

**New Hampshire Insurance Company**  
**Gateway Extended Service Plan**  
**Consumer Services**

Throughout this Gateway Extended Service Plan (“Plan”) the words “we”, “us”, and “our” refers to the New Hampshire Insurance Company. The words “you” and “your” refer to the purchaser of this Plan.

This Plan extends the term of the manufacturer's limited warranty coverage and technical support coverage for your Gateway and eMachines-branded personal computer or other Gateway or eMachines-branded hardware products. For products and/or Plans purchased directly from Gateway, the product covered by this Plan and the term of this Plan are described in your invoice. This Plan together with your invoice or other evidence of purchase of the Plan shall collectively constitute the entire agreement relating to this Plan. For products purchased directly from Gateway, Plan coverage commences on the date your product is shipped by Gateway. For products purchased from an authorized Gateway reseller, Plan coverage commences on the date you purchased your product. The Plan will expire after the term stated on your Gateway invoice. This Plan covers manufacturer's defects in materials and workmanship that are the result of normal usage.

**Limited Warranty:**

Please refer to the Gateway Limited Warranty Agreement, located on page 3 of this booklet for the coverage, duration and terms of your limited warranty. The limited warranty is provided by Gateway and not by us.

**Technical Support:**

We will provide technical support to you for your personal computer or server during the term of this Plan. The scope and terms of technical support are described in the Gateway Limited Warranty Agreement.

**Customer Requirements:**

- To obtain technical support or service under this Plan:
  - **Click:** You can reach Technical Support by going to <http://www.gateway.com/support> for online, E-mail and online chat support. The technical support site can help you with your technical needs in a variety of ways, such as driver downloads, bios updates, and useful tips. You can even ask questions, which we will help answer. The Web never closes, so anytime you have the time, click your way to assistance.
  - **Call Direct:** You can call our Technical Support Hotline at the number listed on your Gateway product or under the “Contact Us” link at <http://www.gateway.com/support>, 24 hours a day, 7 days a week. Please note that when contacting us via telephone, long distance and other charges may apply, depending upon your calling area. For Gateway PC products, you can also take advantage of Gateway's Screen-Sharing technology if you have access to the Internet. Screen-Sharing technology gives our technical support representatives the ability to view and control your desktop in real time, over the Internet. We can discuss your systems issues via two-way chat and fix most software problems that we encounter by remote control.
- The method of technical support may change at any time at our discretion.
- You must assist us in diagnosing issues with your Gateway product and follow our Plan guidelines. If we determine that you need a replacement part, we will ship, at our expense, the part and installation instructions to you. If you purchased in-home service, we may, at our discretion, dispatch a service representative to your home to install the replacement part if we reasonably determine that you are not able to install it yourself. If necessary to resolve your issue, you may be required ship your Gateway product to our service facility. If we ask you to return defective parts or products, you must do so within 7 days after you receive the replacement parts or products. We will charge you for replacement parts or products if you fail to do so. Replacement parts will be, at our discretion, new, rebuilt or non-original

manufacturer's parts that perform to the factory specifications of the product. We will provide a one-time replacement of the battery for your laptop computer if we determine, in our sole discretion, that the original battery fails to perform to specifications.

- You are responsible for properly maintaining your product and protecting it from damage. You should back up all files stored on your Gateway product before obtaining services from us. **WE ARE NOT RESPONSIBLE FOR ANY LOSS OF YOUR DATA.**
- You are responsible for properly packaging your product, paying all shipping costs, loss or damage to the product during shipping, and any other taxes, fees or charges associated with transporting the product to our service facility. We will pay the costs of returning the product to you from the service facility. **YOU ARE RESPONSIBLE FOR ANY DAMAGE TO YOUR GATEWAY PRODUCT DURING SHIPMENT TO US.**
- You must obtain service from us under this Plan. We will not reimburse you for service performed by others.
- No deductible applies to this Plan.

**Limitations:**

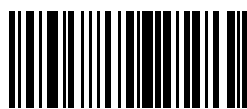
- This Plan does not include any type of tutorial support.
- This Plan does not cover defects to the product that you knew about before you purchased this Plan (a pre-existing condition).
- You may not assign or transfer this Plan. This Plan terminates when you transfer or dispose of your Gateway product. You may not renew or extend this Plan.
- This Plan is not available in all jurisdictions. Please refer to your invoice to determine whether this Plan applies to you.
- If you request service outside the United States, the level of service available to you may vary. In particular, you may be required to pay shipping costs to and from us to obtain service.
- This Plan does not cover consequential or incidental damages.
- This Plan does not provide coverage for normal wear and tear.

**Cancellation:**

You may cancel this Plan for any reason at any time. To cancel, you must send written notice to us, c/o: Gateway Service Contract Cancellation, Customer Service Department, 610 Gateway Drive, North Sioux City, SD 57049. Unless otherwise specified under applicable law, if you cancel within 30 days after you received this Plan, we will issue a full refund of the Plan purchase price less the cost of parts/services provided during the first 30 days (the "30-Day Refund"). If we fail to pay you the 30-Day Refund within 45 days of your cancellation of this Plan and the Plan is deemed void under applicable law, you may also be entitled to a monthly penalty equal to 10% of the Plan purchase price in addition to the 30-Day Refund. If you cancel after 30 days, we will refund a pro rata portion of the Plan purchase price based on the time expired (measured on a weekly basis) less a cancellation charge of \$25 or 10% of the Plan purchase price (whichever is less), and less the cost of any parts/services actually provided to you prior to cancellation. We cannot cancel this Plan except for fraud, material misrepresentation or non-payment by you; or if required to do so by a regulatory authority. If Gateway cancels this Plan, we will give you 30 days advance notice and refund a pro rata portion of the purchase price based on the time expired (measured on a weekly basis).

The New Hampshire Insurance Company can be contacted at: 175 Water Street, 20th Floor, New York, NY 10038. Telephone 1-800-250-3819. If, within sixty (60) days we have not paid a covered claim, provided you with a refund, or if you are otherwise dissatisfied, you may make a claim directly to the insurance company.

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