



HOME SERVICE CONTRACT COVER PAGE  
SEWER LATERAL PROTECTION PLAN

**CONTRACT HOLDER:**

Sack and Pa Opt Endorsement Line  
ClientName  
MailCompleteAddress  
MailCityNm Ma MailZipCd



**PROVIDER:**

Service Line Warranties of Canada, Inc.  
("SLWC")  
11 Grandview Circle, Suite 100  
Canonsburg, PA 15317-9840  
Website: www.slwofc.ca  
Phone: 1-866-922-9004

**Account No.:** To be assigned  
**Confirmation No.:** To be assigned

**SERVICE ADDRESS:**

[Name]  
[Address line]  
[City, ST ZIP]

Dear [Name],

Thank you for enrolling in the Service Line Warranties of Canada ***Sewer Lateral Protection Plan*** Program. This Home Service Contract is for your Outside Sewer Line only and is subject to the enclosed "TERMS & CONDITIONS." The pricing for this Home Service Contract will be as provided in the marketing letter to which you responded in making your enrollment and may be subject to adjustment from time to time in accordance with the attached Terms and Conditions.

This contract begins at noon local time, on the enrollment date, unless otherwise noted or disclosed, and continues thereafter so long as you make timely payments. There is no deductible or service fee per occurrence.

Should you need to file a claim, please contact our emergency hotline at **1-866-922-9004**. Representatives are available to take your call 24 hours a day, seven days a week, including holidays.

We hope that you never experience an emergency, but if you do, we are here to service your needs.

Thank you again for your business.

Sincerely,

*Service Line Warranties of Canada, Inc.*

*Please retain these documents for your reference.*

Enclosed: GEN 1.0 SEWER LATERAL PROTECTION PLAN Terms & Conditions

**TERMS AND CONDITIONS OF THE  
SERVICE LINE WARRANTIES OF CANADA , INC. ("SLWC")  
SEWER LATERAL PROTECTION PLAN PROGRAM ("SERVICE PROGRAM")**

This Home Service Contract covers the **primary sanitary sewer** line from the point of entry at your home (including a primary sanitary sewer line which may be buried or embedded in a concrete slab under your single-family home) to the point of public or municipal sewer responsibility and provides service or repair to restore flow to the primary sanitary sewer line serving your residential home *where the flow of the line is impeded due to normal wear and tear or tree roots*. This Home Service Contract is limited to \$8,000 per line repair occurrence. Determination of how a covered sanitary sewer line claim is to be serviced, repaired or replaced is entirely within the discretion of SLWC based on its professional judgment. **Please note that this Home Service Contract does not cover repairs that might be needed to meet local regulatory requirements or utility directives for matters unrelated to the ability of the line to maintain an unimpeded flow, such as failed smoke or dye tests, or ground or storm water infiltration.**

***By enrolling, you represent that your outside sanitary sewer line is in good working order.***

This Home Service Contract covers only the home listed on the cover page. You may not assign or transfer this Home Service Contract to another person or to another home or property.

**To initiate a service call under this Service Program, you must call SLWC, toll free at 1-866-922-9004 (assistance is available 24 hours per day, 7 days a week) before any work is performed.** All work must be performed by an authorized SLWC contractor. Any exceptions to this are at the sole discretion of SLWC and in no event will SLWC's liability for reimbursement on work performed by a non-SLWC contractor exceed \$500. If a permit or line location is required, proper permitting will be secured **before** work will commence; any repair will conform to applicable plumbing/excavating codes. *Please note that our approved contractors must have safe and clear access to, and safe working conditions at and around the work area.*

This Home Service Contract starts on the enrollment date noted on the cover page, unless otherwise noted or disclosed, and continues thereafter so long as you make timely payments. This Home Service Contract may be canceled for nonpayment. Your account must be in good, current standing to receive any service or repair under this program.

This Home Service Contract **DOES NOT COVER:**

- a) updating and/or moving lines where the flow of sewage is not impeded, in order to meet code, law, or ordinances or to satisfy directives of the sewer utility company or others, including inflow and infiltration issues (failed smoke or dye tests, ground water infiltration into the line);
- b) mandated separation of storm and sanitary drain lines;
- c) any shared sewer line that provides service to multiple properties, detached houses, secondary buildings or branch lines, whether known or unknown; commercial properties, mobile homes, primary sanitary lines that are over six (6) inches in diameter, lift stations or lift pumps, sump, trash or grinder pumps or storm sewer lines;
- d) damage to a sewer line that is caused directly or indirectly by you, a third party, natural disasters, acts of God, or by any insurable causes;
- e) Any damage/cleanup to the inside of the home, including personal property, or replacement or "matching" of any floor covering or affected area (e.g. carpet, hard wood, marble, ceramic tile, dry wall, paint, plaster or wallpaper, etc.). Restoration does not include landscaping services, such as replacing trees, sod or shrubs or repairing private paved and/or concrete surfaces, walkways leading to the home, or structures on your property.

After a sewer line is repaired, SLWC will provide basic site restoration service to the affected area limited to filling trenches, mounding (to allow for settling), raking and seeding (weather permitting) excluding sod. If slab cutting within the foundation walls is necessary to repair a broken sewer line, the resulting trench will be filled with gravel and covered with concrete. Debris will be removed from the work area.

You have thirty (30) days from the date you enroll in the Service Program to cancel and receive a full refund of any payment you have made. After 30 days, you may cancel the Service Program at any time, and you will be reimbursed the pro rata share of any amount you paid, less 1) any costs paid towards a claim filed on your account and 2) a \$6.00 processing fee. SLWC will not pay any refund which is less than \$6.00, unless requested by you.

SLWC may modify the Service Program, including, but not limited to, from time to time, making changes to pricing, by giving you thirty (30) days' written notice and may terminate the Service Program for nonpayment within thirty (30) days of the payment due date and with ninety (90) days' written notice for any other reason. If SLWC cancels the program for reasons other than nonpayment, you will be reimbursed the pro rata share of any amount you paid for any portion of the Service Program period subject to cancellation.

**IMPORTANT: Please retain this document for your records. The cover letter and these Terms and Conditions are the official copy of your Home Service Contract.**

**Service Line Warranties of Canada, Inc.  
is a subsidiary of  
UTILITY SERVICE PARTNERS, INC.  
11 Grandview Circle, Suite 100  
Canonsburg, PA 15317-9840  
Phone: 1-866-922-9004      Web Site: [www.slwofc.ca](http://www.slwofc.ca)**