

Definitions

Manufacturer's Warranty: means any expressed or implied warranty applicable to the sale of Your Product for a specific period of time after the purchase of Your Product.

Mechanical or Electrical Failure: means a sudden or unforeseen failure of Your Product arising from a mechanical or electrical fault.

Original Date of Purchase: means the date shown on the purchase receipt and/or Tax Invoice.

Original Purchase Price: means the amount shown on the purchase receipt and/or Tax Invoice being the cost of Your Product.

You, Your: means the person or persons named as the purchaser on the original purchase receipt and/or Tax Invoice.

Your Product: means any electrical or battery operated product that You purchase for domestic use as described in the purchase receipt and/or Tax Invoice.

We, Us, Our: refers to the selling retailer or an authorised agent of the selling retailer whose name appears on the original purchase receipt and/or Tax Invoice as the supplier.

This *Extended Warranty Plan* can be transferred to a new owner at the sale of Your Product providing written advice from You is forwarded to Client Services within 7 (seven) days of the transfer of ownership of Your Product. Please call Our Client Services Hotline 1800 559 966, Monday to Friday, for further details.

15-Day Free Look

If You require cancellation of this *Extended Warranty Plan* within fifteen (15) days of the *Extended Warranty Plan's* Original Date Of Purchase and You have not made a claim within this time, We will refund the amount You paid for this *Extended Warranty Plan* in full.

This *Extended Warranty Plan* cannot be cancelled after the 15-Day Free Look Period.

Privacy Statement

We comply with the Privacy Act 1988 (Cwth) (as amended). The information We collect will be used for the purpose of providing this warranty cover to You, that include:

- evaluating Your application for warranty cover;
- setting the cost of providing the warranty;
- properly administering repairs for faulty products.

To provide these services, it may be necessary for Us to disclose Your personal information to Our Warranty provider, the manufacturer of the product or a repairer.

Your personal information will not be disclosed by Us for any other purpose, without Your consent, except where permitted or required by law.

How To Make A Claim

If You are claiming before the Manufacturer's Warranty has expired, please contact the manufacturer for processing. Contact information for manufacturer can be found in the warranty and support section in the initial warranty card provided when You purchased Your Product.

If You are claiming after the Manufacturer's Warranty has expired, call Our Customer Service Helpline on **1800 003 466**, Monday to Friday 8am to 6pm EST, and Our friendly staff will assist You with Your claim. **You must lodge your claim with our Customer Service Helpline prior to the expiration of this *Extended Warranty Plan*.** Ensure You have Your original purchase receipt and/or Tax Invoice available. You may be required to take Your Product to Your nearest service centre. Otherwise, arrangements will be made for a service repairer to call and attend to Your problem.

Your claim must be lodged by the customer whose name is shown on the purchase receipt and/or Tax Invoice and/or any other parties authorised by the owner in writing.



Extended Warranty Plan

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Congratulations on purchasing Your new lifestyle product and electing to protect Your Product with this *Extended Warranty Plan*.

This *Extended Warranty Plan* is not an insurance policy, nor are We insurers. The plan is a warranty supplied by Us in respect of products We sell.

Please ensure that You keep Your original purchase receipt and/or Tax Invoice to describe and validate Your purchase of both our Product and this *Extended Warranty Plan*. These documents constitute proof of the purchase of this *Extended Warranty Plan*. In the event of a claim these documents may need to be produced.

A separate *Extended Warranty Plan* must be purchased for each product. If You have purchased more than one product on the same purchase receipt, then this *Extended Warranty Plan* will only cover the product specifically described on the purchase receipt and/or Tax Invoice as being covered by an *Extended Warranty Plan* with a separate itemisation of its cost.

The extended warranty code/s listed on Your Tax Invoice supplied by the retail store will specify the term of Your cover. Please refer to paragraph 'Period of Cover' for further information.

What is covered

In the event of Your Product suffering a Mechanical or Electrical Failure within Australia or New Zealand, We will pay for parts, labour and service call out fee/s[^] required for Your Product to be repaired to normal working order, subject to the terms and conditions of this *Extended Warranty Plan*.

[^] *If applicable as per original Manufacturer's conditions and service area limitations.*

This *Extended Warranty Plan* applies in addition to any existing warranty included in the Original Purchase Price for Your Product or insurance applicable and all other warranties or guarantees expressed or implied by mandatory provisions of law.

The maximum amount payable by Us under this *Extended Warranty Plan* will be the Original Purchase Price of Your Product (inclusive of GST) per claim.

In the case of Your Product being covered by REP2EW under this *Extended Warranty Plan*, We will always replace with a new product rather than repair.

Replacement Terms

At Our sole discretion, We may replace Your Product with a new product with equivalent features as determined by Us when Your Product is not economically repairable or repair costs exceed the Original Purchase Price of Your Product, regardless of the original Manufacturer's policy on replacement.

The replacement product shall be equivalent in specifications of Your original product and the cost shall not exceed the Original Purchase Price You paid for Your Product. Due to changes in product technology and availability, the replacement product We supply may have a lower selling price and is not limited to the original manufacturer brand of Your original product. Replacement price differences, if any, will not be refunded.

When a replacement product is not available, We will pay You an amount not exceeding the Original Purchase Price of Your Product less any paid repair or service cost/s.

Payment to You or replacement of Your Product shall **constitute fulfilment of this *Extended Warranty Plan*.**

No Lemon Guarantee

If Your Product fails four times due to the same part/s Mechanical or Electrical Failure during the Period of Cover, We may replace Your Product in accordance with the Replacement Terms.

What Is Not Covered

- Any part/s of Your Product that are supplied with a Manufacturer's Warranty period of less than 12 (twelve) months.
- Unauthorised repair/s.
- Defects or design faults that are covered by the manufacturer or distributor whether or not through the process of a product recall
- Costs when Your Product was used for commercial purposes.
- Consequential losses of any type.
- Costs incurred where no Mechanical or Electrical Failure is identified.
- Normal maintenance costs.
- Any exclusions outlined in the Manufacturer's Warranty.
- Installation or Reinstallation of Your Product.
- Additional costs in replacing Your Product due to parts availability.
- Mechanical or Electrical Failures of Your Product caused by:
 - product recalls;
 - negligence, accidental or deliberate misuse or unauthorised alterations;
 - liquid penetration;
 - external sources including but not limited to electrical interferences, power surges or voltage fluctuations;
 - infestations of vermin, pests or insects;
 - accidental damages from any cause;
 - rust or corrosion, or
 - abnormal wear and tear including any exclusions as outlined in the manufacturers specifications regarding excessive domestic usage.

- Repairs to any:
 - consumables including but not limited to batteries, fuses, filters, bulbs or lamps;
 - cables or cords;
 - monitors and screens as a result of image burn;
 - speakers as a result of overloading;
 - software, data or removable data mediums caused by the Mechanical or Electrical Failure of Your Product. This includes firmware upgrades and malfunctions caused by virus'.
- In the case Your Product is covered by REP2EW, the replacement of:
 - any accessories which may include head phones, remote controls or external devices;
 - mobile phone/s.
 - toys.

Period of Cover

- Code **1EW** = 1 (one)* year
- Code **2EW** = 2 (two)* years
- Code **3EW** = 3 (three)* years
- Code **4EW** = 4 (four)* years

* *Extended Warranty cover commences at the expiration of the Manufacturer's Warranty for Your Product.*

Please note for each Code above the relevant *Extended Warranty Plan* has a maximum cover of five (5) years from the Original Date of Purchase of Your Product excluding Air Conditioners where the maximum cover of seven (7) years from the Original Date of Purchase applies.

- Code **REP2EW** = 2 (two)* years

* *Extended Warranty cover commences at the expiration of the Manufacturer's Warranty for Your Product.*

Please note for REP2EW the *Extended Warranty Plan* has a maximum cover of 3 (three) years from Original Date of Purchase of Your Product.