

CLUB SIMPLE & PLUS by Excelsior®

MEMBERSHIP TERMS AND CONDITIONS

1. The Membership Agreement

These terms and conditions (the “Terms”), the consumer’s sales invoice or membership confirmation, and any applicable benefit schedule together form the agreement (the “Membership”) between the person named on the membership confirmation (the “Member,” “you” or “your”) and SOS Warranty Services Inc. (“SOS”), the administrator of Club Simple & Plus by Excelsior (“Club Simple & Plus,” “CSP”, “we,” “us” or “our”) regarding each registered applicable appliance(s). The retailer that sells the Membership is not the provider unless the membership confirmation expressly says otherwise.

By purchasing or using the Membership, you agree to these Terms. If the membership offer sheet, or an oral statement conflicts with these Terms, mandatory law prevails first, followed by these Terms and then the promotional material, except that no document may diminish a right granted by law.

2. Key Definitions

Term	Meaning
Registered Appliance	An individual, eligible new household appliance identified by brand, model and serial number on the membership registration and supported by the consumer purchase invoice and email address. Membership applies only to the registered appliances listed on a single invoice. Any new appliance purchased outside of the original invoice will require a separate new membership.
Authorized Service Provider	A manufacturer-authorized technician or another qualified service company approved by us before service is performed.
Breakdown	A sudden failure of an appliance to perform its normal household function, excluding any issues identified in section 12.
Manufacturer Warranty	The written parts and labour warranty supplied by the appliance manufacturer.
Legal Warranty	Any mandatory warranty or consumer right arising by law, including Québec’s Consumer Protection Act: Sections 37 – 38.9.
Membership Term	The period is based on the term of the Manufacturer Warranty period or of the legal warranty of good working order as defined by Québec’s Consumer Protection Act: Sections 38.1 to 38.9 and applicable regulation ; unless a particular benefit expressly continues longer. Membership benefits end when the original Manufacturer Warranty

Term	Meaning
	term or the delay determined by the regulation adopted under Section 38.1 of the Québec Consumer Protection Act (5 years / 6 years) ends.
Non-Functional	The Appliance cannot perform its primary intended function. A cosmetic issue, intermittent inconvenience or failure of a non-essential feature is not, by itself, non-functional.
Same Part	The same manufacturer part number or a superseding equivalent part installed to perform the same function, as confirmed by repair records.
Service Request	A request opened with us and assigned a reference number before expense is incurred.
Service Area	Québec.

3. Eligibility, Enrollment and Covered Appliances

- Membership is available only to individual consumers on their new Appliance(s) purchased and delivered on or after October 5, 2026, for normal personal, family or household use from a participating retailer.
- Eligible categories are washer, dryer, range, refrigerator, freezer, dishwasher.
- Each Appliance must be separately identified and enrolled by the participating retailer within 30 days of delivery. Consumer name, email address, telephone number, invoice number, delivery date, model and serial number are required.
- The Appliance must be installed and used in the Service Area in accordance with the manufacturer's instructions and applicable codes.
- Commercial, rental-property, common-area, institutional, restaurant, resale and other non-household use is excluded, unless pre-approved by us in writing.
- Membership applies only to the Member on enrolled Appliance(s). Transfer to a new owner or address is permitted only if we are advised of the transfer, within 60 days of said transfer of the Appliance and if we receive the requested records from the original Member. This limitation does not affect any transferable Legal Warranty.

4. Membership Start, Duration and End

Membership starts on the delivery date of the new Appliance(s). The general concierge benefits continue for the duration of the original Manufacturer Warranty and the legal warranty of good working order, based on the type of appliance (per [Québec's Consumer Protection Act: Sections 38.1 to 38.9](#)). Category-specific benefits continue for the period stated in Schedule A. A reference to "up to 10 years" means no later than the tenth anniversary of the original delivery date, not ten years after a Breakdown or claim.

The Membership ends at the earliest of: expiry of the applicable term; payment of the maximum benefit for that Appliance; cancellation under section 14; disposal or permanent removal of the Appliance from the Service Area; or a

complete replacement of the registered appliance. Expiry of this Membership does not end any right that exists independently under law or another warranty.

5. How to Request Assistance or a Benefit

1. Contact Club Simple & Plus: **1-800-717-5623**, service@clubsimpleplus.com, or via the contact method shown at www.clubsimpleplus.com.
2. Provide the membership number and confirm the consumer contact information registered with the membership at the time of purchase. As a secondary confirmation, the member may be asked to provide the original retailer invoice number, appliance model, serial number, and delivery date. During the request for assistance, the member will be asked for the current address, description of the issue, and any error codes, photographs, videos or service history if applicable.
3. The member is asked to cooperate with reasonable remote troubleshooting and make the Appliance safely accessible for inspection or repair by a dispatched service technician.
4. The member will be provided with an authorization number and details on what to expect as the next step(s) we are coordinating for them and by when. Except where law provides otherwise, unauthorized service or expense is not reimbursable.

6. General Member Benefits

6.1 One Point of Contact for All Brands

We will receive and coordinate Service Requests for all enrolled brands. We will facilitate the support needed in the capacity of a “Concierge”. This may include, depending on the issue or brand, connecting you with the manufacturer, Authorized Service Provider or another responsible party; gathering and transmitting service information with your consent; helping arrange diagnosis; and following up on the status with you. We do not become the manufacturer, retailer or legally responsible warrantor merely by coordinating the request.

6.2 Power-Surge Protection

If a registered Appliance under this membership suffers verified electrical or electronic damage caused by a sudden, accidental power surge during the applicable benefit period, we will arrange and pay for the reasonable authorized cost of diagnosis and repair, up to the limit of liability which is the original pre-tax purchase price of the damaged Appliance on the original consumer invoice. To be eligible for this benefit, the technician must provide a written diagnosis connecting the damage to a power surge and, when requested, information from the utility or evidence of the event.

Not covered issues include: gradual voltage fluctuation, brownout, inadequate wiring, improper grounding, overloaded circuits, damage to non-enrolled devices, or damage that is already covered and should be corrected by the utility, installer, manufacturer, or home insurance policy.

6.3 Replacement After More Than Three Failures of the Same Part

We will approve replacement of a registered Appliance under this membership when all of the following are satisfied:

- During the applicable benefit period, the Same Part has failed in the same Appliance and has been replaced in three separate completed, authorized repairs. The benefit will be activated after the third completed repair should the same part fail a fourth time.
- Each failure needs to have resulted from a covered defect or normal-use Breakdown, not the same unresolved diagnosis, installation error, misuse or excluded cause;
- We can confirm and attest to the examination of service records identifying the part numbers, dates and work performed; and
- The Appliance has not already been replaced or fully reimbursed under the legal warranty of good working order, Manufacturer Warranty, retailer remedy, insurance or another program.

Our obligation is limited to replacement with a new appliance up to the original purchase price excluding tax, installation and accessories based on the original invoice. We may fulfil this benefit through replacement, retailer credit or reimbursement at our discretion. Any statutory right to replacement, refund or damages is independent and is not limited by this section.

6.4 Priority Appointment Coordination

We will give the Service Request priority in our internal scheduling queue and will ask an available Authorized Service Provider for the earliest reasonable appointment. Appointment dates depend on geography, technician capacity, parts, weather and access. "Priority" does not guarantee same-day, next-day or any fixed appointment time unless the membership confirmation states one.

6.5 One No-Fault-Found Service Visit

Once per Appliance registered under this membership, during the Membership Term, if an authorized technician attends for a reported operating problem but finds no defect or failure after reasonable testing, we will pay the diagnostic/service-call charge up to a maximum of \$175.00 including applicable tax. The technician must record the visit as "no fault found," "operating as designed," or equivalent.

This benefit does not cover missed appointments, inaccessible or unsafe Appliances, instruction/education or maintenance visits, cleaning, installation correction, consumables, customer-caused conditions, or repeat visits for the same uncorrected condition. Service calls of these types will be the responsibility and at the cost of the Member based on standard service call fees in the Member's location and will be payable by the Member directly to the service technician at the time of the service call.

6.6 Parts Search and Support During Extended Repairs

For an authorized repair delayed by a required part, we will use commercially reasonable efforts to locate the part, identify a compatible or superseding part approved by the manufacturer or technician, communicate status and explore lawful alternatives. We do not manufacture parts and do not guarantee availability, compatibility, price or a delivery date. We will not authorize salvaged or non-approved parts where doing so would be unsafe, unlawful or reasonably expected to void applicable coverage. Additionally, where applicable and available, we will attempt to provide temporary alternate solutions, if your Appliance is non-functional and repairs are significantly delayed.

7. Appliance-Specific Benefits

The following benefits apply only to the indicated registered category and are subject to the claim process and exclusions in these Terms, and are secondary to any payment or remedy available under its Manufacturer Warranty

or the legal warranty of good working order, or from an installer, insurer or other responsible party, except where the law prohibits such exclusion.

7.1 Washer and Dryer

Transmission/Motor repair up to 10 years: For a washer with a diagnosed mechanical transmission failure or a dryer with a diagnosed mechanical motor failure after expiry of the Manufacturer warranty or the legal warranty of good working order and before the tenth anniversary of original delivery, we will pay the reasonable pre-authorized parts and labour cost to repair or replace the transmission/motor, up to the original purchase price excluding tax, delivery, installation and accessories based on the original invoice.

\$100 laundry credit: During the Manufacturer warranty or the legal warranty of good working order or, in the case of a washer with a diagnosed mechanical transmission failure or a dryer with a diagnosed mechanical motor failure after expiry of the Manufacturer warranty or the legal warranty of good working order and before the tenth anniversary of original delivery, if a registered washer or dryer is non-functional and remains unusable for more than 14 consecutive days after an authorized Service Request with no alternate temporary solution provided while waiting for an authorized repair, we will reimburse documented laundromat or wash-and-fold expenses up to an aggregate maximum of \$100 per Membership. Loss of personal time, travel and in-home services are excluded.

7.2 Range

Meal credit up to \$250: During the Manufacturer warranty or the legal warranty of good working order, if the registered cooking Appliance is non-functional for more than 14 consecutive days after an authorized Service Request with no alternate temporary solution provided while waiting for an authorized repair, we will reimburse reasonable restaurant, takeout or prepared-meal expenses supported by itemized receipts, up to an aggregate maximum of \$250 per Membership. Alcohol, gratuities, delivery premiums and meals purchased before the qualifying period are excluded.

One broken-door-and-shelf benefit: Once during the applicable Membership term, if not covered by the Manufacturer, and up to the 10th delivery anniversary, we will pay the pre-authorized repair or replacement cost for one accidentally broken Appliance door component and/or interior oven rack/shelf. Glass breakage from impact, cosmetic scratching, misuse and damage during moving or installation are excluded.

Six temperature-control knob benefits: During the applicable Membership term, if not covered by the Manufacturer, and up to the 10th delivery anniversary, we will provide or reimburse up to six individual replacement temperature-control knobs, limited to the manufacturer's standard replacement part per knob. Electronic control panels, switches, valves, stems and cosmetic upgrades are excluded.

Six roller benefits: During the applicable Membership term, if not covered by the Manufacturer, and up to the 10th delivery anniversary, we will provide or reimburse up to six individual appliance rollers/casters, limited to the manufacturer's standard replacement part. Cabinet, rack, drawer-slide and installation components are excluded.

7.3 Refrigerator and Freezer

Compressor repair up to 10 years: After expiry of the Manufacturer warranty or the legal warranty of good working order and before the tenth anniversary of original delivery, we will pay the reasonable pre-authorized parts and labour cost to repair or replace a diagnosed failed compressor, up to the original purchase price excluding tax, delivery, installation and accessories based on the original invoice. Sealed-system parts other than the compressor are excluded.

Frozen-food loss: During the Manufacturer warranty or the legal warranty of good working order or, in the case of a diagnosed failed compressor after expiry of the Manufacturer warranty or the legal warranty of good working order and before the tenth anniversary of original delivery, following a covered Breakdown that causes unsafe loss of frozen food, we will reimburse documented replacement cost up to \$250 for a refrigerator/freezer combination unit or \$500 for a standalone freezer, per Membership. The Member must report the loss within 14 days of the loss and provide reasonable photographs or an inventory and provide receipts or another reasonable proof of value. Spoilage from a door left open, planned power interruption, utility outage without appliance damage, voluntary disconnection or excluded cause under section 12 of this Membership Terms and Conditions, is not covered. Do not consume food that may be unsafe.

Two shelf-and-drawer benefits: During the applicable Membership term, if not covered by the Manufacturer, and up to the 10th delivery anniversary, we will provide or reimburse up to two individual manufacturer-standard shelves or storage drawers. Cosmetic trim, door gaskets, ice makers, dispensers and damage from overloading, impact or improper cleaning are excluded.

7.4 Dishwasher

Pump-assembly repair up to 10 years: After expiry of the Manufacturer warranty or the legal warranty of good working order and before the tenth anniversary of original delivery, we will pay the reasonable pre-authorized parts and labour cost to repair or replace a diagnosed failed pump assembly, up to the original purchase price excluding tax, delivery, installation and accessories based on the original invoice. Plumbing, drain lines outside the Appliance, disposal units, cabinetry and water damage are excluded.

One broken cutlery basket benefit: Once during the applicable Membership term, if not covered by the Manufacturer, and up to the 10th delivery anniversary, we will provide or reimburse one manufacturer-standard replacement cutlery basket. Cosmetic wear, staining, melting, loss and damage caused by improper loading are excluded.

8. Relationship to Québec Legal Warranties and Other Coverage

The Member does not need to purchase this Membership to receive the protections provided by law. For qualifying new appliances acquired under a consumer contract on or after October 5, 2026, the legal warranty of good working order and the legal warranty of [Québec's Consumer Protection Act: Sections 37 to 38.9](#) applies automatically and without charge for the statutory period measured from delivery. Other legal warranties continue to apply independently.

Nothing in these Terms:

- requires the Member to claim under this Membership before contacting the retailer or manufacturer or exercising a legal right;
- requires the Member to wait until a Membership service period expires before exercising a legal right;
- limits the retailer's or manufacturer's legal obligations, or transfers those obligations to us;
- excludes a remedy, damages or reimbursement available under mandatory law; or
- constitutes an admission that a particular Breakdown is or is not covered by a Legal Warranty or the legal warranty of good working order.

Before offering this Membership, the selling retailer must provide the prescribed written notice and information required by the [Québec Consumer Protection Act and its regulations \(Sections 228.1 – 228.3\)](#). The Member's

acknowledgment of receiving an applicable notice is evidence of delivery of said notice only and is not a waiver of rights.

9. Coordination and No Double Recovery

We will assist with coordination where the concierge benefit applies. We will assist the Member in pursuing service through their Manufacturer or Retailer, but, depending on the circumstances and issue, may ask the Member to make their claim under the legal warranty of good working order, installer responsibility, product recall, home/property insurance or other coverage when that source is legally responsible. We will not pay the same expense twice. Any amount recovered from another source for the same loss will reduce the amount payable under this Membership, but only to the extent permitted by law. The Member is never required to surrender or waive a legal right as a condition of receiving a Membership benefit.

10. Member Responsibilities

- Use, install, clean and maintain the Appliance according to manufacturer instructions, and retain maintenance and service records.
- Take reasonable steps to protect people and property and prevent further damage after a Breakdown.
- Do not continue operating the Appliance when unsafe or when continued operation is likely to worsen damage.
- Provide truthful, complete information and permit reasonable inspection, diagnosis and access during normal service hours.
- Back up or remove personal data from connected appliances where reasonably possible. We are not responsible for loss of settings or data except as required by law.
- Do not authorize non-emergency work, dispose of parts, or replace/discard the Appliance before our written instructions, unless doing so is necessary to exercise a legal right or prevent imminent harm.

11. Authorization, Payment and Benefit Limits

We may choose to arrange service directly, reimburse the Member, provide a part, issue credit at original retailer, or pay an Authorized Service Provider, as specified for the benefit and subject to law. Reimbursement requires proof that the expense was incurred and paid. We may pay reasonable market cost rather than an amount that exceeds the usual cost for comparable goods or services in the area.

Taxes are excluded unless they are specifically included. Shipping and delivery are covered when not specifically excluded; however, appliance removal, installation, permits, modifications, haul-away and environmental fees are excluded. Total payment cannot exceed the Appliance's original purchase price before taxes, except where law provides otherwise.

12. General Exclusions

Except where a specific benefit expressly says otherwise, the Membership does not cover:

- pre-existing conditions, undisclosed prior damage, recalls, safety notices, design defects or problems known before enrollment;
- improper installation, connection, ventilation, drainage, electrical supply, water quality, plumbing, gas supply, network service or structural conditions outside the Appliance;

- Pairs and sets of appliances purchased together, where one or more do not require service. Service would be limited to the non-functional Appliance only;
- misuse, abuse, negligence, accident, impact, infestation, corrosion, rust, mould, freezing, flood, fire, theft, vandalism, weather, acts of nature or consequential property damage;
- routine maintenance, cleaning, descaling, filters, bulbs, batteries, hoses, fuses, consumables, cosmetic damage, noise or vibration within manufacturer specifications, or loss of efficiency without a Breakdown;
- unauthorized modification, non-approved parts, altered serial numbers, relocation damage or repair by a person not approved in advance, subject to the emergency exception and mandatory law;
- commercial or abnormal use, an Appliance located outside the Service Area, or an Appliance for which required access cannot safely be provided;
- indirect or consequential loss, loss of use, lost income, inconvenience, travel, accommodation or food/laundry expense beyond the express credits in these Terms, except to the extent recoverable under mandatory law;
- a benefit already fully provided or paid by another responsible source; or
- any item, service, component or amount not expressly included.

An exclusion in these Terms applies only to the Membership benefit. It does not determine or restrict whether the Member has coverage or a remedy under a Legal Warranty, or the legal warranty of good working order, Manufacturer Warranty, retailer obligation, insurance policy or other law.

13. Service Delays and Events Beyond Reasonable Control

We are not responsible under the Membership for delays caused by events beyond our reasonable control, such as severe weather, natural disaster, labour disruption, widespread parts shortage, government order, transportation interruption or unsafe site conditions, provided that we continue reasonable efforts and communicate material status updates. This clause does not excuse or reduce any non-excludable duty or remedy imposed by law.

14. Cancellation and Refunds

The Member may cancel by contacting the retailer within 12 months from the date of purchase provided they have not used or benefited from the services included with this Membership.

We may cancel only for non-payment, material misrepresentation, fraud, ineligible enrollment, or material breach that is not corrected after reasonable written notice. We will provide any notice and refund required by law. We will not cancel because the Member made a legitimate claim or exercised a legal right.

15. Privacy and Communications

We collect, use and disclose personal information reasonably required to administer the Membership, coordinate service, verify eligibility, prevent fraud, process payment and comply with law. This may include sharing information with the selling retailer, manufacturer, service providers, parts suppliers and payment administrators. Our current privacy policy is available online at phoenixamd.com/privacy-policy. Marketing communications require any consent required by law and may be withdrawn without affecting service communications.

The Member must keep contact information current. Service notices may be delivered using the contact information provided, subject to applicable consent and electronic-commerce requirements.

16. General Contract Terms

Governing law: Québec law and the federal laws of Canada applicable in Québec govern the Membership. Any court proceeding may be brought in a district permitted by mandatory consumer law.

No waiver. A delay in enforcing a contractual right is not a waiver. No waiver by the Member of a right under consumer protection legislation is required or effective where prohibited by law.

Severability. If a provision is unlawful or unenforceable, it will be read down or severed to the minimum extent necessary, and the remainder continues, without limiting mandatory consumer rights.

Assignment. We may assign administration of the Membership while remaining responsible to the extent required by law. The Member may not assign the Membership except under section 3, but this does not restrict the transferability of a Legal Warranty.

Changes. The version delivered at enrollment applies for the Membership Term. We may make administrative changes that do not reduce existing benefits and changes required by law, with notice where required. We will not materially reduce a purchased benefit retroactively.

Entire agreement. These Terms, the membership confirmation and incorporated schedules are the entire Membership agreement, subject always to representations that are binding under law and rights that cannot be waived.

17. Contact Information

Program Administrator	SOS Warranty Services Inc.
Service telephone	1-800-717-5623
Service email	service@clubsimpleplus.com
Program website	www.clubsimpleplus.com
Complaints / legal notices	41 Butler Court, Bowmanville, ON L1C 4P8

IMPORTANT CONSUMER NOTICE

This Membership is OPTIONAL. It provides concierge assistance and the additional benefits described herein. It does not replace, restrict, waive or reduce any legal warranty or other right available under Québec law, including [Québec's Consumer Protection Act: Sections 37 – 38.9](#), or any manufacturer or retailer warranty. Those rights apply independently and may provide a remedy even when this Membership does not.

It is the express wish of the parties that this Agreement and all related documents, including notices and other communications, be drawn up in the English language only. Les parties conviennent expressément que le présent contrat et tous les documents s'y rattachant, y compris les avis et autres communications, soient rédigés en anglais seulement.

Schedule A - Benefit Summary

*See Notice Concerning Legal Warranty (Page 13)

Category	Benefit	Period	Limitation
All enrolled appliances	One contact for all brands	5 or 6 years based on the Manufacturer Warranty or the legal warranty of good working order period of the Appliance*	Coordination service; no monetary promise unless stated
All enrolled appliances	Power-surge protection	5 or 6 years based on the Manufacturer Warranty or the legal warranty of good working order period of the Appliance*	Limit of liability is the original pre-tax purchase price of the damaged appliance on the original invoice
All enrolled appliances	Same Part replacement	5 or 6 years based on the Manufacturer Warranty or the legal warranty of good working order period of the Appliance*	Trigger: fourth failure
All enrolled appliances	Priority appointment	5 or 6 years based on the Manufacturer Warranty or the legal warranty of good working order period of the Appliance*	Priority queue; no fixed appointment guarantee
All enrolled appliances	No-fault-found visit	5 or 6 years based on the Manufacturer Warranty or the legal warranty of good working order period of the Appliance*	One per appliance/membership
Washer	Transmission repair	After the Manufacturer warranty and the legal warranty of good working order, up to 10 th delivery anniversary	Repair up to replacement up to the original purchase price excluding tax, installation and accessories based on the original invoice
Dryer	Motor Repair	After the Manufacturer warranty and the legal	Repair up to replacement up to the original purchase price

Category	Benefit	Period	Limitation
		warranty of good working order, up to 10 th delivery anniversary	excluding tax, installation and accessories based on the original invoice
Washer / dryer	Laundry credit	5 years from date of delivery based on the Manufacturer Warranty or the legal warranty of good working order period of the Appliance, or in the event the Washer transmission fails, up to 10 th delivery anniversary	\$100 one-time benefit if unit remains unusable for more than 14 consecutive days
Range	Meal credit	6 years based on the Manufacturer Warranty or the legal warranty of good working order period of the Appliance*	\$250 one-time benefit if unit remains unusable for more than 14 consecutive days
Range	Broken door/shelf	To 10th delivery anniversary	One occurrence, if not covered by Manufacturer
Range	Temperature knobs	To 10th delivery anniversary	Six individual knobs, if not covered by Manufacturer
Range	Rollers/casters	To 10th delivery anniversary	Six, if not covered by Manufacturer
Refrigerator / freezer	Compressor repair	After the Manufacturer warranty and the legal warranty of good working order, up to 10 th delivery anniversary	Repair up to replacement up to the original purchase price excluding tax, installation and accessories based on the original invoice
Refrigerator / freezer	Frozen-food loss	6 years from the date of delivery (the legal warranty of good working order period of the Appliance) or in the event the compressor fails, up to 10 th delivery anniversary	\$250 refrigerator / \$500 freezer

Category	Benefit	Period	Limitation
Refrigerator / freezer	Shelves/drawers	To 10 th delivery anniversary	Two individual items, if not covered by Manufacturer
Dishwasher	Pump-assembly repair	After the Manufacturer warranty and the legal warranty of good working order, up to 10th delivery anniversary	Repair up to replacement up to the original purchase price excluding tax, installation and accessories based on the original invoice
Dishwasher	Cutlery basket	To 10th delivery anniversary	One, if not covered by Manufacturer

* NOTICE CONCERNING LEGAL WARRANTIES

The Act requires the manufacturer and the merchant to warrant the good working order of the goods for ____ years from the delivery of the goods. The warranty is free of charge.

(The merchant is required to read the text above to you)

In the event of malfunction of the goods during the warranty, contact the manufacturer and/or the merchant. They are required to repair the goods free of charge.

Goods	Duration of the legal warranty of good working order
Range - Refrigerator - Freezer - Air conditioner - Heat pump	6 years
Washing machine - Dryer - Dishwasher	5 years
Television set	4 years
Desktop or laptop computer - Video game console - Cellular telephone - Electronic pad	3 years

This warranty is automatically granted by the Consumer Protection Act.

Other warranties are also granted by that Act free of charge. They allow you, among other things, to require that the goods be durable in normal use for a reasonable length of time (sections 37 and 38 of the Act). They may apply during and after the expiry of the legal warranty of good working order.

For more information on the warranties, go to the website of the Office de la protection du consommateur at Quebec.ca/garanties-consommateur.