

THE POLICY

This Plan Includes but is not limited to protection of:

1. **THE BATHROOM(s)**: main components such as the toilet in its entirety and any stoppages within it, the bathtub, showerhead, the bathroom sink in its entirety as well as any stoppages on any of the named components, depending on the severity tile protection and medicine cabinets are also protected;
2. **THE KITCHEN**: your protection extends but is not limited to the oven, range, stove, and cooktop, the cabinets, above and beneath the counter tops, microwaves standalone and over the range, countertop (no marble), refrigerator, air fryer (Ninja Products only), the kitchen sink, garbage disposal, and depending on the severity the kitchen tiles are also protected;
3. **THE LIVING AREA & BEDROOMS**: Repair on all walls damaged by anything excluding water damage due to flooding, and fires, all electronics excluding Sony game systems, Nintendo Gaming systems, and XBOX One, but including televisions, surround systems, non-motorized bedframes, and mattress protection, which does include bed bug replacement, protection for certain sofa, sectionals, and seating;
4. **THE HVAC, HEATING SYSTEMS, AND ELECTRICAL SYSTEMS**: Heating ventilation and air conditioning units, water heater, minor chimney repairs, heating systems (excluding any systems made before the 80's);
5. **Washer and Dryer protection; Dishwasher;**
6. **Garage Door;**
7. **PATIO AND DECK REPAIRS; ROOF COVERAGE**: Replacement of broken shakes, shingles, repair on any leaks;
8. **PEST CONTROL**: Pest of any kind, which does include rodents and insects;
9. **SIDEWALK AND CONCRETE PROTECTION**: This is not limited to just the sidewalks and walkways.
10. **PLUMBING SYSTEM**: All of the components of the plumbing system are protected, and protection extends to outside underground plumbing, 4Steps2Home is responsible for 85% of the cost in the event a plumbing task involves digging up piping or components relative to the plumbing system, when this kind of work is needed you the consumer, are only required to pay after job is completed and the system is proven to be fully operable.

ONCE PAYMENT IS MADE 4STEPS2HOME IS LEGALLY OBLIGATED TO PROVIDE YOU WITH THE SERVICES LISTED HEREIN, IF WE FAIL TO PROVIDE THE SERVICES LISTED HEREIN WE ARE AUTOMATICALLY SUBJECT TO LIABILITY. IN THE EVENT YOU DON'T RECEIVE SERVICE WITHIN THE FIRST 24 HOURS OF PLACING A CLAIM YOU RESERVE THE RIGHT TO SELECT YOUR OWN TECHNICIAN TO COMPLETE THE JOB, AND YOU ARE ENTITLED TO REIMBURSEMENT FOR THE WORK COMPLETED THEREIN.

4 Steps 2 home: Infinite Plan

THIS POLICY MAY NOT BE ALTERED WITHOUT PROPER NOTIFICATION TO YOU THE CONSUMER; IF A TECHNICIAN EVER OFFENDS, DISRESPECTS, OR MAKES YOU UNCOMFORTABLE YOU AS A CONSUMER HAVE THE RIGHT TO HAVE THAT SPECIFIC TECHNICIAN REMOVED FROM OUR WORKFORCE INDEFINITELY, YOU ALSO HAVE THE RIGHT TO REQUEST A SECOND OPINION, IN THE EVENT THAT A SECOND OPINION PROVES OUR DIAGNOSIS TO BE INACCURATE, 4STEPS2HOME WILL REIMBURSE YOU FOR BOTH TRIPS, AND ALL LABOR FEES; IF WE ARE UNABLE TO REPAIR WE AUTOMATICALLY SEND A REPLACEMENT UNIT. THIS POLICY WAS CREATED TO ENSURE YOU THE CONSUMER ARE PROTECTED AND YOUR HOME AND BELONGINGS AS WELL. 4STEPSHOME IS A COMPANY THAT PROVIDES RAPID SERVICE VIA OUR EMPLOYMENT NETWORK, ALL OUR TECHNICIANS WORK EXCLUSIVELY FOR US, AND THAT MEANS THEY WORK EXCLUSIVELY FOR YOU IN THE EVENT A TECHNICIAN DOES NOT MEET THE STANDARDS OF YOUR HOME PLEASE REACH OUT TO YOUR REPRESENTATIVE AND THE TECHNICIAN WILL BE REPLACED EXPEDITIOUSLY. IF YOU EVER WANT A REFUND THOSE ARE PROCESSED SAME DAY AND IN FULL SO LONG AS NO CLAIMS WERE FILED, IF YOU FILE A CLAIM, DEPENDING ON THE OUTCOME YOU'LL BE PRORATED BASED ON YOUR REVIEW AND LIKING OF THE RESPONSE AND SERVICE YOU RECEIVED. THANK YOU FOR CHOOSING 4 STEPS 2 HOME. WELCOME TO THE FAMILY.

Rajon "Ray" Spruiel

COO

4 Steps 2 Home

R. Spruiel

