

**CANON IMAGE RECOVERY – A BENEFIT TO CAREPAK PLUS CUSTOMERS
COVERING REMOVEABLE FLASH MEMORY
Terms & Conditions**

IMPORTANT: THIS IMAGE RECOVERY SERVICE IS ONLY AVAILABLE FOR CANON EQUIPMENT COVERED BY THE CANON CAREPAK PLUS PLAN WITH WHICH THIS IMAGE RECOVERY SERVICE IS BUNDLED. EQUIPMENT WITH PRE-EXISTING CONDITIONS INCURRED OR KNOWN TO YOU ARE NOT COVERED BY THIS PLAN. IF THE EQUIPMENT HAS A PRE-EXISTING CONDITION INCURRED OR KNOWN TO YOU, PLEASE CONTACT CANON IMMEDIATELY TO CANCEL YOUR CANON CAREPAK PLUS PLAN. REFER TO THE “WHAT IS NOT COVERED” SECTION OF THIS DOCUMENT FOR A LIST OF FULL EXCLUSIONS FOR THE IMAGE RECOVERY SERVICE.

CONGRATULATIONS! Thank You for Your recent purchase of the Canon CarePAK PLUS Plan that includes Image Recovery (“**Image Recovery Service**”). We hope You enjoy the added comfort and protection this Image Recovery Service provides. By purchasing the Canon CarePAK PLUS Plan with which this Image Recovery Service is bundled, You agree that these terms and conditions govern any service or benefit offered or attempted under this Image Recovery Service. Please keep these Image Recovery Service terms and conditions in a safe place along with the sales receipt/invoice that You received when You purchased the Canon CarePAK PLUS Plan with which this Image Recovery Service is bundled, as You will need it to verify Your coverage at the time of service. This information will serve as a valuable reference guide and will help You determine what is covered by this Image Recovery Service.

KEY TERMS: Throughout these Image Recovery Service terms and conditions, the words “**We**”, “**Us**” and “**Our**” mean the party or parties obligated to provide service under this Image Recovery Service, who is Starr Protection Solutions, LLC (“SPS”), except in Florida, Oklahoma and Washington. In Oklahoma and Washington, the Obligor is Starr Technical Risks Agency, Inc. (Oklahoma License # 44200902) (“Starr Tech”). SPS and Starr Tech are located at 399 Park Avenue, 3rd Floor, New York, NY 10022, (855) 438-2390. In Florida, the Obligor is Starr Indemnity & Liability Company located at 399 Park Avenue, 3rd Floor, New York, NY 10022, (855) 438-2390. “**You**” and “**Your**” refer to the purchaser of the Canon CarePAK PLUS Plan with which this Image Recovery Service is bundled. “**Administrator**” means the entity that is appointed by and/or contracted by Us to render certain data recovery services to You under this Image Recovery Service, who is, in the United States of America and Canada, After, Inc., PO Box 451, Norwalk, CT 06852-0451, 1-800-261-9859, except in California, USA, who is After Solutions, PO Box 451, Norwalk, CT 06852-0451, 1-800-261-9859. “**Canon**” means Canon U.S.A., Inc., who is the seller that has been authorized by Us to sell this Image Recovery Service to You. “**Equipment**” means the SD Card, MicroSD, or CompactFlash contained within Your Canon device which You purchased and which stores the data that is covered by this Image Recovery Service. Coverage is limited to a single data storage device per Canon CarePAK PLUS with which this Image Recovery Service is bundled as designated through the registration of Equipment at the time of Canon CarePAK PLUS registration. “**Pre-Existing Condition**” means an issue that existed with Your Equipment prior to the issuance of the CarePAK PLUS Plan with which this Image Recovery Service is bundled. The last time stamp on the data written to or erased from the Equipment must be later than the date You purchased the CarePAK PLUS Plan with which this Image Recovery Service is bundled as evidence that there was no Preexisting Condition.

PRODUCT ELIGIBILITY: This Image Recovery Service can only be utilized for Equipment designated as covered by the Canon CarePAK PLUS Plan with which this Image Recovery Service is bundled. Equipment eligible for coverage under this Image Recovery Service must be purchased as new or factory-refurbished and manufactured for use in the United States or Canada (which at the time of purchase included a manufacturer’s original or factory-refurbished warranty valid in the United States or Canada). This Image Recovery Service covers the data stored on Your Equipment. **IMPORTANT NOTE: ANY AND ALL PRE-EXISTING CONDITIONS ARE NOT ELIGIBLE FOR COVERAGE UNDER THIS IMAGE RECOVERY SERVICE.** You may also contact Canon for assistance in determining whether Your Equipment is eligible for coverage.

Accessories and/or add-on options purchased separately and not essential to the basic function of the Equipment are not eligible for Image Recovery Service coverage.

SERVICES PROVIDED: We agree to have services performed that are designed to retrieve, while minimizing the damage to, the media files and/or data on Your Equipment in the event Your Equipment fails to perform during the term of this Image Recovery Service. **YOU ACKNOWLEDGE THAT THE EQUIPMENT MAY BE DAMAGED PRIOR TO OUR RECEIPT, AND YOU FURTHER ACKNOWLEDGE THAT OUR EFFORTS TO COMPLETE THE SERVICES MAY RESULT IN FURTHER DAMAGE TO OR THE DESTRUCTION OF THE EQUIPMENT.** To the extent possible, You should back up accessible data on Your Equipment *before* submitting it for service under this Image Recovery Service. If the damage sustained to Your original Equipment is covered by the Canon warranty, then Canon is responsible for providing You with a replacement device in accordance with the terms of the Canon warranty. In such instances, if Canon allows you to transfer your CarePAK PLUS to that replacement device, Your remaining coverage term under this Image Recovery Service will transfer to that replacement device. *IMPORTANT: Any services performed under this Image Recovery Service is not a guarantee that lost data will be recovered; however, all reasonable efforts will be used to recover Your data through methods further explained below.*

Under this Image Recovery Service, Your Equipment is eligible for three (3) In-Lab Image Recovery attempts during the term of Canon CarePAK PLUS Plan coverage with which this Image Recovery Service is bundled, and pursuant to the terms and conditions of the CarePAK PLUS Plan and also the terms and conditions of this Image Recovery Service. This Image Recovery Service does not provide coverage for any of the losses set forth in the section titled “WHAT IS NOT COVERED”.

IN-LAB IMAGE RECOVERY: You will be asked to ship Your Equipment to attempt the retrieval of Your data (“In-Lab Image Recovery”). When You ship Your Equipment, You must use packaging that provides protection for Your Equipment to prevent any further damage to the Equipment during shipping. You are responsible for any risk of loss of the Equipment until it is received at the designated laboratory facility. For more information please contact Canon at 1-800-OK-CANON (1-800-652-2666). We will pay the shipping costs associated with shipping Your Equipment to the designated laboratory facility, as well as the cost of shipping Your original Equipment and/or any other data storage media containing data recovered from Your original Equipment back to You. Upon receipt of Your original Equipment at the designated laboratory facility, We will take the following action(s):

- a. **RECOVERY EFFORT:** We will attempt to recover Your lost data and files.
- b. **RETURN OF RECOVERED DATA:** Your recovered data (if any) will be loaded on Your original media storage device and returned to You. If your original media storage device is defective, the recovered data will be returned to You on a physical device such as a USB drive or an external hard drive, at Our sole discretion, based on the volume of the data recovered. We are responsible for procuring the appropriate media storage device at no cost to You.
- c. **ORIGINAL EQUIPMENT RETURN:** If You so request at the time of making the initial Image Recovery claim, We will return Your original Equipment to You. NOTE: Image Recovery efforts utilized during the In-Lab Image Recovery Service may render the original Equipment inoperable.
- d. **DISPOSAL OF YOUR DEFECTIVE EQUIPMENT:** Because Image Recovery efforts utilizing the In-Lab Image Recovery Service may render Your Equipment inoperable, Your original Equipment will be subject to secure disposal following an In-Lab Image Recovery attempt, unless You request that We return the inoperable original Equipment back to You at the time of making the initial Image Recovery claim.

UNRECOVERABLE DATA: In some cases Your data may not be recoverable. In such instances, You will be entitled to a \$50 gift card (the “Unrecoverable Data Reimbursement”), and We shall then be discharged from any further obligations under this Image Recovery Service. The Unrecoverable Data Reimbursement shall only apply in instances where less than 75% of Your lost data was successfully recovered.

WHAT TO DO IF YOUR EQUIPMENT REQUIRES SERVICE: Call Canon at 1-800-OK-CANON (1-800-652-2666) and explain the problem. You will be instructed on the next steps for filing a claim under the CarePAK PLUS Plan and this Image Recovery Service. For faster service, please have Your dated proof of purchase (sales receipts) available when You place the call. NOTE: THIS IMAGE RECOVERY SERVICE MAY PROVIDE NO COVERAGE IF YOU MAKE UNAUTHORIZED ATTEMPTS TO RETRIEVE THE DAMAGED OR LOST DATA (SEE “WHAT IS NOT COVERED” BELOW).

TERM OF COVERAGE: Coverage under this Image Recovery Service begins on the date of the Canon CarePAK PLUS Plan with which this Image Recovery Service is bundled becomes effective and continues for the period of time specified on Your sales receipt for the Canon CarePAK PLUS Plan with which this Image Recovery Service is bundled; subject to the terms and conditions stated herein.

LIMITATION OF LIABILITY:

The following clause applies to the maximum extent permitted by the applicable law, and does not apply to individuals resident in Quebec. Neither We nor the Administrator shall be liable for any harm caused to Your Equipment (unless proven that such harm was caused intentionally); including any consequential voidance of an Canon warranty resulting from Image Recovery Services performed on Your Equipment in accordance with the terms and conditions outlined in this Image Recovery Service. Without limiting the generality of the foregoing, We will not be liable for the condition, existence, or loss of the data You send Us or the data We recover (if any), any loss of revenue or loss of profits, or any indirect, special, incidental, or consequential damages however caused. To the maximum extent permitted by applicable law, this limitation shall apply to any and all damages, regardless of the legal theory on which they are asserted (including, without limitation, contract, breach of contract, and tort), and regardless of whether We have been advised of the possibility of loss or damages - unless You prove that We caused damages to You intentionally.

This Image Recovery Service shall be considered fulfilled in its entirety, and We shall be discharged from any further obligations under this Image Recovery Service, in the event We have rendered service for three (3) claims for the In-Lab Image Recovery Service.

To the maximum extent permitted by applicable law, Our maximum liability in connection with all claims processed pursuant to the terms and conditions of this Image Recovery Service shall not exceed the MSRP of the covered Equipment (the “Maximum Liability Limit”) or replacement of the covered Equipment; whichever is lower. In the event the aggregate sum of all claims processed under this Image Recovery Service equals the MSRP of the covered Equipment or We replace Your Equipment for any reason, Our obligations under this Image Recovery Service shall be considered fulfilled in their entirety and We shall have no further obligation to service the Equipment (original or replacement piece) under this Image Recovery Service. In no event will We or the Administrator be liable for any damages whatsoever that are in excess of the Maximum Liability Limit, whether based on contract, tort, warranty or other legal or equitable ground, including without limitation damages for loss of data, property damage, lost time, loss of business profits, business interruption, or other pecuniary loss, or incidental, consequential or indirect damages arising from the services performed pursuant to this Image Recovery Service. This limitation will apply even if We, the Administrator or any of Our respective authorized entities, affiliates, dealers, agents, suppliers, or representatives have been advised of the possibility of such damage. By requesting the services described in this Image Recovery Service You acknowledge that the charges reflect this limitation of liability and allocation of risk.

WHAT IS NOT COVERED:

1. **This Image Recovery Service does not provide coverage for attempted data recovery, loss or damage to Your Equipment caused by or resulting from any of the following, unless otherwise explicitly stated below:**
 - a. Pre-Existing Conditions;
 - b. Unauthorized repairs, improper installation or attachments or transportation damage;
 - c. Lack of manufacturer specified maintenance or improper equipment modifications; and
 - d. Vandalism, animal or insect infestation, rust, dust, corrosion, defective batteries, battery leakage, or acts of nature or any other external peril originating from outside the Equipment.

2. **This Image Recovery Service does not provide coverage for any of the following equipment, products, or equipment components:**
 - a. Equipment sold without a manufacturer's/retail warranty or sold "as is;"
 - b. Equipment utilized in a manner that is inconsistent with either the design of the Equipment or the way Canon intended the Equipment to be used;
 - c. Components not contained with the housings of the Equipment;
 - d. Equipment with removed or altered serial numbers;
 - e. Public rental equipment or products used in communal settings (use of Equipment for these purposes will cause this Image Recovery Service to provide no coverage);
 - f. Accessories and/or add-on options purchased separately and not essential to the basic function of the Equipment; and
 - g. Any flash data storage devices that are not fully removable from the device in which it is contained for the collection of data or any Solid State Drive or Hard Disc Drive storage devices.

3. **This Image Recovery Service does not provide coverage for any of the following costs, expenses or services:**
 - a. Image Recovery services when such are covered by manufacturer's recall; manufacturer's factory bulletins; insurance; or another service agreement;
 - b. Cleaning, preventative maintenance, or customer education expenses related to the Equipment, or any resultant damage caused by such;
 - c. Service required as a result of any alteration of the Equipment, or repairs made by anyone other than a servicer authorized by Us, or the use of supplies other than those recommended by Us;
 - d. Liability or damage to property, or injury or death to any person arising out of the operation, maintenance or use of the Equipment;
 - e. Expenses incurred from the dismantling or reinstallation of fixed infrastructure when removing Your Equipment from, or installing an alternate media device into, a custom installation, unless otherwise agreed by Us at the time You initiate the Image Recovery Service;
 - f. Any perceived or actual monetary value associated with lost data, except to the extent covered under this Image Recovery Service;
 - g. Repairs to or replacements of any tangible equipment or property;
 - h. Indemnification or payment for damages to any property caused by or arising from fortuitous events; and
 - i. Service outside of the United States of America, and its territories; and
 - j. Service that is disallowed pursuant to the Office of Foreign Assets Control of the U.S. Department of the Treasury.

OUR RIGHT TO RECOVER EXPENSES: If You have a right to recover against another party for any expenses We have incurred to perform the Services under this Image Recovery Service, Your rights shall become Our rights. You shall do whatever is necessary to enable Us to enforce these rights.

CANCELLATION: You may cancel this Image Recovery Service only by cancelling your Canon CarePAK PLUS Plan. Please see the terms and conditions of the Canon CarePAK PLUS Plan for more information.

If Canon cancels this Image Recovery Service, Canon may only cancel for the following reasons: 1) non-payment of the Canon CarePAK PLUS by You; 2) material misrepresentation by You to Us; or 3) a substantial breach of duties by You under this Image Recovery Service in relation to the covered Equipment or its use.

TRANSFERS: If You wish to transfer coverage to a different, please contact Canon.

DISPUTE RESOLUTION: Most disputes or disagreements between You and Us arising under this Image Recovery Service can be resolved quickly by contacting the Administrator in writing at the address noted in the Key Terms section above. The parties will attempt to resolve any dispute arising out of or related to these Program Terms or any Image Recovery services requested or attempted hereunder through good faith negotiation.

The following clause applies to the maximum extent permitted by the applicable law. In the unlikely event We are unable to resolve a dispute We have with You after attempting to do so informally, You and We agree to resolve such disputes through final and binding arbitration in accordance with the rules of the Judicial Arbitration and Mediation Services "JAMS" in the United States. Each party will bear its own costs in arbitration, provided that We reserve the right, in Our discretion, to pre-pay certain fees You may incur in connection with the arbitration subject to refund if You do not

prevail. Both parties waive their rights to a jury trial. Unless We and You agree otherwise, any arbitration hearings will take place in the State of New York, City of New York, or Borough of Manhattan.

IMPORTANT CONSUMER INFORMATION: If Your Equipment is exchanged by Canon, the term of Your Image Recovery Service remains in effect with the replacement equipment and does not automatically extend.

LEGAL RIGHTS; INDEMNITY: The following clause applies to the maximum extent permitted by the applicable law, and does not apply to individuals resident in Quebec. You warrant that You are the legal owner or the authorized representative of owner of the Equipment and data submitted to Canon or Us for service under this Image Recovery Service. You warrant that the data on the Equipment is legal and that You have the unrestricted legal right to (a) grant access to the data, (b) have the data recovered and reproduced on a backup medium, (c) receive the recovered data, and (d) agree to these Image Recovery Service Terms. You will defend, indemnify, and hold Us and the Administrator (including the directors, officers, employees, agents, delegates, and contractors of Us and of the Administrator, respectively) harmless from any claims or actions relating to the Equipment or data, or Your rights or lack of rights thereto.

COMPLIANCE WITH LAWS: You agree to comply with all such laws and regulations and all other applicable laws, statutes, ordinances and regulations relating to the use of recovered media or data on Your Equipment. You acknowledge that a violation of the terms and conditions of this section could subject You to criminal or civil penalties. The media files or data licensed or provided, or services provided, under this program, which may include technology and software, are subject to the customs and export control laws and regulations of the U.S. and may also be subject to the customs and export laws and regulations of the country in which Your Equipment is manufactured or received. Further, under U.S. law, such goods may not be sold, leased or otherwise transferred to restricted countries, or used by a restricted end-user or an end-user engaged in activities related to weapons of mass destruction including, without limitation, activities related to designing, developing, producing or using nuclear weapons, materials, or facilities, missiles or supporting missile projects, or chemical or biological weapons. You warrant You are not a restricted end-user or involved in any of the restricted activities described above, and that You will comply with and abide by these laws and regulations. We reserve the right to refuse service for, or return back to You, any Equipment that has been determined to violate any law or regulations.

CONFIDENTIALITY OF YOUR DATA: We will use any information provided by You only for the purposes of fulfilling Our obligations under this Image Recovery Service and will use Our best efforts to hold Your information in the strictest confidence while it is in Our possession, unless otherwise required by law or directed by law enforcement officials.

DISCLAIMER OF WARRANTIES, REPRESENTATIONS AND GUARANTEES: WE PROVIDE THIS IMAGE RECOVERY SERVICE AND ANY SERVICES PROVIDED OR ATTEMPTED HEREUNDER "AS IS," WITH ALL FAULTS, AT YOUR SOLE RISK. WE DO NOT EXTEND ANY EXPRESS WARRANTIES, REPRESENTATIONS, CONDITIONS OR GUARANTEES REGARDING THIS IMAGE RECOVERY SERVICE OR ANY RESULTS THEREOF. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW AND SUBJECT TO ANY STATUTORY WARRANTIES THAT CANNOT BE EXCLUDED, WE EXPRESSLY DISCLAIM ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, OR WARRANTY OF ACCURACY OR COMPLETENESS WITH RESPECT TO THIS IMAGE RECOVERY SERVICE.

ENTIRE AGREEMENT: This Image Recovery Service; including the terms, conditions, limitations, exceptions and exclusions, and the sales receipt for the Canon CarePAK PLUS you purchased that is bundled with this Image Recovery Service, constitute the entire agreement between Us and You and no representation, promise or condition not contained herein shall modify these items, except as required by law.

INSURED AGREEMENT: This is not an insurance policy. Our obligations under this Image Recovery Service are guaranteed under a reimbursement insurance policy issued by Starr Indemnity & Liability Company. Starr Indemnity & Liability Company is located at 399 Park Avenue, 8th Floor, New York, NY 10022 and you may contact them toll-free at (855) 438-2390. If we fail to pay or provide service on a claim within sixty (60) days after proof of loss has been filed, you are entitled to make a claim directly against Starr Indemnity & Liability Company.

THIS AGREEMENT IS NOT A SERVICE CONTRACT OR AN INSURANCE POLICY, CERTIFICATE OR CONTRACT. THIS AGREEMENT DOES NOT PROVIDE (A) REPAIRS TO OR REPLACEMENTS OF ANY TANGIBLE EQUIPMENT OR PROPERTY; WHETHER OR NOT SUCH DAMAGES ARISE FROM A MANUFACTURER DEFECT OR NORMAL WEAR AND TEAR, OR (B) INDEMNIFICATION OR PAYMENT FOR DAMAGES TO ANY PROPERTY CAUSED BY OR ARISING FROM FORTUITOUS EVENTS.