

# Cobb Home Warranties LLC

---

5650 E. 22<sup>nd</sup> St Tucson, Arizona 85711

Office (520) 318-5710

Fax (520) 318-5715

Certain items and events are not covered by this contract. Please refer to the exclusions, restrictions, and limitations in boldfaced type in this document.

## A. COVERAGE OVERVIEW

1. **Coverage includes only the items stated as covered, excluding all others and is subject to the limitations, exclusions and provisions stated in this contract. Please read your contract carefully.**

2. Coverage under this contract includes normal wear and tear malfunctions during the contract term (as defined in Section B). Coverage under this contract **DOES NOT INCLUDE** malfunctions of covered items which occur during the contract term resulting from the following situations prior to and during the contract term:

- a. Insufficient maintenance, rust, or corrosion;
- b. Improper installations, or repairs;
- c. Mismatched systems where the indoor and outdoor units were not properly matched to each other in capacity or efficiency for proper operation; and
- d. Undetectable pre-existing conditions which are defects or mechanical failures that could not have been detected by a visual inspection and/or simple mechanical test. A visual inspection of the covered item verifies that it appears structurally intact and without damage or missing parts that would indicate inoperability. A simple mechanical test is defined as turning the item on and off to ensure that it is operational. While turned on, the item should operate without causing damage, irregular sounds, smoke, or other abnormal outcomes.

When completing a Cobb Home Warranties, LLC (Cobb) approved repair or replacement, Cobb will pay the cost to:

- e. Obtain permits up to \$250 per occurrence;
- f. Correct code violations and/or upgrade to current code requirements up to \$250 per occurrence;
- g. Dismantle and remove defective equipment; and
- h. Recapture, reclaim and dispose of refrigerant.

Owned and Operated  
By Cobb Home Warranties, LLC

3. The covered items must be:

- a. Installed for diagnosis within the confines of the main foundation of the home or attached or detached garage with the exception of (if selected): air conditioning, heating, electrical panel, water heater, pressure regulator, water softener, exterior well pump, septic tank and related sewage ejector pump, or pool and/or spa equipment. These exceptions must be installed for diagnosis and must be manufactured for outside use or be located in a structure which fully protects items from the elements.
- b. Domestic grade or commercial grade items that are specified by the manufacturer for use in a residential application.

4. For covered malfunctions, unless otherwise specified in this contract, Cobb will repair or replace the covered item. Cobb has the sole right to determine, according to the terms of this contract, whether a covered item will be repaired or replaced. Secondary or subsequent damage is not covered. When making repairs, Cobb reserves the right to rebuild existing parts or components and/or to install rebuilt parts or components. When making replacements, Cobb is responsible for installing replacement equipment and parts of similar features, capacity, and efficiency, but not for matching dimensions, brand or color. Cobb is not responsible for matching any feature of an existing item that does not contribute to the primary function of that item.

5. Cobb's cash payment policies and procedures:

- a. In instances where the combined cost of diagnosis and repair or replacement is estimated to exceed a stated contract dollar limit, Cobb will not provide repair or replacement services but will instead pay an amount equal to the contract dollar limit minus the cost incurred to diagnose the malfunction.
- b. Instances beyond Cobb's control may prevent Cobb from providing a repair or replacement of a covered item. In these instances, Cobb will provide you cash in lieu of the repair or replacement services. The amount will be based on what a consumer without this contract would pay after negotiating the best price for such services in your area.

These instances are when:

- (i) Following a response to a covered malfunction, an item would remain non-compliant with laws, regulations or code requirements;
- (ii) An item has a covered malfunction unrelated to a manufacturer's recall on that item; or
- (iii) An item is not repairable and a replacement item is no longer available.

c. In some instances, Cobb may offer you the option of accepting cash in lieu of repair or replacement services. This offered amount is based on what Cobb would expect to pay (which is substantially less than retail cost) for parts and labor for covered items less the incurred cost of the contractor's diagnosis. Cobb is not obliged to extend such an offer and you are under no obligation to accept such an offer. If you accept such an offer, you are required to repair the item or provide a new replacement and send the acceptable proof of your actual itemized costs to Cobb before any reimbursement amount will be paid.

**6. Cobb will not repair or replace malfunctions covered by a manufacturer, distributor, builder, or an extended warranty.**

7. This contract covers single family homes (including manufactured housing), new construction homes, and condominiums/townhomes/mobile homes under 5,000 square feet, unless an alternative dwelling type (i.e. 5,000 square feet up to 10,000 square feet, guest unit, or multiple units) is applied for, and the appropriate fee is paid. Coverage is for owned or rented residential property, not commercial property or premises converted into a business.

## **B. CONTRACT TERM AND PLAN FEE**

### **1. FIRST YEAR CUSTOMER**

First Year Customer contract term begins upon the date your property inspection has been completed, and continues for one year from that date (unless Cobb approves an alternative contract term in writing) and provided Plan Fees are received by Cobb.

### **2. RENEWAL CUSTOMER**

Renewal Customer is an existing Cobb customer whose contract Cobb has offered to renew. Renewal Customer contract term begins upon expiration of previous contract term and continues for one year (unless Cobb approves an alternative contract term in writing) provided plan fee is received by Cobb within 45 days after expiration. (See Section J. RENEWAL)

### **3. TRANSFER OF OWNERSHIP**

If the covered property changes ownership during the contract term, you are required to call the Sales phone number 520-318-5710 during normal business hours of 8:30 AM - 5:00 PM, Monday - Friday, and ask for the Cobb Home Warranty representative to transfer coverage to the new owner.

## **C. REQUESTING SERVICE**

1. Cobb must be notified as soon as the malfunction is discovered and prior to expiration of the contract term.
  - a. Cobb will accept service requests 24 hours a day, 7 days a week.
  - b. Cobb will not provide service until all past due Trade Service Call Fees and Plan Fees are paid in full.
  - c. Cobb will not reimburse for services performed without its prior approval.
2. Cobb has the right to select an Cobb authorized service contractor (Service Contractor) to perform the service.
  - a. The services will be initiated under normal circumstances within 48 hours after your service request is made to Cobb.
  - b. The Service Contractor will contact you to schedule your service appointment. The appointment will be scheduled for service to be performed during normal business hours.
  - c. Cobb will determine what services constitute an emergency and will make reasonable efforts to expedite emergency service.
  - d. Cobb will accept your request to expedite scheduling of non-emergency service only when a Service Contractor is available. If the Service Contractor agrees to expedite scheduling of a non-emergency service request, you may be required to pay an additional fee.
  - e. Cobb reserves the right to obtain a second opinion at its expense. In the event that Cobb informs you the malfunction is not covered under this contract, you have the right to request a second opinion of the cause of the malfunction. You must ask Cobb for a second opinion from another Service Contractor within 7 days from Cobb informing you the malfunction is not covered. In the event that the outcome of the second opinion is different than the first opinion, then Cobb may, in its discretion, decide whether to accept coverage under this contract. If you request a second opinion, you will be responsible for the payment of an additional Trade Service Call Fee only if the outcome of the second opinion is the same as the initial opinion.
3. In the event Cobb authorizes or requests you to contact an independent service contractor to perform a covered service, Cobb will provide reimbursement for an authorized amount of the cost you incur for the repair or replacement services. Acceptable proof of the repair and your actual itemized costs must be provided to and approved by Cobb before any reimbursement will be paid.

## D. SYSTEMS

### 1. AIR CONDITIONING INCLUDING DUCTWORK

#### COVERED:

*AIR CONDITIONING AND HEATING NOTE: Coverage available on Heating and Air Conditioning units up to a 5 ton capacity.*

*Cobb will pay up to \$1,500 per contract term for access, diagnosis and repair or replacement of any geothermal and/or water source heat pumps, glycol, hot water, or steam circulating system. Customer is responsible for payment of any costs in excess of \$1,500.*

*Where covered repairs require access to Air Conditioning and Heating ductwork, Cobb will provide access to ductwork only through unobstructed walls, ceilings or floors, and will return access openings to a rough finish. If the Air Conditioning and Heating ductwork is accessible only through a concrete floor, wall or ceiling, Cobb will pay up to \$1,000 per contract term for access, diagnosis, repair or replacement of such ductwork, including returning access openings to a rough finish. Customer is responsible for payment of any costs in excess of \$1,000. If a leak is detected as a result of legally mandated diagnostic testing, Cobb will repair and replace only accessible and unobstructed ductwork.*

**WHEN POSSIBLE, COBB WILL PROVIDE PORTABLE HEATING OR AIR CONDITIONING SYSTEMS IN AN EFFORT TO MAINTAIN SOME LEVEL OF COMFORT IF/ WHEN PARTS NEED TO BE ORDERED FOR REPAIR A COVERED HVAC SYSTEM. IF A HOME HAS MULTIPLE HVAC SYSTEMS, WHERE ONE IS STILL OPERABLE, THIS SERVICE MAY NOT BE PROVIDED DEPENDING ON DEMAND BY OTHER CUSTOMERS.**

All components and parts of the following air conditioning systems: Ducted central electric split and package units – Geothermal – Wall air conditioners – Mini-splits. When air conditioning system replacement is necessary, coverage includes upgrading of duct connections, plenums and indoor electrical lines up to and including the disconnect, including when required to maintain compatibility and compliance with SEER, HSPF, and refrigerant standards. In regards to ductwork, the following are covered: Plenums – Dampers – Damper-only controls – Leaks or breaks in ductwork (sheet metal, duct board, and flex duct including vapor barrier) from heating and/or air conditioning unit(s) including registers or grills.

**NOT COVERED: Outside or underground piping, well pump, and well pump components for geothermal and/or water source heat pump – Window units – Water towers – Chillers, chiller components, and water lines – Legally mandated diagnostic testing when replacing heating or cooling equipment.**

**NOTE: Cobb will pay up to \$10 per pound per occurrence for refrigerant. Customer is responsible for payment of any costs in excess of \$10 per pound.**

## 2. HEATING INCLUDING DUCTWORK

***COVERED:*** All components and parts of the following heating systems: Forced air (gas, electric, oil) – Geothermal – Wall mounted heaters – Floor furnaces – Package units – Heat pumps – Mini-splits – Hot water or steam circulating heat – Electric baseboard – Room heaters – Cable heat (if main source of heat to the home or room). When heating system replacement is necessary, coverage includes upgrading of duct connections, plenums and indoor electrical lines up to and including the disconnect, including when required to maintain compatibility and compliance with SEER, HSPF, and refrigerant standards. In regards to ductwork, the following are covered: Plenums – Dampers – Damper-only controls – Leaks or breaks in ductwork (sheet metal, duct board, and flex duct including vapor barrier) from heating and/or air conditioning unit(s) including registers or grills.

***NOT COVERED:*** Outside or underground piping, well pump, and well pump components for geothermal and/or water source heat pump – Fuel storage tanks – Portable units – Fireplace, grain, pellet, or wood heating units (even if only source of heating) – Legally mandated diagnostic testing when replacing heating or cooling equipment.

***NOTE:*** Cobb will pay up to \$10 per pound per occurrence for refrigerant. Customer is responsible for payment of any costs in excess of \$10 per pound.

## 3. ELECTRICAL

***COVERED:*** All components and parts, including Direct Current (D.C.) wiring, lighting fixtures, and built-in exhaust/vent/attic fans, except:

***NOT COVERED:*** Audio/video/computer/intercom/alarm or security wiring or cable – Telephone wiring – Circuit overload – Face plates.

## 4. PLUMBING

***COVERED:*** Leaks and breaks of water, drain, gas, waste or vent lines – Toilets and related mechanisms, toilet wax ring seals, faucets, shower heads, shower arms, valves for shower, tub, and diverter, angle stops, risers and gate valves (similar features of finish and style used when replacement is necessary) – Hose bibs – Basket strainers – Permanently installed sump pumps (ground water only) – Built-in bathtub whirlpool motor, pump, and air switch assemblies – Pressure regulators – Expansion tanks – Sewage ejector pump (septic system sewage ejector pumps are not covered unless optional coverage H.4 is purchased) – Clearing of sink, bathtub, shower, and toilet stoppages – Clearing of mainline drain and sewer stoppages through an accessible clean-out up to 100 feet from access point – Clearing of lateral drain line stoppages up to 100 feet from access point including accessible clean-out, p-trap, drain or overflow access points.

***NOT COVERED:*** Stoppages caused by collapsed, damaged or broken drain, vent or sewer lines outside the home's main foundation – Lines broken, infiltrated or

**stopped by roots or foreign objects, even if within the home's main foundation – Bathtubs – Sinks – Showers – Shower enclosures and base pans – Toilet lids and seats – Jets – Caulking or grouting – Septic tanks – Water filtration/purification system – Holding or storage tanks – Saunas or steam rooms – Costs to locate or access clean-outs not found or inaccessible, or to install clean-outs – Access through roof vents. - Modifications - Sediment.**

**NOTE: Where covered repairs require access to plumbing, Cobb will provide access to plumbing only through unobstructed walls, ceilings or floors, and will return access openings to a rough finish. If the plumbing is accessible only through a concrete floor, wall or ceiling, Cobb will pay up to \$500 per contract term for access, diagnosis, repair, or replacement of such plumbing, including returning access openings to a rough finish. Customer is responsible for payment of any costs in excess of \$500.**

## **5. WATER HEATERS**

**COVERED:** All components and parts, including tankless water heaters and circulating pumps, except:

**NOT COVERED: Auxiliary holding or storage tanks – Noise – Fuel storage tank and energy conservation unit.**

## **6. GARBAGE DISPOSALS**

**COVERED:** All components and parts.

## **7. INSTANT HOT/COLD WATER DISPENSERS**

**COVERED:** All components and parts.

## **8. DOOR BELLS**

**COVERED:** All components and parts, except:

**NOT COVERED: When part of the intercom system.**

## **9. SMOKE DETECTORS**

**COVERED:** Battery operated and hardwired units.

## **E. APPLIANCES**

NOTE: Cobb will pay up to \$3,000 for any required replacement of any covered Appliance, unless otherwise noted. Customer is responsible for payment of any costs in excess of \$3,000 for any required replacement of an Appliance.

### **1. CLOTHES WASHERS**

**COVERED:** All components and parts.

### **2. CLOTHES DRYERS**

**COVERED:** All components and parts.

### **3. RANGES/OVENS/COOKTOPS**

**COVERED:** All components and parts.

### **4. DISHWASHERS**

**COVERED:** All components and parts.

### **5. BUILT-IN MICROWAVE OVENS**

**COVERED:** All components and parts.

### **6. TRASH COMPACTORS**

**COVERED:** All components and parts.

### **7. GARAGE DOOR OPENERS**

**COVERED:** All components and parts, except:  
**NOT COVERED: Door or door track assemblies.**

### **8. FREE STANDING ICE MAKERS**

**COVERED:** All components and parts.

### **9. BUILT-IN FOOD CENTERS**

**COVERED:** All components and parts, except:  
**NOT COVERED: Removable accessories.**

### **10. CEILING FANS**



**COVERED:** All components and parts.

## **11. CENTRAL VACUUMS**

**COVERED:** All components and parts, except:

**NOT COVERED: Removable hoses and accessories – Access and closing costs to floors, walls, and ceilings when locating or repairing a malfunction.**

## **12. Refrigerators**

**COVERED:** All components and parts, except:

**NOT COVERED: Free standing freezer – Multi-media centers – Wine chillers.**  
**NOTE: Cobb will pay up to \$5,000 per dual compressor refrigerator and built-in combination of both an All-Refrigerator and an All-Freezer for access, diagnosis and repair or replacement. Customer is responsible for payment of any costs in excess of \$5,000 per dual compressor refrigerator and built-in combination of both an All-Refrigerator and an All-Freezer.**

## **F. POOLS AND SPA EQUIPMENT**

**COVERED ITEMS:** Above ground components and parts of the heating, pumping, and filtration system including: Pool sweep motor and pump – Pump motor – Blower motor and timer – Plumbing pipes and wiring – Plumbing and electrical.  
Shared equipment is covered. If equipment is not shared, then only one or the other is covered unless an additional fee is paid.

**NOT COVERED: Portable or above ground spas – Access to pool and spa equipment – Lights – Liners – Jets – Ornamental fountains, waterfalls and their pumping systems – Auxiliary pumps – Pool cover and related equipment – Fill line and fill valves – Built-in or detachable cleaning equipment including, without limitation, pool sweeps, pop-up heads, turbo valves, skimmers, chlorinators, and ionizers – Fuel storage tanks – Disposable filtration mediums – Heat pump – Multi-media centers – Dehumidifiers – Salt water generators and components.**

## **G. MISCELLANEOUS PLUMBING SYSTEMS**

### **1. Well Pump**

**COVERED:** All components and parts of well pump utilized as a source of water to the home, except:

**NOT COVERED:** *Above or underground piping, cable or electrical lines leading to or from the well pump, including those that are located within the well casing – Well casings – Pressure switches not located on the pump – Holding, storage or pressure tanks – Booster pumps – Redrilling of wells – Well pump and all well pump components for geothermal and/or water source heat pumps.*

**NOTE:** *Cobb will pay up to \$1,500 per contract term for access, diagnosis and repair or replacement. Customer is responsible for payment of any costs in excess of \$1,500.*

### **2. WATER SOFTENER**

**COVERED:** All components and parts, except:

**NOT COVERED:** *Leased or rented units – Softening agents.*

### **3. SEPTIC SYSTEM PUMPING & SEPTIC SEWAGE EJECTOR PUMP**

NOTE: This option is available for First Year Customers only and is not renewable.

**COVERED:** Mainline stoppages that can be cleared through an existing access or clean out without excavation – The septic tank will be pumped once during the contract coverage term if the stoppage is due to septic back up – Sewage ejector pump for septic system only.

**NOT COVERED:** Broken or collapsed sewer lines outside the foundation – Stoppages or roots that prevent the effective use of any externally applied sewer machine cable – Cost of finding or gaining access to the septic tank or sewer hook-ups – Disposal of waste – Chemical treatment of the septic tank and/or sewer lines – Tanks – Leach lines – Cesspool – Any mechanical pump or systems.

## H. OTHER LIMITS AND EXCLUSIONS

**NOTE: The following limitations and exclusions apply:**

### **General Exclusions from Coverage**

#### **1. This contract does not cover:**

- a. Routine maintenance (you are responsible for providing maintenance and cleaning of covered items as specified by the manufacturer);**
- b. Flues, venting, chimneys, and exhaust lines;**
- c. Repair or remediation of cosmetic defects;**
- d. Electronic, computerized, or home management systems;**
- e. Radon monitoring systems, fire sprinkler systems, and solar systems and components;**
- f. Repair, replacement, installation, or modification of any component or part thereof, that has been, or is, determined to be defective by the Consumer Product Safety Commission or for which a manufacturer has issued, or issues, a warning, recall, or determination of defect; or**
- g. System or appliance upgrades, or repairs or replacements required:**
  - (i) when the malfunction is due to missing components, parts, or equipment;**
  - (ii) when the malfunction is due to lack of capacity in the existing system or appliance;**
  - (iii) when the malfunction is due to under or oversized systems in relation to the square footage of the area being heated or cooled; or**
  - (iv) to comply with any federal, state, or local laws, regulations or ordinances, utility regulations, or building or zoning code requirements, except as otherwise specified in this contract.**

**2. Cobb is not responsible or liable for performing service, or paying remediation costs, involving hazardous or toxic materials.**

**3. In regard to mold, mildew, bio-organic growth, rot, fungus, or pest damage, Cobb is not responsible or liable for:**

- a. Damages from such causes;**
- b. Diagnosis, removal or remediation of such conditions; or c. Repairs or replacements necessitated by such causes.**

### **Partial Exclusions from Coverage and Certain Additional Fees**

**4. Except as otherwise specified in this contract, Cobb is not responsible or liable for:**

- a. Providing or closing access to covered items;**
- b. Costs of construction, carpentry, or other modifications necessary to remove, relocate, or install equipment; or c. Restoration of any wall or floor coverings, cabinets, counter tops, tiling, paint, or the like.**

**5. You may be charged an additional fee by the Service Contractor if cranes or lifting equipment are needed to install or remove any equipment.**

### **Coverage Exceptions Applicable to Certain Breakdowns**

**6. Cobb is not responsible or liable for repairs or replacements when the malfunction is due to:**

- a. Misuse, abuse, or mistreatment, including but not limited to, removal of parts and damage by people, pests, or pets;**
- b. Accidents, fire, freezing, water damage, electrical failure or surge, or excessive or inadequate water pressure;**
- c. Lightning, mud, earthquake, soil movement, storms, or acts of God; or**
- d. A manufacturer's improper design, improper materials or formulations, a defective manufacturing process, or other manufacturing defects.**

**General Limitations of Liability**

**7. Cobb will not be liable for any violations of federal, state and local laws, regulations or guidelines prior to the beginning of the contract term and will not perform repairs or replacements that violate any current federal, state and local laws, regulations or guidelines.**

**8. Cobb is not responsible or liable for secondary, incidental, and/or consequential loss or damage resulting from the malfunction of any covered item, or a Service Contractor's neglect or delay in providing, or failure to provide, repair or replacement of such item, including, but not limited to, food spoilage, loss of income, utility bills, additional living expenses, personal and/or property damage.**

**9. Cobb is not responsible or liable for any delay in service or failure to provide service caused by conditions beyond Cobb's control.**

**10. In the event you threaten to harm or actually harm the safety or well-being of: (i) Cobb; (ii) any employee of Cobb; (iii) a Service Contractor; or (iv) any property of Cobb or the Service Contractor, you will be in breach of this contract. In the event you breach this or any other obligation under this contract, Cobb may refuse to provide service to you and may cancel this contract.**

## **I. RENEWAL**

Cobb may, in its sole discretion, elect to renew this contract for a one year contract term, unless otherwise approved by Cobb. In the event we elect to renew your contract, you will be notified of the terms within 60 days prior to expiration of your contract. Unless you notify Cobb prior to expiration of your contract, your contract will be automatically renewed and you will be charged applicable Plan Fees.

## **J. CANCELLATION**

1. This contract may be cancelled by Cobb for the following reasons: (a) nonpayment of contract fees or other breach of this contract by the customer; (b) fraud or misrepresentation by the customer and/or customer representative of facts material to Cobb's issuance of this contract; or (c) a change in laws or regulations that has a material effect on the business of Cobb or Cobb's ability to fulfill its obligations under this contract.

2. The customer may cancel this contract at any time and for any reason.

3. If the customer or Cobb cancels the contract within the first 30 days following the beginning of the contract term:

(a) if Cobb has not provided any services, the customer will receive a full refund of all contract fees paid;

4. If the customer or Cobb cancels the contract after the 30th day following the beginning of the contract term:

(a) if Cobb has not provided any services, the customer will receive a pro rata refund of the contract fees paid for the unexpired term;

(b) Additionally, customer shall be responsible for an administrative fee of the lesser of (i) your Plan Fee for one month of coverage under this contract or (ii) such amount as is permitted by law.

5. If the contract fees are billed through a mortgage loan that is later sold or paid in full, then uninterrupted coverage can be arranged by immediately calling 520-318-5710 to establish an alternate payment method. This contract will be deemed cancelled if the contract holder fails to initiate such payment arrangements within 30 days.

## **K. MISCELLANEOUS**

Obligations of the provider under this service contract are backed by the full faith and credit of the provider.

**MANDATORY ARBITRATION.** Any claim, dispute or controversy, regarding any contract, tort, statute, or otherwise ("Claim"), arising out of or relating to this agreement or the relationships among the parties hereto shall be resolved by one arbitrator through binding arbitration administered by the American Arbitration Association ("AAA"), under the AAA Commercial or Consumer, as applicable, Rules in effect at the time the Claim is filed ("AAA Rules"). Copies of the AAA Rules and forms can be located at [www.adr.org](http://www.adr.org), or by calling 1-800-778-7879. The arbitrator's decision shall be final, binding, and non-appealable. Judgment upon the award may be entered and enforced in any court having jurisdiction. This clause is made pursuant to a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act. Neither party shall sue the other party other than as provided herein or for enforcement of this clause or of the arbitrator's award; any such suit may be brought only in Federal District Court for the District or, if any such court lacks jurisdiction, in any state court that has jurisdiction. The arbitrator, and not any federal, state, or local court, shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, unconscionability, arbitrability, enforceability or formation of this Agreement including any claim that all or any part of the Agreement is void or voidable. However, the preceding sentence shall not apply to the clause entitled "Class Action Waiver."

#### CLASS ACTION WAIVER.

Any Claim must be brought in the parties' individual capacity, and not as a plaintiff or class member in any purported class, collective, representative, multiple plaintiff, or similar proceeding ("Class Action"). The parties expressly waive any ability to maintain any Class Action in any forum. The arbitrator shall not have authority to combine or aggregate similar claims or conduct any Class Action nor make an award to any person or entity not a party to the arbitration. Any claim that all or part of this Class Action Waiver is unenforceable, unconscionable, void, or voidable may be determined only by a court of competent jurisdiction and not by an arbitrator. THE PARTIES UNDERSTAND THAT THEY WOULD HAVE HAD A RIGHT TO LITIGATE THROUGH A COURT, TO HAVE A JUDGE OR JURY DECIDE THEIR CASE AND TO BE PARTY TO A CLASS OR REPRESENTATIVE ACTION, HOWEVER, THEY UNDERSTAND AND CHOOSE TO HAVE ANY CLAIMS DECIDED INDIVIDUALLY, THROUGH ARBITRATION.