td></tr> </tbody> </table>	Covered Equipment Tier:	Replacement:	Tier 2: Pixel Tablet	\$59
Covered Equipment Tier:	Replacement:				
Tier 2: Pixel Tablet	\$59				
Claim Limits	The maximum amount We will pay for any single claim is \$2,000. The Policy covers a maximum of two (2) ADH claims in any rolling twelve (12) month period. Each twelve (12) month period begins on the date of Your first ADH claim. There is no limit to the number of claims for other Covered Losses during the term of this Policy. In the event You reach the limit of two (2) ADH claims in any twelve month period, You will continue to have coverage for other Covered Loss claims, but You will not be able to make additional ADH claims until the previous claims roll off Your account twelve months after each claim is completed.				

Product Summary - continued

Cancellation Policy	This Policy can be cancelled by You at any time for any reason by visiting store.google.com/preferred_care and accessing Your Google Store account or by writing the Administrator at 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada. If You need further assistance cancelling Your coverage, please call 866-745-1749. If the Policy is cancelled by either party: (a) within thirty (30) days of the receipt of this Policy, You shall receive a full refund of the price paid for the Policy, provided no service has been performed, or (b) after thirty (30) days of the receipt of this Policy, You will receive a pro rata refund, less the cost of any service received. This Policy shall be cancelled by us for fraud or material misrepresentation. Unauthorized repair or replacement of Covered Equipment shall result in the cancellation of this Policy by us. In the event of cancellation by us, written notice of cancellation shall be mailed to You not less than thirty (30) days before cancellation is effective.
Consequences of Misrepresentation	Any misrepresentation, inaccurate representation or failure to disclose could lead to the Policy being canceled, coverage being denied, or benefits being refused or reduced.
Disputes	Most of Your concerns may be addressed by simply contacting Asurion at 866-788-5776. In the unlikely event Asurion cannot informally resolve Your dispute, You may contact CNA Canada.
COMPLAINTS To the Insurer and Complaint Resolution Process	To make a complaint and access the Insurer's policy on handling complaints, please click on the following link: https://www.cnacanada.ca/complaints .
Personal Information	Personal Information includes factual or subjective information about an identifiable individual. We collect, use, or disclose personal information that We collect in connection with The Policy (hereinafter "Personal Information") to Google, Asurion, and CNA Canada. Google, Asurion, and CNA Canada collect Your Personal Information through the Plan Administrator's and Insurer's websites, on a claims portal managed by the Plan Administrator, and by phone to either/or the Plan Administrator or the Insurer. Google, Asurion, and CNA Canada use Your Personal Information to administer the Policy, 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 Policy liabilities, and providing customer service. We may also use and disclose Your Personal Information for other purposes with Your consent or as permitted or required by law. Google, Asurion, and CNA Canada may exchange Your Personal Information as necessary for the purposes described above. This will involve transferring data within Canada and the United States. Google, Asurion, and CNA Canada will hold and use Your Personal Information only as long as necessary to implement, administer and manage the Policy, or as required to comply with legal or regulatory obligations.
Privacy	Your information may be processed and stored in the United States and may be subject to access by U.S. authorities under applicable laws. Google, Asurion, and CNA Canada provide You with many ways to make choices about Your Personal Information, 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 asurion.com/privacy-notice/ or by writing to us at Asurion, Attn: Privacy Office c/o Office of the General Counsel, 140 11th 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 asurion.com/privacy-notice/. You may consult the Insurer's Privacy Policy to understand how We collect and use Your personal information. You may request to review Your personal information in Your file or request to make a correction by writing to: The Privacy Officer, Continental Casualty Company, 66 Wellington Street West, Suite 3700, Toronto, Ontario M5K 1J5. For more information on privacy at CNA, visit: www.cnacanada.ca.

Preferred Care

– FOR MANITOBA AND SASKATCHEWAN CUSTOMERS –

This is a legal contract of insurance (referred to hereinafter as the "Policy"). 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. By purchasing this Policy, You are consenting to Asurion Insurance Solutions of Canada Corp. and Continental Casualty Company's collection, use and disclosure of personal information as described below, including their ability to share Your personal information with Google Canada Corporation ("Google"), the Seller of this Policy. You also consent that Your personal information may be used and disclosed for other purposes as permitted or required by law.

Insurer: The company obligated under this Policy is as follows:

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

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.

- I. DEFINITIONS:** Throughout this Policy, the following words have the following meanings: (1) "**We**," "**Us**," "**Our**," and "**Insurer**" refer to CNA Canada as referenced above; (2) "**Insured**," "**You**," and "**Your**" mean the individual who purchased the Covered Equipment and this Policy; (3) "**Administrator**" refers to Asurion Insurance Solutions of Canada Corporation. The Administrator can be contacted at: 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada; (4) "**Seller**" means Google, the Seller of this Policy; (5) "**Covered Equipment**" means the device that You purchased concurrently with and is covered by this Policy on the date of enrollment as identified by Your Google Device ID, which includes Electronic Serial Number (ESN) or International Mobile Equipment Identity number (IMEI); (6) "**Covered Loss**" means failure of the Covered Equipment to operate due to experiencing an operational, mechanical, electrical, or structural failure from (i) defects in materials and/or workmanship; (ii) normal wear and tear; (iii) power surge; or (iv) unintentional and accidental damage from handling as a result of normal use ("ADH") for eligible portable electronic devices. (7) "**Replacement Equipment**" means a **NEW, REFURBISHED, OR REMANUFACTURED EQUIPMENT OF EQUAL OR SIMILAR FEATURES AND FUNCTIONALITY THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL COVERED**

EQUIPMENT WHICH WE PROVIDE TO YOU IN THE EVENT OF A COVERED LOSS OF THE COVERED EQUIPMENT. Technological advances may result in Replacement Equipment with a lower selling price than the original equipment.

- II. INSTRUCTIONS:** This Policy, including the terms, conditions, limitations and exclusions, and Your receipt or enrollment confirmation for this Policy, constitute the entire agreement between You and Us. Please keep this Policy and the receipt or enrollment confirmation for future reference; You may need them to obtain service. We strongly recommend (but do not require as a condition of this Policy) the regular back up of data and software. If applicable, it is important that You back up all data files on Your Covered Equipment prior to the commencement of service; repairs to Your Covered Equipment may result in the deletion of such data files.
- III. TERM OF COVERAGE:** The term of this Policy begins on the start date indicated on Your enrollment confirmation and continues for the term indicated on Your enrollment confirmation unless cancelled. Coverage for Covered Losses due to ADH and power surge begin on the start date indicated on Your enrollment confirmation. All other coverage becomes effective immediately following the expiration of the manufacturer's warranty. This Policy is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty for which the manufacturer is responsible, and We may refer You to the manufacturer or retailer during this period. This Policy provides certain additional benefits during the manufacturer's warranty period and continues to provide some of the manufacturer's benefits, as well as certain additional benefits, after the manufacturer's warranty expires. In the event Your Covered Equipment is being serviced by us when this Policy is cancelled or expires, the term of this Policy will be extended until the covered repair has been completed and the Covered Equipment or a replacement has been delivered or provided to You.
- IV. WHAT IS COVERED:** If the Covered Equipment fails due to a Covered Loss, We will repair it, or, at Our sole option, replace it with a device of comparable kind and quality. If We determine that We cannot repair or replace Your Covered Equipment, We may, at our discretion: issue You a credit or check for the replacement cost of the Covered Equipment, as determined by us, based on its value immediately prior to the breakdown. Non-original parts may be used for repair of the Covered Equipment. **THERE IS NO ASSURANCE, REPRESENTATION, OR GUARANTEE THAT ANY REPLACEMENT EQUIPMENT WILL BE IDENTICAL OR OFFER THE SAME FUNCTIONALITIES AS THE ITEM BEING REPLACED. Replacement Equipment will be new or refurbished, in Our sole discretion.** The device provided as the Replacement Equipment immediately becomes the Covered Equipment. You hereby assign to Us all rights and benefits of any manufacturer's warranty or other ancillary coverage relating to any Covered Equipment that We replace. **NOTE: For Your Covered Equipment:** 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 Covered Equipment.

- V. HOW TO MAKE A CLAIM:** If Your Covered Equipment experiences a Covered Loss, You may go online to asurion.com/googleclaims/ca twenty-four (24) hours a day, seven (7) days a week, or You may call customer service at 866-788-5776 to speak to an agent. **All claims must be authorized in advance. Unauthorized repairs or replacements may not be covered.** At Our sole discretion, We will provide for claim fulfillment at authorized repair centers, authorized service providers, or by mail. We will pay for the cost of shipping Your Covered Equipment to and from the authorized service center if depot service is required. We may require You to fill out a claim facilitation form prior to receiving service or a replacement or reimbursement under this Policy. You must file Your claim within ninety (90) days of a Covered Loss. If You fail to file Your claim within ninety (90) days, We may deny You coverage. In the event We arrange for the repair of Your Covered Equipment, You may be required to mail or deliver Your Covered Equipment for repair as directed by Us. If We arrange for the replacement of Your Covered Equipment, We will provide the Replacement Equipment by mail within fourteen (14) business days, in most cases, or We may require You to pick up the Replacement Equipment at a retail location in Your area. You may also be required to produce a Provincial or Federal issued photo I.D., other than a student or professional license or I.D., as a condition to receiving service or replacement under this Policy.

- VI. INTERNATIONAL SERVICE:** Service under this Policy is not available outside of Canada.

- VII. DEDUCTIBLE:** In the event Your Covered Equipment experiences a Covered Loss, You must pay a deductible as shown in the deductible schedule below, plus applicable taxes. The deductible must be paid to us in advance of service being provided and may be paid with a valid debit or credit card or other electronic payment method We approve. The deductible amount is based on the device tier of the claimed Covered Equipment, as shown in the deductible schedule. See asurion.com/googleclaims/ca or the specific deductible for Your device.

Covered Equipment Tier:	Replacement
Tier 2	\$59

- VIII. NON-RETURN FEE:** Covered Equipment that is damaged or malfunctioning and approved for replacement must be returned to Us. You will be required to return the failed Covered Equipment to an authorized service provider, or We may require You to return the Covered Equipment to Us at Our expense within fourteen (14) days of the delivery of Your Replacement Equipment, in the return mailer We provide. You must return the Covered Equipment as directed by Us, including unlocking the Covered Equipment, or pay the non-returned equipment charge applicable to the model of Covered Equipment that We replace. **YOU CAN AVOID THIS CHARGE BY SIMPLY RETURNING THE COVERED EQUIPMENT AS DIRECTED.**
- IX. PREMIUM:** You agree to pay the upfront or monthly recurring charge for the term of this Policy. These fees were disclosed to

You at the time You enrolled in this Policy and are also described in the product summary.

X. POLICY LIMITS OF LIABILITY:

- a. This Policy will cover up to, but no more than, two (2) covered ADH claims in any rolling twelve (12) month period. The twelve (12) month period is calculated based on the date of loss for each covered ADH claim. There are no claim limits for all other Covered Losses. For any single claim, the maximum amount We will spend to replace or repair the Covered Equipment is \$2,000.
- b. In the event You reach the claim limit of two (2) ADH claims in any rolling twelve month period, You will continue to have coverage for other Covered Losses, but You will not be able to make additional ADH claims until the previous claims roll off Your account twelve months after each claim is completed.

XI. EXCLUSIONS: This Policy does not cover:

- 1> Incidental or consequential damages;
- 2> Losses caused by acts of God or other disaster (whether natural, man-made, or catastrophic), fire, smoke, flood, explosion, war, civil disorders, riot, terrorism, nuclear event, strike, embargo, acts of the government, military authority, or the elements;
- 3> Loss, theft, abuse, malicious mischief, misuse, intentional damage, vandalism, improper installation, or customer negligence;
- 4> Damage caused by corrosion, dirt, mold, rust, sand, insects or animals
- 5> Pre-existing losses of the Covered Equipment occurring before the time it was established as the Covered Equipment;
- 6> Changes or enhancements in color, texture, finish, expansion, contraction, or any cosmetic damage to Covered Equipment however caused, including, but not limited to, scratches and marring, that do not affect the mechanical or electrical function of the Covered Equipment;
- 7> Service performed by unauthorized repair personnel;
- 8> Covered Equipment with altered or missing serial or IMEI numbers;
- 9> "No Problem Found" diagnosis or failure to follow the manufacturer's instructions;
- 10> 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;
- 11> Loss or damage to software due to any cause, including but not limited to: computer virus, worm, Trojan programs, adware, spyware, firmware or any other software program;
- 12> Mobile phone accessories that are not included in the box by the manufacturer including, but not limited to: chargers, headsets, face plates and cases;
- 13> Damage caused by foreign objects; and
- 14> Loss due to any design flaw or systemic manufacturing defect, or failure covered by the manufacturer's warranty or manufacturer's recall in effect at the time of the failure.

Further, Covered Equipment does not include and the Plan does not cover:

- 1> Contraband or property in the course of illegal transportation or trade;

- 2> Damage to property in transit to You;
- 3> Battery chargers;
- 4> Any accessories;
- 5> Unauthorized modifications, alterations, or repairs, including the use of third-party parts not provided or certified by the manufacturer; or
- 6> Covered Equipment that is missing any part or parts.

XII. RENEWAL: This Policy is not renewable.

XIII. TRANSFER: This Policy is not transferable by You, and may not be assigned by You. This Policy is transferable at our discretion.

XIV. CANCELLATION: The following provision with respect to cancellation is subject to the provisions of General Condition 5 set out in Appendix A hereto. This Policy can be cancelled by You at any time for any reason by visiting store.google.com/preferred_care and accessing Your Google Store account or by writing the Administrator at 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada. If You need further assistance cancelling Your coverage, please call 866-788-5776. This Policy may be cancelled by us or the Administrator for any reason by notifying You in writing at least thirty (30) days prior to the effective date of cancellation, which notice will state the effective date and reason for cancellation. We may cancel this Policy immediately if We discover any abuse of this Policy, or any fraud or material misrepresentation made by You or with Your knowledge in obtaining coverage or in the presentation of a claim, including but not limited to filing a claim for equipment not belonging to You. If the Policy is cancelled: (a) by You within thirty (30) days of the receipt of this Policy, You will receive a full refund of all premium payments made by You under this Policy, including sales tax; or (b) by You after thirty (30) days of the receipt of this Policy, 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 premium, less the cost of any claims that have been paid or repairs that have been made.

XV. CHANGES TO THE POLICY: WE MAY CHANGE THE MONTHLY PREMIUM FOR THE POLICY, ADMINISTRATION OF THE POLICY, OR THE TERMS AND CONDITIONS OF THIS POLICY FROM TIME TO TIME UPON THIRTY (30) DAYS WRITTEN NOTICE TO YOU. SUCH NOTICE MAY BE PROVIDED IN A SEPARATE MAILING OR EMAIL, OR BY ANY OTHER REASONABLE METHOD. IF YOU DO NOT AGREE TO THE MODIFIED PREMIUM OR TERMS OF THE AGREEMENT, YOU MAY CANCEL THE POLICY BY NOTICE TO US OR THE ADMINISTRATOR AT ANY TIME IN ACCORDANCE WITH THIS POLICY. THE PAYMENT OF APPLICABLE PREMIUM BY YOU, OR A REQUEST FOR SERVICE UNDER THE POLICY, AFTER RECEIVING SUCH NOTICE OF A CHANGE IN THE PREMIUM OR OTHER TERMS AND CONDITIONS WILL BE DEEMED TO BE ASSENT BY YOU TO THE CHANGE(S) IN THE PREMIUM, TERMS OR CONDITIONS.

XVI. LIMITATION OF LIABILITY: IN NO EVENT WILL THE POLICY INSURER, ADMINISTRATOR, OR SELLER BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, PERSONAL INJURIES OR LOSS OF INCOME ARISING OUT OF, OR CONNECTED TO, THE PROVISION OF THE POLICY, REPAIR OR REPLACEMENT OF COVERED EQUIPMENT UNDER THE POLICY AND CAUSED BY NEGLIGENCE, ERROR, MISTAKE, OR OMISSION ON THE PART

OF THE POLICY INSURER OR ADMINISTRATOR OR THEIR RESPECTIVE PARENTS, SUBSIDIARIES, AFFILIATES, AGENTS, EMPLOYEES, SUBCONTRACTORS, SUCCESSORS, AND ASSIGNS.

XVII. FORCE MAJEURE: We are not responsible for any delay or failure in performance of any part of this Policy to the extent that such delay or failure is caused by fire, flood, explosion, war, strike, embargo, government requirement, regulatory agency requirement civil or military authority, acts of God, or other similar causes beyond our control.

XVIII. NON-WAIVER: No waiver in whole or in part of any term or condition of this Policy shall be construed as a continuing waiver of that term or condition or a waiver in whole or in part of any other term or condition. We may reduce or waive the claim service fee for Covered Equipment. We will post the current claim deductible schedule at asurion.com/googleclaims/ca or by calling 866-788-5776.

XIX. 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 Plan (hereinafter "Personal Information") to Google, Asurion, and CNA Canada.

Google, Asurion, and CNA Canada collect Your Personal Information through a website at the time of purchase or registration portal, on an Asurion claims portal, and by phone.

Google, Asurion, and CNA Canada use Your Personal Information to administer the Plan, 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 Plan 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.

Google, Asurion, and CNA Canada may exchange Personal Information as necessary for the purposes described above. You acknowledge that this will involve transferring data within Canada and the United States.

Google, Asurion, and CNA Canada will hold and use Your personal information only as long as necessary to implement, administer and manage the Plan, or as required to comply with legal or regulatory obligations.

Google, Asurion, and CNA Canada 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 asurion.com/privacy-notice/ or by writing to us at Asurion, Attn: Privacy Office c/o Office of the General Counsel, 140 11th 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 asurion.com/privacy-notice/.

XX. 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.

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Appendix “A”
GENERAL POLICY CONDITIONS
(Applicable to the provinces of Saskatchewan and Manitoba)

The following Statutory Conditions apply to all of the perils Insured by this form (including fire) unless applicable legislation provides otherwise.

In respect of liability coverage(s), only Statutory Conditions 2., 3., 4., 5. and 14. apply.

If any condition below contains a variation, omission or addition to the Statutory Condition established by the applicable Provincial or Territorial statute, then the Statutory Condition established by Provincial or Territorial statute prevails. If any portion of these conditions are found to be invalid, unenforceable or contrary to statute, the remainder will remain in full force and effect.

STATUTORY CONDITIONS

1. Misrepresentation

If a person applying for insurance falsely describes the property to the prejudice of the Insurer, or misrepresents or fraudulently omits to communicate any circumstance that is material to be made known to the Insurer in order to enable it to judge the risk to be undertaken, the contract is void as to any property in relation to which the misrepresentation or omission is material.

2. Property of others

The Insurer is not liable for loss or damage to property owned by a person other than the Insured unless

- (a) otherwise specifically stated in the contract, or
- (b) the interest of the Insured in that property is stated in the contract.

3. Change of interest

The Insurer is liable for loss or damage occurring after an authorized assignment under the *Bankruptcy and Insolvency Act* (Canada) or a change of title by succession, by operation of law or by death.

4. Material change in risk

- (1) The Insured must promptly give notice in writing to the Insurer or its agent of a change that is
 - (a) material to the risk, and
 - (b) within the control and knowledge of the Insured.
- (2) If an Insurer or its agent is not promptly notified of a change under subparagraph (1) of this condition, the contract is void as to the part affected by the change.
- (3) If an Insurer or its agent is notified of a change under subparagraph (1) of this condition, the Insurer may
 - (a) terminate the contract in accordance with Statutory Condition 5., or
 - (b) notify the Insured in writing that, if the Insured desires the contract to continue in force, the Insured must, within 15 days after receipt of the notice, pay to the Insurer an additional premium specified in the notice.
- (4) If the Insured fails to pay an additional premium when required to do so under subparagraph (3) (b) of this condition, the contract is terminated at that time and Statutory Condition 5. (2) (a) applies in respect of the unearned portion of the premium.

5. Termination of insurance

- (1) The contract may be terminated
 - (a) by the Insurer giving to the Insured 15 days' notice of termination by registered mail* or 5 days' written notice of termination personally delivered, or
 - (b) by the Insured at any time on request.
- (2) If the contract is terminated by the Insurer,
 - (a) the Insurer must refund the excess of premium actually paid by the Insured over the prorated premium for the expired time, but in no event may the prorated premium for the expired time be less than any minimum retained premium specified in the contract, and
 - (b) the refund must accompany the notice unless the premium is subject to adjustment or determination as to amount, in which case the refund must be made as soon as practicable.
- (3) If the contract is terminated by the Insured, the Insurer must refund as soon as practicable the excess of premium actually paid by the Insured over the short rate premium for the expired time specified in the contract, but in no event may the short rate premium for the expired time be less than any minimum retained premium specified in the contract.
- (4) The 15 day period referred to in subparagraph (1) (a) of this condition starts to run on the day following the day on which the registered letter or notification of it is delivered to the Insured's postal address.

6. Requirements after loss

- (1) On the happening of any loss of or damage to Insured property, the Insured must, if the loss or damage is covered by the contract, in addition to observing the requirements of Statutory Condition 9.,
 - (a) immediately give notice in writing to the Insurer,
 - (b) deliver as soon as practicable to the Insurer a proof of loss in respect of the loss or damage to the Insured property verified by statutory declaration,
 - (i) giving a complete inventory of that property and showing in detail quantities and costs of that property and particulars of the amount of loss claimed,
 - (ii) stating when and how the loss occurred, and if caused by fire or explosion due to ignition, how the fire or explosion originated, so far as the Insured knows or believes,
 - (iii) stating that the loss did not occur through any wilful act or neglect or the procurement, means or connivance of the Insured,
 - (iv) stating the amount of other insurances and the names of other Insurers,
 - (v) stating the interest of the Insured and of all others in that property with particulars of all liens, encumbrances and other charges on that property,

- (vi) stating any changes in title, use, occupation, location, possession or exposure of the property since the contract was issued, and
- (vii) stating the place where the Insured property was at the time of loss,
- (c) if required by the Insurer, give a complete inventory of undamaged property showing in detail quantities and cost of that property, and
- (d) if required by the Insurer and if practicable,
 - (i) produce books of account and inventory lists,
 - (ii) furnish invoices and other vouchers verified by statutory declaration, and
 - (iii) furnish a copy of the written portion of any other relevant contract
- (2) The evidence given, produced or furnished under subparagraph (1) (c) and (d) of this condition must not be considered proofs of loss within the meaning of Statutory Conditions 12. and 13.

7. Fraud

Any fraud or wilfully false statement in a statutory declaration in relation to the particulars required under Statutory Condition 6. invalidates the claim of the person who made the declaration.

8. Who may give notice and proof

Notice of loss under Statutory Condition 6. (1) (a) may be given and the proof of loss under Statutory Condition 6. (1) (b) may be made

- (a) by the agent of the Insured, if
 - (i) the Insured is absent or unable to give the notice or make the proof, and
 - (ii) the absence or inability is satisfactorily accounted for, or
- (b) by a person to whom any part of the insurance money is payable, if the Insured refuses to do so, or in the circumstances described in subparagraph (a) of this condition.

9. Salvage

- (1) In the event of loss or damage to Insured property, the Insured must take all reasonable steps to prevent further loss or damage to that property and to prevent loss or damage to other property Insured under the contract, including, if necessary, removing the property to prevent loss or damage or further loss or damage to the property.
- (2) The Insurer must contribute on a prorated basis towards any reasonable and proper expenses in connection with steps taken by the Insured under subparagraph (1) of this condition.

10. Entry, control, abandonment

After loss or damage to Insured property, the Insurer has

- (a) an immediate right of access and entry by accredited representatives sufficient to enable them to survey and examine the property, and to make an estimate of the loss or damage, and
- (b) after the Insured has secured the property, a further right of access and entry by accredited representatives sufficient to enable them to appraise or estimate the loss or damage, but
 - (i) without the Insured's consent, the Insurer is not entitled to the control or possession of the Insured property, and
 - (ii) without the Insurer's consent, there can be no abandonment to it of the Insured property.

11. In case of disagreement

- (1) In the event of disagreement as to the value of the Insured property, the value of the property saved, the nature and extent of the repairs or replacements required or, if made, their adequacy, or the amount of the loss or damage, those questions must be determined using the applicable dispute resolution process set out in the Insurance Act, whether or not the Insured's right to recover under the contract is disputed, and independently of all other questions.
- (2) There is no right to a dispute resolution process under this condition until
 - (a) a specific demand is made for it in writing, and
 - (b) the proof of loss has been delivered to the Insurer.

12. When loss payable

Unless the contract provides for a shorter period, the loss is payable within 60 days after the proof of loss is completed in accordance with Statutory Condition 6. and delivered to the Insurer.

13. Repair or replacement

- (1) Unless a dispute resolution process has been initiated, the Insurer, instead of making payment, may repair, rebuild or replace the Insured property lost or damaged, on giving written notice of its intention to do so within 30 days after receiving the proof of loss.
- (2) If the Insurer gives notice under subparagraph (1) of this condition, the Insurer must begin to repair, rebuild or replace the property within 45 days after receiving the proof of loss, and must proceed with all due diligence to complete the work within a reasonable time.

14. Notice

- (1) Written notice to the Insurer may be delivered at, or sent by registered mail to, the chief agency or head office of the Insurer in the province.
- (2) Written notice to the Insured may be personally delivered at, or sent by registered mail addressed to, the Insured's last known address as provided to the Insurer by the Insured.

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- ALL PROVINCES EXCEPT MANITOBA, QUEBEC, AND SASKATCHEWAN WITH FAILURE TO LOCATE -

Preferred Care

Summary of Key Terms and Conditions and Important Information

Device Schedule and Plan Charge	The plan charges depend on the device tier of the Covered Equipment and plan term as shown in the table below.		
	Covered Equipment	Monthly Plan Charge	Two-Year Plan Charge
	Pixel Watch 2, Pixel Watch 3 (41 mm and 45 mm), Pixel Watch 4 (41 mm and 45 mm)	\$5/mo	\$119
	Pixel Watch 5 (41 mm and 45 mm)	\$6/mo	\$139
	Pixel 8a	\$7/mo	\$139
	Pixel 9a, Pixel 10a	\$8/mo	\$189
	Pixel 8, Pixel 9	\$10/mo	\$209
	Pixel 10, Pixel 11	\$14/mo	\$319
	Pixel 8 Pro, Pixel 9 Pro, Pixel 9 Pro XL, Pixel 10 Pro, Pixel 10 Pro XL	\$15/mo	\$329
	Pixel 9 Pro Fold, Pixel 10 Pro Fold	\$18/mo	\$359
	Pixel 11 Pro, Pixel 11 Pro XL	\$16/mo	\$339
	Pixel 11 Pro Fold	\$19/mo	\$369
	Partial list of eligible devices as of January 8, 2026. This list may be changed from time to time. If You do not see Your device above, and for a complete and current list of devices, please visit asurion.com/googleclaims/ca or call 866-788-5776. Some devices may be moved to a different tier during the term of enrollment.		
Service Request Limits	Two (2) covered accidental damage from handling (“ADH”) service requests in any rolling twelve (12) month period or one (1) Failure to Locate service request in any rolling (12) twelve month period. There is no limit to the number of service requests for other Covered Failures during the term of the plan. \$2000 value maximum per service request.		
Coverage Description	Covered Equipment that the Google Find My Device application fails to locate as a result of being lost or stolen (“Failure to Locate”) or fails to operate due to experiencing an operational, mechanical, electrical, or structural failure from (i) defects in materials and/or workmanship; (ii) normal wear and tear; (iii) power surge; or (iv) unintentional and accidental damage from handling as a result of normal use (“ADH”) for eligible portable electronic devices.		
Replacement Devices	Service requests may be fulfilled with new or refurbished devices and may be the same model or another model of like kind and quality. Color, features, and accessory compatibility are not guaranteed.		
Covered Equipment	Eligible Google phones and watches. Accessories are not covered.		
Cancellation	This Plan is optional and can be cancelled by You at any time for any reason by visiting store.google.com/preferred_care and accessing Your Google Store account or by writing the Administrator at 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada. If You need further assistance cancelling Your coverage, please call 866-788-5776. If cancelled, a refund will be provided as described in the terms and conditions.		
Service Fees	You must pay a service fee for each approved service request as shown in the schedule below, plus applicable taxes. The service fee must be paid to us in advance of service being provided and may be paid with a valid debit or credit card or other electronic payment method We approve. The service fee amount is based on the device tier of the claimed Covered Equipment. Some devices may be moved to a different service fee tier during their lifecycle.		
	Covered Equipment Tier:	ADH Cracked Screen Repair (for eligible Covered Equipment):	Replacement
	Tier 1: None	\$39	\$49
	Tier 2: Pixel Watch 2, Pixel Watch 3 (41 mm and 45 mm), Pixel Watch 4 (41 mm and 45 mm), Pixel 8a	\$39	\$59
	Tier 3: Pixel 8, Pixel 9a, Pixel 9, Pixel 10a, Pixel Watch 5 (41 mm and 45 mm)	\$39	\$99
	Tier 4: None	\$39	\$119
	Tier 5: Pixel 8 Pro, Pixel 9 Pro, Pixel 9 Pro XL, Pixel 9 Pro Fold, Pixel 10, Pixel 10 Pro, Pixel 10 Pro XL, Pixel 10 Pro Fold, Pixel 11, Pixel 11 Pro, Pixel 11 Pro XL, Pixel 11 Pro Fold	\$39	\$159
			\$229

Preferred Care

Contract of Additional Warranty

All Provinces Except Manitoba, Quebec, and Saskatchewan

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 THE SELLER OF THIS PLAN.

- I. **OBLIGOR:** The company obligated under this Plan is Google Canada Corporation ("Google") whose address is 1741 Lower Water Street, Suite 600 Halifax, Nova Scotia B3J0J2.
- II. **DEFINITIONS:** Throughout this Plan, the following words have the following meanings: (1) "**We,**" "**Us,**" and "**Our,**" mean the company obligated under this Plan, as stated in the **Obligor** section of this Plan; (2) "**You**" and "**Your**" mean the individual that purchased this Plan; (3) "**Administrator**" refers to Asurion Consumer Solutions of Canada Corp. ("Asurion"). The Administrator can be contacted at: 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2, Canada; (4) "**Seller**" means Google, the Seller of this Plan; (5) "**Covered Equipment**" means the device that You purchased concurrently with and is covered by this Plan on the date of enrollment as identified by Your Google Device ID, which includes Electronic Serial Number (ESN) or International Mobile Equipment Identity number (IMEI); (6) "**Covered Failure**" means the Covered Equipment's failure to be located by the Google Find My Device application as a result of being lost or stolen ("Failure to Locate") or failure of the Covered Equipment to operate due to experiencing an operational, mechanical, electrical, or structural failure from (i) defects in materials and/or workmanship; (ii) normal wear and tear; (iii) power surge; or (iv) unintentional and accidental damage from handling as a result of normal use ("ADH") for eligible portable electronic devices. (7) "**Replacement Equipment**" means a **NEW, REFURBISHED, OR REMANUFACTURED EQUIPMENT OF EQUAL OR SIMILAR FEATURES AND FUNCTIONALITY THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL COVERED EQUIPMENT WHICH WE PROVIDE TO YOU IN THE EVENT OF A COVERED LOSS OF THE COVERED EQUIPMENT.** Technological advances may result in Replacement Equipment with a lower selling price than the original equipment.
- III. **INSTRUCTIONS:** This Plan, including the terms, conditions, limitations and exclusions, and Your receipt or enrollment confirmation for this Plan, constitute the entire agreement between You and us. Please keep this Plan and the receipt or enrollment confirmation for future reference; You may need them to obtain service. We strongly recommend (but do not require as a condition of this Plan) the regular back up of data and software. If applicable, it is important that You back up all data files on Your Covered Equipment prior to the commencement of service; repairs to Your Covered Equipment may result in the deletion of such data files.

- IV. **TERM OF COVERAGE:** The term of this Plan begins on the start date indicated on Your enrollment confirmation and continues for the term indicated on Your enrollment confirmation unless cancelled. Coverage for Covered Failures due to Failure to Locate, ADH, and power surge begin on the start date indicated on Your enrollment confirmation. All other coverage becomes effective immediately following the expiration of the manufacturer's warranty. This Plan is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty for which the manufacturer is responsible, and We may refer You to the manufacturer or retailer during this period. This Plan provides certain additional benefits during the manufacturer's warranty period and continues to provide some of the manufacturer's benefits, as well as certain additional benefits, after the manufacturer's warranty expires. In the event Your Covered Equipment is being serviced by us when this Plan is cancelled or expires, the term of this Plan will be extended until the covered repair has been completed and the Covered Equipment or a replacement has been delivered or provided to You.
- V. **WHAT IS COVERED:** If the Covered Equipment experiences a Covered Failure, We will repair it, or, at Our sole option, replace it with a device of comparable kind and quality. If We determine that We cannot repair or replace Your Covered Equipment, We may, at our discretion issue You a credit for the replacement cost of the Covered Equipment, as determined by us, based on its value immediately prior to the failure. THERE IS NO ASSURANCE, REPRESENTATION, OR GUARANTEE THAT ANY REPLACEMENT EQUIPMENT WILL BE IDENTICAL OR OFFER THE SAME FUNCTIONALITIES AS THE ITEM BEING REPLACED. **Replacement Equipment will be new or refurbished, in Our sole discretion.** The device provided as the Replacement Equipment immediately becomes the Covered Equipment. You hereby assign to Us all rights and benefits of any manufacturer's warranty or other ancillary coverage relating to any Covered Equipment that We replace. **NOTE: For Your Covered Equipment:** 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 Covered Equipment.
- VI. **HOW TO MAKE A SERVICE REQUEST:** If Your Covered Equipment experiences a Covered Failure, You may go online to asurion.com/googleclaims/ca, or You may call customer service at 866-788-5776 to speak to an agent. **All service requests must be authorized in advance. Unauthorized repairs or replacements may not be covered.** At Our sole discretion, We will provide for fulfillment at authorized repair centers, authorized service providers, or by mail. We will pay for the cost of shipping Your Covered Equipment to and from the authorized service center if depot service is required. We may require You to fill out a service request facilitation form prior to receiving service or a replacement or reimbursement under this Plan. You must file Your service request within ninety (90) days of a Covered Failure. If

You fail to file Your service request within ninety (90) days, We may deny You coverage. In the event We arrange for the repair of Your Covered Equipment, You may be required to mail or deliver Your Covered Equipment for repair as directed by Us. If We arrange for the replacement of Your Covered Equipment, We will provide the Replacement Equipment by mail within fourteen (14) business days, in most cases, or We may require You to pick up the Replacement Equipment at a retail location in Your area. You may also be required to produce a Provincial or Federal issued photo I.D., other than a student or professional license or I.D., as a condition to receiving service or replacement under this Plan.

VII. INTERNATIONAL SERVICE: Service under this Plan is not available outside of Canada.

VIII. SERVICE FEE: In the event Your Covered Equipment experiences a Covered Failure, You must pay a service fee as shown in the service fee schedule below, plus applicable taxes. The service fee must be paid to us in advance of service being provided and may be paid with a valid debit or credit card or other electronic payment method We approve. The service fee amount is based on the device tier of the claimed Covered Equipment, as shown in the service fee schedule. See asurion.com/googleclaims/ca for the specific service fee for Your device.

Covered Equipment Tier:	ADH Cracked Screen Repair (for eligible Covered Equipment):	Replacement:	Failure to Locate:
Tier 1	\$39	\$49	\$59
Tier 2	\$39	\$59	\$89
Tier 3	\$39	\$99	\$119
Tier 4	\$39	\$119	\$159
Tier 5	\$39	\$159	\$229

IX. NON-RETURN FEE: Covered Equipment that is damaged or malfunctioning and approved for replacement must be returned to Us. You will be required to return the failed Covered Equipment to an authorized service provider, or We may require You to return the Covered Equipment to Us at Our expense within fourteen (14) days of the delivery of Your Replacement Equipment, in the return mailer We provide. You must return the Covered Equipment as directed by Us, including unlocking the Covered Equipment, or pay the non-returned equipment charge applicable to the model of Covered Equipment that We replace. **YOU CAN AVOID THIS CHARGE BY SIMPLY RETURNING THE COVERED EQUIPMENT AS DIRECTED.**

X. PLAN CHARGE: You agree to pay the upfront or monthly recurring charge for the term of this Plan. These fees were disclosed to You at the time You enrolled in this Plan and are also described in the product summary.

XI. PLAN LIMITS OF LIABILITY:

a. This Plan will cover up to, but no more than, two (2) covered ADH service requests in any rolling twelve (12) month period and one (1) Failure to Locate service request in any rolling (12) twelve month period. The twelve (12) month period is calculated based on the date of loss for each covered Failure to Locate or ADH service request. There are no service

request limits for all other Covered Failures. For any single service request, the maximum amount We will spend to replace or repair the Covered Equipment is \$2,000.00.

b. In the event You reach the aggregate service request limit of two (2) ADH service requests or one (1) Failure to Locate service request in any rolling twelve month period, You will continue to have coverage for other Covered Failures, but You will not be able to make additional ADH or Failure to Locate service requests until the previous service requests roll off Your account twelve months after each service request is completed.

XII. EXCLUSIONS: This Plan does not cover:

- 1> Incidental or consequential damages;
- 2> Losses caused by acts of God or other disaster (whether natural, man-made, or catastrophic), fire, smoke, flood, explosion, war, civil disorders, riot, terrorism, nuclear event, strike, embargo, acts of the government, military authority, or the elements;
- 3> Abuse, malicious mischief, misuse, intentional damage, vandalism, improper installation, or customer negligence;
- 4> Damage caused by corrosion, dirt, mold, rust, sand, insects or animals
- 5> Pre-existing losses of the Covered Equipment occurring before the time it was established as the Covered Equipment;
- 6> Changes or enhancements in color, texture, finish, expansion, contraction, or any cosmetic damage to Covered Equipment however caused, including, but not limited to, scratches and marring, that do not affect the mechanical or electrical function of the Covered Equipment;
- 7> Service performed by unauthorized repair personnel;
- 8> Covered Equipment with altered or missing serial or IMEI numbers;
- 9> "No Problem Found" diagnosis or failure to follow the manufacturer's instructions;
- 10> 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;
- 11> Loss or damage to software due to any cause, including but not limited to: computer virus, worm, Trojan programs, adware, spyware, firmware or any other software program;
- 12> Mobile phone accessories that are not included in the box by the manufacturer including, but not limited to: chargers, headsets, face plates and cases;
- 13> Damage caused by foreign objects; and
- 14> Loss due to any design flaw or systemic manufacturing defect, or failure covered by the manufacturer's warranty or manufacturer's recall in effect at the time of the failure. Further, Covered Equipment does not include and the Plan does not cover:
- 15> Contraband or property in the course of illegal transportation or trade;
- 16> Damage to property in transit to You;
- 17> Battery chargers;
- 18> Any accessories;
- 19> Unauthorized modifications, alterations, or repairs, including the use of third-party parts not provided or certified by the manufacturer; or
- 20> Covered Equipment that is missing any part or parts.

XIII. RENEWAL: This Plan is not renewable.

XIV. TRANSFER: This Plan is not transferable by You, and may not be assigned by You. This Plan is transferable at our discretion.

XV. CANCELLATION: This Plan can be cancelled by You at any time for any reason by visiting store.google.com/preferred_care and accessing Your Google Store account or by writing the Administrator at 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada. If You need further assistance cancelling Your coverage, please call 866-788-5776. This Plan may be cancelled by us or the Administrator for any reason by notifying You in writing at least thirty (30) days prior to the effective date of cancellation, which notice will state the effective date and reason for cancellation. We may cancel this Plan immediately if We discover any abuse of this Plan, or any fraud or material misrepresentation made by You or with Your knowledge in obtaining coverage or in the presentation of a claim, including but not limited to filing a claim for equipment not belonging to You. If the Plan is cancelled: (a) by You within thirty (30) days of the receipt of this Plan, You will receive a full refund of all Plan payments made by You under this Plan, including sales tax; 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 Plan fee, less the cost of any claims that have been paid or repairs that have been made.

XVI. CHANGES TO THE PLAN: WE MAY CHANGE THE MONTHLY CHARGE FOR THE PLAN, ADMINISTRATION OF THE PLAN, OR THE TERMS AND CONDITIONS OF THIS PLAN FROM TIME TO TIME UPON THIRTY (30) DAYS WRITTEN NOTICE TO YOU. SUCH NOTICE MAY BE PROVIDED IN A SEPARATE MAILING OR EMAIL, OR BY ANY OTHER REASONABLE METHOD. IF YOU DO NOT AGREE TO THE MODIFIED CHARGES OR TERMS OF THE AGREEMENT, YOU MAY CANCEL THE PLAN BY NOTICE TO US OR THE ADMINISTRATOR AT ANY TIME IN ACCORDANCE WITH THIS PLAN. THE PAYMENT OF APPLICABLE CHARGES BY YOU, OR A REQUEST FOR SERVICE UNDER THE PLAN, AFTER RECEIVING SUCH NOTICE OF A CHANGE IN THE CHARGES OR OTHER TERMS AND CONDITIONS WILL BE DEEMED TO BE ASSENT BY YOU TO THE CHANGE(S) IN THE CHARGES, TERMS OR CONDITIONS.

XVII. LIMITATION OF LIABILITY: IN NO EVENT WILL THE PLAN OBLIGOR, ADMINISTRATOR, OR SELLER BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, PERSONAL INJURIES OR LOSS OF INCOME ARISING OUT OF, OR CONNECTED TO, THE PROVISION OF THE PLAN, REPAIR OR REPLACEMENT OF COVERED EQUIPMENT UNDER THE PLAN AND CAUSED BY NEGLIGENCE, ERROR, MISTAKE, OR OMISSION ON THE PART OF THE OBLIGOR OR ADMINISTRATOR OR THEIR RESPECTIVE PARENTS, SUBSIDIARIES, AFFILIATES, AGENTS, EMPLOYEES, SUBCONTRACTORS, SUCCESSORS, AND ASSIGNS.

XVIII. FORCE MAJEURE: We are not responsible for any delay or failure in performance of any part of this Plan to the extent that such delay or failure is caused by fire, flood, explosion, war, strike, embargo, government requirement, regulatory agency requirement civil or military authority, acts of God, or other similar causes beyond our control.

XIX. NON-WAIVER: No waiver in whole or in part of any term or condition of this Plan shall be construed as a continuing waiver of that term or condition or a waiver in whole or in part of any other term or condition. We may reduce or waive the service fee for Covered Equipment. We will post the current service fee schedule at asurion.com/googleclaims/ca, or you may call 866-788-5776.

XX. 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 Plan (hereinafter "Personal Information") to Google and Asurion.

Google and Asurion collect Your Personal Information through a website at the time of purchase or registration portal, on an Asurion service request portal, and by phone.

Google and Asurion use Your Personal Information to administer the Plan, 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 Plan 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.

Google and Asurion may exchange Personal Information as necessary for the purposes described above. You acknowledge that this will involve transferring data within Canada and the United States.

Google and Asurion will hold and use Your personal information only as long as necessary to implement, administer and manage the Plan, or as required to comply with legal or regulatory obligations.

Google 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 asurion.com/privacyrights or by writing to us at Asurion, Attn: Privacy Office c/o Office of the General Counsel, 140 11th 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 asurion.com/privacy-notice/.

XXI. 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.

XXII. PROVINCE OR TERRITORY VARIATIONS: The following province or territory variations shall control if inconsistent with any other provisions:

In Ontario, Alberta, and Newfoundland, the following cancellation rights apply:

BUYER'S RIGHT TO CANCEL

You may cancel this Plan from the day You enter the Plan until ten (10) days after You receive a copy of this Plan. You do not need a reason to cancel.

If You do not receive the goods or services within thirty (30) days of the date stated in the Plan, You may cancel this Plan within one (1) year of the Plan date. You lose that right if You accept delivery after thirty (30) days. There are other grounds for

extended cancellation. For more information, You may contact Your provincial/territorial consumer affairs office.

If You cancel this Plan, the Seller has fifteen (15) days to refund Your money and any trade-in, or the cash value of the trade-in. You must then return the goods.

To cancel, You must give notice of cancellation at the address of the Administrator (above in this Plan). You must give notice of cancellation by a method that will allow You to prove that You gave notice, including registered mail, fax, or by personal delivery.

The Parties have requested that this contract of additional warranty and all related documents be drawn up in English only. Les Parties ont demandé que le présent contrat de garantie supplémentaire et tous les documents y afférents soient rédigés en anglais seulement.

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- ALL PROVINCES EXCEPT MANITOBA, QUEBEC, AND SASKATCHEWAN WITHOUT FAILURE TO LOCATE -

Preferred Care

Summary of Key Terms and Conditions and Important Information

Device Schedule and Plan Charge	The plan charges depend on the device tier of the Covered Equipment and the plan term as shown in the table below.		
	Covered Equipment	Monthly Plan Charge	Two-Year Plan Charge
	Pixel Tablet	\$6/mo	\$129
	Partial list of eligible devices as of January 8, 2026. This list may be changed from time to time. If You do not see Your device above, and for a complete and current list of devices, go to asurion.com/googleclaims/ca or call 866-788-5776. Some devices may be moved to a different tier during the term of enrollment.		
Service Request Limits	Two (2) covered accidental damage from handling (“ADH”) service requests in any rolling (12) twelve month period. There is no limit to the number of service requests for other Covered Failures during the term of the plan. \$2000 value maximum per service request.		
Coverage Description	Covered Equipment that fails to operate due to experiencing an operational, mechanical, electrical, or structural failure from (i) defects in materials and/or workmanship; (ii) normal wear and tear; (iii) power surge; or (iv) unintentional and accidental damage from handling as a result of normal use (“ADH”) for eligible portable electronic devices.		
Replacement Devices	Service requests may be fulfilled with new or refurbished devices and may be the same model or another model of like kind and quality. Color, features, and accessory compatibility are not guaranteed.		
Covered Equipment	Eligible Google tablets. Accessories are not covered.		
Cancellation	The plan is optional and can be cancelled by You at any time for any reason by visiting store.google.com/preferred_care and accessing Your Google Store account or by writing the Administrator at 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada. If You need further assistance cancelling Your coverage, please call 866-745-1749. If cancelled, a refund will be provided as described in the terms and conditions.		
Service Fees	You must pay a service fee for each approved service request as shown in the schedule below, plus applicable taxes. The service fee must be paid to us in advance of service being provided and may be paid with a valid debit or credit card or other electronic payment method We approve. The service fee amount is based on the device tier of the claimed Covered Equipment. Some devices may be moved to a different service fee tier during their lifecycle.		
	Covered Equipment Tier:		Replacement:
	Tier 2: Pixel Tablet		\$59

Preferred Care

Contract of Additional Warranty

All Provinces Except Manitoba, Quebec, and Saskatchewan

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 THE SELLER OF THIS PLAN.

- I. **OBLIGOR:** The company obligated under this Plan is Google Canada Corporation ("Google") whose address is 1741 Lower Water Street, Suite 600 Halifax, Nova Scotia B3J0J2.
- II. **DEFINITIONS:** Throughout this Plan, the following words have the following meanings: (1) "**We**," "**Us**," and "**Our**," mean the company obligated under this Plan, as stated in the **Obligor** section of this Plan; (2) "**You**" and "**Your**" mean the individual that purchased this Plan; (3) "**Administrator**" refers to Asurion Consumer Solutions of Canada Corp. ("Asurion"). The Administrator can be contacted at: 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2, Canada; (4) "**Seller**" means Google, the Seller of this Plan; (5) "**Covered Equipment**" means the device that You purchased concurrently with and is covered by this Plan on the date of enrollment as identified by Your Google Device ID, which includes Electronic Serial Number (ESN) or International Mobile Equipment Identity number (IMEI); (6) "**Covered Failure**" means failure of the Covered Equipment to operate due to experiencing an operational, mechanical, electrical, or structural failure from (i) defects in materials and/or workmanship; (ii) normal wear and tear; (iii) power surge; or (iv) unintentional and accidental damage from handling as a result of normal use ("ADH") for eligible portable electronic devices. (7) "**Replacement Equipment**" means a **NEW, REFURBISHED, OR REMANUFACTURED EQUIPMENT OF EQUAL OR SIMILAR FEATURES AND FUNCTIONALITY THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL COVERED EQUIPMENT WHICH WE PROVIDE TO YOU IN THE EVENT OF A COVERED LOSS OF THE COVERED EQUIPMENT.** Technological advances may result in Replacement Equipment with a lower selling price than the original equipment.
- III. **INSTRUCTIONS:** This Plan, including the terms, conditions, limitations and exclusions, and Your receipt or enrollment confirmation for this Plan, constitute the entire agreement between You and us. Please keep this Plan and the receipt or enrollment confirmation for future reference; You may need them to obtain service. We strongly recommend (but do not require as a condition of this Plan) the regular back up of data and software. If applicable, it is important that You back up all data files on Your Covered Equipment prior to the commencement of service; repairs to Your Covered Equipment may result in the deletion of such data files.
- IV. **TERM OF COVERAGE:** The term of this Plan begins on the start date indicated on Your enrollment confirmation and continues

for the term indicated on Your enrollment confirmation unless cancelled. Coverage for Covered Failures due to ADH and power surge begin on the start date indicated on Your enrollment confirmation. All other coverage becomes effective immediately following the expiration of the manufacturer's warranty. This Plan is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty for which the manufacturer is responsible, and We may refer You to the manufacturer or retailer during this period. This Plan provides certain additional benefits during the manufacturer's warranty period and continues to provide some of the manufacturer's benefits, as well as certain additional benefits, after the manufacturer's warranty expires. In the event Your Covered Equipment is being serviced by us when this Plan is cancelled or expires, the term of this Plan will be extended until the covered repair has been completed and the Covered Equipment or a replacement has been delivered or provided to You.

- V. **WHAT IS COVERED:** If the Covered Equipment experiences a Covered Failure, We will repair it, or, at Our sole option, replace it with a device of comparable kind and quality. If We determine that We cannot repair or replace Your Covered Equipment, We may, at our discretion issue You a credit for the replacement cost of the Covered Equipment, as determined by us, based on its value immediately prior to the failure. THERE IS NO ASSURANCE, REPRESENTATION, OR GUARANTEE THAT ANY REPLACEMENT EQUIPMENT WILL BE IDENTICAL OR OFFER THE SAME FUNCTIONALITIES AS THE ITEM BEING REPLACED. **Replacement Equipment will be new or refurbished, in Our sole discretion.** The device provided as the Replacement Equipment immediately becomes the Covered Equipment. You hereby assign to Us all rights and benefits of any manufacturer's warranty or other ancillary coverage relating to any Covered Equipment that We replace. **NOTE: For Your Covered Equipment:** 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 Covered Equipment.
- VI. **HOW TO MAKE A SERVICE REQUEST:** If Your Covered Equipment experiences a Covered Failure, You may go online to asurion.com/googleclaims/ca, or You may call customer service at 866-788-5776 to speak to an agent. **All service requests must be authorized in advance. Unauthorized repairs or replacements may not be covered.** At Our sole discretion, We will provide for fulfillment at authorized repair centers, authorized service providers, or by mail. We will pay for the cost of shipping Your Covered Equipment to and from the authorized service center if depot service is required. We may require You to fill out a service request facilitation form prior to receiving service or a replacement or reimbursement under this Plan. You must file Your service request within ninety (90) days of a Covered Failure. If You fail to file Your service request within ninety (90) days, We may deny You coverage. In the event We arrange for the repair of Your Covered Equipment, You may be required to mail or

deliver Your Covered Equipment for repair as directed by Us. If We arrange for the replacement of Your Covered Equipment, We will provide the Replacement Equipment by mail within fourteen (14) business days, in most cases, or We may require You to pick up the Replacement Equipment at a retail location in Your area. You may also be required to produce a Provincial or Federal issued photo I.D., other than a student or professional license or I.D., as a condition to receiving service or replacement under this Plan.

VII. INTERNATIONAL SERVICE: Service under this Plan is not available outside of Canada.

VIII. SERVICE FEE: In the event Your Covered Equipment experiences a Covered Failure, You must pay a service fee as shown in the service fee schedule below, plus applicable taxes. The service fee must be paid to us in advance of service being provided and may be paid with a valid debit or credit card or other electronic payment method We approve. The service fee amount is based on the device tier of the claimed Covered Equipment, as shown in the service fee schedule. See asurion.com/googleclaims/ca for the specific service fee for Your device.

Covered Equipment Tier:	Replacement:
Tier 2	\$59

IX. NON-RETURN FEE: Covered Equipment that is damaged or malfunctioning and approved for replacement must be returned to Us. You will be required to return the failed Covered Equipment to an authorized service provider, or We may require You to return the Covered Equipment to Us at Our expense within fourteen (14) days of the delivery of Your Replacement Equipment, in the return mailer We provide. You must return the Covered Equipment as directed by Us, including unlocking the Covered Equipment, or pay the non-returned equipment charge applicable to the model of Covered Equipment that We replace. **YOU CAN AVOID THIS CHARGE BY SIMPLY RETURNING THE COVERED EQUIPMENT AS DIRECTED.**

X. PLAN CHARGE: You agree to pay the upfront or monthly recurring charge for the term of this Plan. These fees were disclosed to You at the time You enrolled in this Plan and are also described in the product summary.

XI. PLAN LIMITS OF LIABILITY:

- This Plan will cover up to, but no more than, two (2) covered ADH service requests in any rolling twelve (12) month period. The twelve (12) month period is calculated based on the date of loss for each covered ADH service request. There are no service request limits for all other Covered Failures. For any single service request, the maximum amount We will spend to replace or repair the Covered Equipment is \$2,000.00.
- In the event You reach the aggregate service request limit of two (2) ADH service requests in any rolling twelve month period, You will continue to have coverage for other Covered Failures, but You will not be able to make additional ADH service requests until the previous service requests roll off Your account twelve months after each service request is completed.

XII. EXCLUSIONS: This Plan does not cover:

- Incidental or consequential damages;
- Losses caused by acts of God or other disaster (whether natural, man-made, or catastrophic), fire, smoke, flood, explosion, war, civil disorders, riot, terrorism, nuclear event,

strike, embargo, acts of the government, military authority, or the elements;

- Loss, Theft, Abuse, malicious mischief, misuse, intentional damage, vandalism, improper installation, or customer negligence;
- Damage caused by corrosion, dirt, mold, rust, sand, insects or animals
- Pre-existing losses of the Covered Equipment occurring before the time it was established as the Covered Equipment;
- Changes or enhancements in color, texture, finish, expansion, contraction, or any cosmetic damage to Covered Equipment however caused, including, but not limited to, scratches and marring, that do not affect the mechanical or electrical function of the Covered Equipment;
- Service performed by unauthorized repair personnel;
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- 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;
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- Damage caused by foreign objects; and
- Loss due to any design flaw or systemic manufacturing defect, or failure covered by the manufacturer’s warranty or manufacturer’s recall in effect at the time of the failure. Further, Covered Equipment does not include and the Plan does not cover:
- Contraband or property in the course of illegal transportation or trade;
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by You or with Your knowledge in obtaining coverage or in the presentation of a claim, including but not limited to filing a claim for equipment not belonging to You. If the Plan is cancelled: (a) by You within thirty (30) days of the receipt of this Plan, You will receive a full refund of all Plan payments made by You under this Plan, including sales tax; 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 Plan fee, less the cost of any claims that have been paid or repairs that have been made.

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