

Coverage under the terms specified herein is conditionally based on an eligible scooter and/or Protection Plan having been purchased on or after January 1, 2018. Unless amended by State or Territory Specific Provisions, this Protection Plan sets forth the entire agreement and no representation, promise or condition not contained herein shall modify these terms. This agreement is governed by the laws of the state of Florida, Duval County.

SCOOTER INFORMATION
(To be completed by you)

Brand/model number: _____

Serial number: _____

Original date of purchase: _____



Living Well Stores, Inc. • Jacksonville, Florida

(800) 704-8432

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20/20 OWNERS CLUB BENEFITS



Power Mobility Product Protection Plan*

This Protection Plan covers mechanical or electrical failure of any of the following items that may be present on your power scooter, or power wheelchair which we refer to in this document as “Mobility Product” or “Product”:

1. Batteries and battery box
2. Frame and hardware
3. Seat components
4. Platform
5. Frame welds
6. Seat swivel & structure
7. Seat arms and hardware
8. Wiring harnesses
9. Electrical controller
10. Battery Charger
11. Motor and gearbox
12. Nuts, bolts, fasteners
13. Bearings and bushings
14. Steering mechanism
15. Fuses and lightbulbs

Please read this information carefully so that you fully understand your coverage. Possession of this document does NOT assure coverage. You must have a purchase receipt indicating payment was made in order to have coverage.

This Protection Plan and service provided herein is provided by Living Well Stores, Inc. and not the manufacturer of the Mobility Product.

* See “Coverage Start & Length” inside for exact coverage length for your Product

IF YOUR MOBILITY PRODUCT REQUIRES REPAIR

Contact us at customerservice@livingwellstores.com or call us at (800) 704-8432. Most issues can be resolved by telephone without the need for service. We will attempt to troubleshoot the problem you are experiencing. If we cannot resolve the problem, we will arrange to have your Product repaired.

HOW YOUR MOBILITY PRODUCT WILL BE REPAIRED

Service is provided by Living Well Stores' nationwide network of servicers. If we determine that your Product needs repairs which are covered by this Protection Plan and depending on the Product and circumstances of the failure, at our sole choosing, we will do one of the following:

- Provide the parts and instructions to you to replace the broken parts or;
- For Products weighing up to 125 lbs. and that disassemble, arrange for repairs to be performed at a service center located within 50 miles of your location;
- For Products weighing more than 125 lbs., arrange for a technician to come to your residence to repair your scooter;
- Provide a new or refurbished Product of equal features and functionality or;
- Provide a cash settlement reflecting the pro-rated price you paid for the Protection Plan and/or Product.

At our sole option, replacement parts may be new, rebuilt, or non-original manufacturer's parts that perform to the factory specifications. Occasionally it may be necessary for the service technician to bring the Product back to their shop to complete repairs. If the service facility determines the Product is in working condition or is not covered by your Protection Plan, we will return the Mobility Product to you or dispose of it as you request.

BATTERY SERVICE

If we determine that your batteries need replacing, depending on the configuration of the batteries we will do one of the following:

- Send you a set of replacement batteries along with instructions as to how to install them or;
- Send you a postage-paid shipping carton to ship your battery pack back to us where we will replace the batteries with new batteries and return the pack to you postage paid.

BATTERIES NOT PROPERLY CARED FOR, INCLUDING NOT CHARGING AT MINIMUM, ONCE WEEKLY ARE NOT COVERED BY THIS WARRANTY. Review and follow the Battery Care Instructions included with your scooter and as described in the knowledgebase article entitled, "Scooter batteries and their proper care".

COVERAGE START & LENGTH

This protection plan provides coverage for five (5) years except as follows:

- Scooters that fold up and/or that are powered by lithium Ion batteries are covered for three (3) years starting on the date the Product is delivered to its original rider.
- Power wheelchairs are covered for three (3) years starting on the date the Product is delivered to its original rider.

This Protection Plan does not replace the manufacturer's warranty but rather it provides certain additional benefits after the manufacturer's warranty has expired. In order to obtain repairs, you must have proof of purchase as well as the serial number of your scooter.

WARRANTY REGISTRATION AND TRANSFERABILITY

This protection plan is assigned to the original purchaser. Should the rider name be different from the purchaser, please contact Living Well Stores to transfer this plan. The plan may be transferred from the original purchaser to another party within 45 days of initial delivery of the Product by advising Living Well Stores in writing of the name and address of the new rider. This Protection Plan is not transferable after 45 days.

LIMITS OF LIABILITY

The total amount that we will pay for repairs or replacement made in connection with all claims that you make pursuant to this Protection Plan shall not exceed the price you paid for the scooter. In the event that we make payments for repairs which, in the aggregate are equal to the purchase price of the Product; or provide a cash settlement, we will have no further obligations under this Protection Plan.

EFFECT OF INSURANCE REIMBURSEMENT

This Plan is only applicable to customers who do NOT seek or receive reimbursement from insurers or Medicare for their purchase. Submission of a claim for such reimbursement voids this Plan but does not affect the original manufacturer's warranty.



WHAT THIS PLAN DOES NOT COVER

- In-home service if your Product weighs less than 125 lbs. and disassembles;
- Transportation costs;
- Cosmetic damage or normal wear and tear to seat upholstery, arm-rest covers, plastic body components including shrouds and footrests, tires; non-operating parts or components which do not affect the functionality of the scooter;
- Incidental or consequential damages, including but not limited to, property damage, loss of use of the scooter or from delays in providing service;
- Provision of a temporary replacement while your Product is being serviced;
- Products whose owner has sought or obtained reimbursement from an insurance company or Medicare;
- Assembly, instruction in the use of or care of the Mobility Product;
- Ordinary wear and tear and routine maintenance;
- Damage caused by exposure to rain, snow, vandalism, animal or insect infestation; or use in a manner not in accordance with the manufacturer's specifications and owner's manual
- Exceeding 90% of the manufacturer's rated maximum weight capacity for the Product;
- Theft or loss of the Product or its accessories;
- Failure to properly clean or maintain the scooter as recommended by the manufacturer.
- Conditions that were caused by you; negligence, misuse, abuse; improper electrical/power supply; modifications, attachments, assembly or disassembly;
- Act of nature (any accident caused or produced by any physical cause which cannot be foreseen or prevented, such as storms, perils of the sea, tornadoes, hurricanes, floods and earthquakes) or any other peril not related to the Mobility Product;
- Products placed into commercial service or rented;
- Intentional damage, lost keys, buttons or knobs
- Products with removed or altered serial numbers;
- Products located outside of the fifty United States or Canada;
- Manufacturer defects or equipment failure which are covered by manufacturer's warranty, manufacturer's recall, or factory bulletins.

PLAN CANCELLATION

We may cancel this Plan at our option for nonpayment, fraud, material misrepresentation by you or if you have sought or received reimbursement for the purchase of your Product from any insurance company or Medicare. If we cancel your Protection Plan, there will not be a refund due you.