

COMPUTERS

Effective
9 November 2023



Enjoy Confidence, Support & Exclusive Benefits with your Purchase

PRODUCT CARE[®]

ANNUAL PC OR MOBILE HEALTH CHECK

Is your PC or Mobile running slowly? Noticed any odd noises?
Short battery life? Getting warmer than it used to?
Bring it in for a health check.



PC-HEALTHCHECK

YEAR 1 ☐

YEAR 2 ☐

YEAR 3 ☐

Please refer to the full terms and conditions for Additional Benefits on page 20-22.

25% OFF



TECHTEAM SERVICES

Need help getting your new device set up,
or have questions about your current device? Let the experts help!



PC-25%TECHTEAM

YEAR 1 ☐

YEAR 2 ☐

YEAR 3 ☐

Please refer to the full terms and conditions for Additional Benefits on page 20-22.

25% OFF



MICROSOFT 365 OR INTERNET SECURITY

Stay productive with the latest Microsoft 365 apps
or stay safe online with the latest Internet Security suite.



PC-25%365/SECUR

YEAR 1 ☐

YEAR 2 ☐

YEAR 3 ☐

Please refer to the full terms and conditions for Additional Benefits on page 20-22.

25% OFF



FULL SET OF INK OR TONER

Don't let the cost of ink weigh you down
- head into Our store for a great discount.



PC-25%INK/TONER

YEAR 1 ☐

YEAR 2 ☐

YEAR 3 ☐

Please refer to the full terms and conditions for Additional Benefits on page 20-22.

100 FREE 6" X 4" PHOTO PRINTS

Don't lose those precious memories. Print them off for free at Our store.



PC-100FREE6X4

YEAR 1 ☐

YEAR 2 ☐

YEAR 3 ☐

Please refer to the full terms and conditions for Additional Benefits on page 20-22.

25% OFF A PHOTO ALBUM OR FRAME

Forget searching through your phone or camera for that great shot - get it printed and in a frame to proudly show off.



PC-25%ALBUM/FRM

YEAR 1 ☐

YEAR 2 ☐

YEAR 3 ☐

Please refer to the full terms and conditions for Additional Benefits on page 20-22.

\$10 OFF ANY CANVAS, PHOTO BOOK OR PHOTO GIFT

Display your precious memories on a canvas or in a beautiful photo book.



PC-\$10CANVS/PHO

YEAR 1 ☐

YEAR 2 ☐

YEAR 3 ☐

Please refer to the full terms and conditions for Additional Benefits on page 20-22.

25% OFF 
A MOBILE, TABLET OR CAMERA ACCESSORY



PC-25%ACCESSORY

25% OFF 
CRICUT ACCESSORIES
WHEN YOU PURCHASE TWO OR MORE



PC-25%CRICUTACC

25% OFF 
A LAPTOP BAG OR SLEEVE



PC-25%BAG/SLEEV

25% OFF 
A CONNECT SMART HOME PRODUCT



PC-25%CNCTSMART

25% OFF 
HEADPHONES OR A SPEAKER



PC-25%AUDIO

25% OFF 
A GARMIN FITNESS TRACKER



PC-25%GARMINFIT

25% OFF 
A KEYBOARD & MOUSE




PC-25%KBM

\$50 OFF 
YOUR NEW SECURITY CAMERA SYSTEM



PC-\$50OFFHSS

25% OFF 
A MODEM OR ROUTER



PC-25%NETWRKING

Please refer to the full terms and conditions for Additional Benefits on page 20-22.

Product Care

Product Care is only available with the purchase of selected products. If, during the Product Care Term, Your Product fails to operate as a result of an Eligible Fault, We will provide You with a **one-off replacement** of Your Product under Your Product Care or, in certain limited circumstances, a store credit or cash settlement at Our choice, subject to the limitations and replacement terms and conditions which can be found on pages 30-31.

Product Care is not an insurance plan, nor are We insurers. Product Care is a service plan supplied by Us in respect of the products We sell. We have entered into a separate service agreement with The Warranty Group Australasia Pty Ltd ABN 37 005 004 446 (TWGA) to administer the service plan and fulfil claims in respect of Product Care. TWGA (trading as Assurant) is part of Assurant, Inc a global provider of risk management solutions.

If You have purchased more than one product on the same purchase receipt then Product Care will only apply to the product which was purchased with Product Care (as stated in Your Original Documents).

Discover all the benefits of Product Care

Relax knowing Your Product comes with the advantage of these exclusive benefits:



Certainty

With Product Care You have certainty that Your Product is covered for a specific period of time for an Eligible Fault.



Support

Our experienced support team ensures that the assessment and/or replacement process under Your Product Care is a convenient experience. Our team is here to support You every step of the way.



Advantage

Redeem exclusive discounts and benefits which will help You maintain Your Product or assist in an additional purchase.

Summary of Product Care Benefits

This table is a summary only and is not a substitute for obtaining legal advice and reading the full Terms and Conditions contained in this document. Limitations and exclusions apply with respect to Your Product Care, including an exclusion if You fail to use Your Product in accordance with the Manufacturer's instructions or if Your Product is accidentally damaged.



Period of Product Care Coverage

1, 2 or 3 year protection terms available for eligible products.



Type of cover for an Eligible Fault

One-off replacement of Your Product under Your Product Care where there has been a failure of Your Product to operate as result of an Eligible Fault or, in certain limited circumstances, a store credit or cash settlement at Our choice.



What happens if there is a problem with an Essential Accessory?

If an Essential Accessory (e.g. a Non-Standard Battery) fails to operate solely as a result of an Essential Accessory Eligible Fault, We will replace the Essential Accessory but not Your Product in its entirety. In these circumstances, Your Product Care does not end and will continue on Your Product.



What type of fault is covered?

An Eligible Fault. An Eligible Fault may include mechanical, electrical and/or electronic failure which becomes apparent from normal use of Your Product over time or involves condensation, humidity, internal overheating and dust.



Who will assess my product?

Where the Original Purchase Price of Your Product was \$500 or more and You can easily transport Your Product, You will have the option to bring Your Product to Our store for assessment.

Where the Original Purchase Price of Your Product was less than \$500 and You can easily transport Your Product, You will be required to bring Your Product to Our store for an in-store assessment.



Commencement of cover

Begins at the expiration of the Manufacturer's Voluntary Warranty Period. Details of Your Manufacturer's Voluntary Warranty Period can be found on Your Original Documents.



Where am I covered?

Worldwide.



Transferrable

If You sell or gift Your Product with Product Care, Your Product Care and any unredeemed benefits of Your Product Care can be transferred to the new owner of Your Product.



Freight and service call out fees for an Eligible Fault

If Your Product fails to operate as a result of an Eligible Fault:

- (a) all freight and service call out fees related to assessment of Your Product will be covered; and
- (b) Replacement Freight Costs will be covered but only to the extent that the sum of the Replacement Costs for the Replacement Product and any Replacement Freight Costs does not exceed the Original Purchase Price.



Convenience

You will have the convenience of having experienced operational and technical staff manage the assessment and/or replacement process.

Summary of the consumer's relevant rights and remedies under the ACL

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

You are not required to pay for Your rights and remedies under the ACL. Nothing in these Terms and Conditions and nothing in Your purchase of Your Product with Product Care excludes, restricts or modifies Your rights under the ACL. These Terms and Conditions are in relation to Your rights under Product Care which are in addition to Your existing rights under the ACL. It is important to Us that You know Your rights under the ACL. For further information please visit www.accc.gov.au.

The ACL protects consumers by automatically giving them basic, guaranteed rights for goods they purchase (**Consumer Guarantees**) at no charge. For example, the ACL requires that, taking account of the nature of goods, the price, any representations made by the supplier or manufacturer and other relevant circumstances, the goods must be free of defects, do what they are meant to do, be safe, durable and acceptable in appearance and finish, be fit for any particular purpose that the consumer makes known and comply with any description given or any demonstration model used.

In the event of a breach of a Consumer Guarantee where there is a major failure of the goods, consumers are entitled to reject the goods and choose a replacement or refund and claim compensation for any reasonably foreseeable loss or damage suffered by consumers as a result of the failure. Where the failure does not amount to a major failure, consumers are entitled to have the supplier repair or replace the goods or provide a refund (at the supplier's choice). Whether a specific failure breaches a Consumer Guarantee and a consumer is entitled to a remedy under the ACL will depend on the circumstances.

Consumer Guarantees have no set time limit but generally last for an amount of time that is reasonable to expect in the circumstances, taking into account factors including the cost and quality of the goods, the use made of the goods or any representation made by the supplier or manufacturer. In some instances, manufacturers of goods provide a warranty in respect of their goods (a **Manufacturer's Voluntary Warranty**) which is separate to the Consumer Guarantees. The exact amount of time that Consumer Guarantees last in the case of a specific purchase varies depending on the circumstances.

Consumers with a claim for breach of a Consumer Guarantee should contact the supplier of the goods at first instance. If You are unable to reach resolution with the supplier as to the remedy, You should seek independent advice and/or contact the ACCC (contact details on page 13) or Your state/territory fair trading body.

A comparison of ACL rights and remedies and the features provided by Product Care

The following table is a summarised comparison of Consumer Guarantees and the protections offered by the purchase of a product with Product Care. Please note that this table is a summary only and is not a substitute for obtaining legal advice and reading the full Terms and Conditions contained in this document, as certain limitations and exclusions apply in certain circumstances, including an exclusion if You fail to use the product in accordance with the Manufacturer's care instructions or if the product is accidentally damaged. In addition, You can visit www.accc.gov.au for more information on the Consumer Guarantees. Please note that, in addition to the protections below, You may have additional rights against the Manufacturer under a Manufacturer's Voluntary Warranty.

ACL	Product Care
When does protection start?	
From the date of purchase or delivery of Your Product (whichever is later).	On the expiry of the Manufacturer's Voluntary Warranty Period.
How long does the protection against defects last?	
The protection lasts for a reasonable period from the date of delivery until the defect becomes apparent. Some circumstances in determining what is reasonable include the nature of the product, the price, the way it is used and any statements or representations made about the product.	For the Product Care Term. Protection begins on the expiry of the Manufacturer's Voluntary Warranty Period which is also shown on Your Original Documents
The duration of coverage may overlap with and exceed the term of the Manufacturer's Voluntary Warranty and/or Product Care.	
The relevant period can only be determined by reference to the individual circumstances of Your purchase.	

Am I protected if the product is defective?

Protection where the product is not of 'Acceptable Quality', 'Fit for Purpose', or does not 'match the description'.

Depending on the circumstances, this may include protection against defects such as mechanical or electrical failure or faults caused by fair wear and tear and internal overheating.

Protection if there is an Eligible Fault.

An Eligible Fault may include faults caused by normal use of Your Product over time, condensation, humidity, internal overheating or dust.

There are Eligible Fault Exclusions.

What remedies are available if the product is defective and protection is available?

Major Fault

Where the fault is a "major fault" (as defined in the ACL) or cannot be remedied, You may be entitled to reject the product and obtain a refund or replacement of the product. You are responsible for returning the product to the supplier (including the cost of doing so) unless this cannot be done without significant cost because of the nature of the failure or the size, height or method of attachment of the product.

Fault not major

Where the fault is not a "major fault" and can be remedied, You may require the supplier to remedy the failure within a reasonable time. In these circumstances, the supplier is entitled to choose to repair or replace the goods or provide a refund.

Consequential losses

You may also be entitled (by legal proceedings against the supplier or Manufacturer) to claim consequential losses.

Where an assessment finds that Your Product has failed to operate as a result of an Eligible Fault, subject to the limitations and replacement terms and conditions on page 30-31:

- **One-off replacement** of Your Product with a new like-for-like product that is the nearest equivalent to Your Product, as determined by Us. If We form the opinion acting reasonably that the Replacement Cost for the Replacement Product plus any Replacement Freight Costs would exceed the Original Purchase Price then We have the right to satisfy Our obligation to provide You with a **one-off replacement** of Your Product under Your Product Care by instead providing to You at Our choice a store credit to be used by You in the selection of another product, or a cash settlement, in an amount equivalent to the Original Purchase Price.
- If a suitable replacement is not available then We will satisfy Our obligation to provide You with a **one-off replacement** of Your Product under Your Product Care by instead providing to You at Our choice a store credit to be used by You in the selection of another product, or a cash settlement, in an amount equivalent to the Original Purchase Price.
- If, during the Product Care Term, an Essential Accessory (e.g. a Non-Standard Battery) fails to operate solely as a result of an Essential Accessory Eligible Fault, We will replace the Essential Accessory but not Your Product in its entirety. In these circumstances, Your Product Care does not end and will continue on Your Product.
- Your Product Care does not provide You with any right or entitlement in respect of any Excluded Accessory.
- Payment of freight costs associated with the assessment of Your Product.

ACL	Product Care
Who is obliged to provide the remedy for a defective product if protection is available?	
Supplier (if seeking a repair, refund or replacement, or if You commence proceedings to claim damages). Manufacturer (if You commence proceedings to claim damages).	Supplier (Us) via Our service agent - phone: 1300 117 083
Cost of coverage	
No additional cost to the cost of your product.	The cost of Your Product with Product Care.
Is there a guarantee that any repair will be carried out in a reasonable time?	
The product must be repaired in a reasonable time or You are entitled to a replacement or a refund.	Not applicable as Your Product is replaced.
What happens if I receive a remedy for a defective product?	
Any replacement product or repair will be covered for a reasonable period depending upon the circumstances in the same way described above under the heading "How long does the protection against defects last?"	<p>Your rights under Your Product Care end, however You will still be entitled to redeem any unused Additional Benefits (set out on pages 20-22) for the remainder of the Additional Benefits Term.</p> <p>If Your Product is replaced by Us, Your Product will become Our property and You assign all of Your rights in relation to Your Product to Us.</p> <p>If an Essential Accessory (e.g. a Non-Standard Battery) fails to operate solely as a result of an Essential Accessory Eligible Fault, We will replace the Essential Accessory but not Your Product in its entirety. In these circumstances, Your Product Care does not end and will continue on Your Product.</p>

Additional rights and benefits under Product Care not available under the ACL

You will be entitled to the benefits set out below that are not available under the ACL, subject to the Terms and Conditions:

- You know the exact period of cover for an Eligible Fault
- Certainty that You will receive a **one-off replacement** of Your Product under Your Product Care or, in certain limited circumstances, a store credit or cash settlement at Our choice for an Eligible Fault. See pages 30-31 for limitations and replacement terms and conditions.
- Additional Benefits on page 20 - 22

The ACCC's contact details

Australian Competition and Consumer Commission

Call: **1300 302 502**

Indigenous Infoline: **1300 303 143**

www.accc.gov.au

Frequently Asked Questions

Q

What are my rights as a consumer?

We recognise that Your rights under the ACL are important and cannot be limited or excluded. The rights under Product Care are in addition to Your rights and remedies under the ACL. You are not required to pay for Your rights and remedies under the ACL. Nothing in Your Product Care plan excludes, restricts or modifies Your rights under the ACL. Pages 10 to 12 contain a table that compares Your existing rights under the ACL with Your additional rights under Product Care.

”

Q

When does my cover start?

Your right to a remedy under Product Care starts on the expiry of the Manufacturer's Voluntary Warranty Period for Your Product. This period may differ between products and should be set out on Your Original Documents.

”

Q

What information do I need to have before I register my claim?

In order for Us to provide You with an easy claim registration experience, We ask that You have the following items handy when calling Us:

- A copy of Your Original Documents
- The brand, model and serial number of Your Product
- Your contact details, including phone or email

In the event that Your Product is purchased under a company name, We may require evidence that the person calling has authority to make the claim.

”

Q

How do I make a claim?

Making a claim is simple. You can register Your claim online at www.productcareau.assurant.com or call Us on 1300 117 083. Be sure to have Your Original Documents at hand for claim lodgement.

”

Q

What if I have lost my receipt?

Please contact Your original store of purchase to obtain a copy of Your receipt. If You cannot recall where You made Your purchase, please call **1300 117 083**.

”**Q**

Should I take my product back into the store of purchase?

We recommend that You contact Us prior to transporting Your Product. You may not be required to transport Your Product. We can let You know about what options You have to get Your Product assessed as quickly as possible. Call Us on **1300 117 083**.

”**Q**

If I purchased my product with Product Care, do I get an immediate replacement?

No. Upon lodgement of Your claim with Us, an assessment needs to be carried out by Our approved agent to confirm whether Your Product has failed to operate as a result of an Eligible Fault. Freight costs to transport Your Product for assessment and all assessment costs are covered if an Eligible Fault is found.

”**Q**

What if no Eligible Fault is found?

You will not be entitled to a replacement of Your Product under Your Product Care and You may incur charges with Your claim, such as freight and assessment costs.

”**Q**

Am I covered overseas?

Yes. You can make a claim from anywhere in the world.

”

Key Summary of Your Product Care Plan



Period of Product Care Coverage

1, 2, or 3 year protection terms available for eligible products provided that the Manufacturer's Voluntary Warranty Period plus the Product Care Term does not exceed 5 years.

Note: The choice of 1, 2 and 3 year protection terms may not be available on all eligible products. Details of Your Manufacturer's Voluntary Warranty Period can be found on Your Original Documents.



Type of Cover for Eligible Fault

One-off replacement of Your Product under Your Product Care or, in certain limited circumstances, a store credit or cash settlement at Our choice. Limitations and replacement terms and conditions can be found at pages 30-31.



What happens if there is a problem with an Essential Accessory?

If an Essential Accessory (e.g. a Non-Standard Battery) fails to operate solely as a result of an Essential Accessory Eligible Fault, We will replace the Essential Accessory but not Your Product in its entirety. In these circumstances, Your Product Care does not end and will continue on Your Product.



What type of fault is covered?

An Eligible Fault is defined as a latent fault in Your Product at the Original Date of Purchase which:

- (a) does not entitle You to reject Your Product under the ACL or entitle You to a replacement or refund of Your Product under the ACL, whether taken alone or taken together with any other failure of Your Product;
- (b) is not an Eligible Fault Exclusion; and
- (c) is not merely superficial and cosmetic.



Who will assess my product?

After calling Us, We will provide instructions on the next steps to assess Your Product. Where the Original Purchase Price of Your Product was **\$500 or more** and You can easily transport Your Product, We will have the option to bring Your Product to Our store for assessment, otherwise We will arrange for Your Product to be picked up by a third-party assessor.

Where the Original Purchase Price of Your Product was **less than \$500** and You can easily transport Your Product, You will be required to bring Your Product to Our store for an in-store assessment.

A claim under Your Product Care cannot be approved until an assessment of Your Product has occurred.



What is not covered? (Exclusions)

- Faults that entitle You to reject Your Product under the ACL or entitle You to a replacement or refund of Your Product under the ACL
- Faults to Your Product occurring during the Manufacturer's Voluntary Warranty Period
- No fault found
- Cosmetic Damage
- Consequential losses including the loss of any profits, revenue, data, goodwill or reputation and damage to other goods or property



What is not covered? (Exclusions) continued...

'Eligible Fault Exclusions' being a fault in, or failure to operate, of Your Product with Product Care, caused by or involving any one or more of the following:

- (a) the transportation, repair, alteration, installation, uninstalling, dismantling, or reinstallation of Your Product with Product Care by any person other than Us (or by any person not authorised by Us);
- (b) defects or design faults that are covered by the Manufacturer or distributor whether or not through the process of a product recall;
- (c) accident, misuse or abuse of Your Product with Product Care;
- (d) liquid penetration;
- (e) infestations of vermin, pests or insects;
- (f) rust, corrosion or mould;
- (g) use of Your Product with Product Care outside of the Manufacturer's instructions. (You must ensure that You read the Manufacturer's instructions prior to using Your Product with Product Care and maintain any servicing on Your Product with Product Care that may be described within the Manufacturer's instructions);
- (h) failure or consumption of consumables used with Your Product with Product Care, including, but not limited to, filters, Standard Batteries, cables, fuses and bulbs;
- (i) failure of any Excluded Accessory used in conjunction with Your Product with Product Care;
- (j) failure of an Essential Accessory;
- (k) Screen Burn;
- (l) an electrical surge;
- (m) user or manufacturer installed software or firmware. Product Care does not provide You with any right or entitlement in respect of any user or manufacturer installed software or firmware.

For the avoidance of doubt, if You lose Your Product, We have no liability or responsibility to You under Your Product Care and You will not be entitled to a refund of any amount paid by You for Your Product with Product Care.

Product Care does not provide You with any right or entitlement in respect of any Excluded Accessory.

A claim under Your Product Care will only be assessed if that claim is made by You, someone authorised by You or, where You have transferred Your Product with Product Care, the new owner of Your Product with Product Care.



Are there any restrictions on the cover?

An assessment organised and performed by Us must take place before a remedy is offered.



Are there any restrictions on the cover? continued...

There are exclusions to Your cover. Refer to the definition of 'Eligible Fault Exclusions'.

Product Care is not available on all products including, but not limited to, refurbished products.

Your replacement benefit is a one-time use and is not immediate. If Your Product is replaced (or We give You a store credit or cash settlement) then Your Product Care replacement entitlement will cease.

If We form the opinion acting reasonably that the Replacement Cost for the Replacement Product plus any Replacement Freight Costs would exceed the Original Purchase Price then We have the right to satisfy Our obligation to provide You with a **one-off replacement** of Your Product under Your Product Care by instead providing to You at Our choice a store credit to be used by You in the selection of another product, or a cash settlement, in an amount equivalent to the Original Purchase Price.

If a suitable replacement is not available then We will satisfy Our obligation to provide You with a **one-off replacement** of Your Product under Your Product Care by instead providing to You at Our choice a store credit to be used by You in the selection of another product, or a cash settlement, in an amount equivalent to the Original Purchase Price.

If, during the Product Care Term, an Essential Accessory (e.g. Non-Standard Battery or essential cord) fails to operate solely as a result of an Essential Accessory Eligible Fault, We will replace the Essential Accessory but not Your Product in its entirety.

Your Product Care does not provide You with any right or entitlement in respect of any Excluded Accessory.



Commencement of cover

Begins at the expiration of the Manufacturer's Voluntary Warranty Period. Details of Your Manufacturer's Voluntary Warranty Period can be found on Your Original Documents.



Where am I covered?

Worldwide. If You need to lodge a claim whilst overseas, please contact Us in Australia on the numbers provided in these Terms and Conditions, or visit Us online at www.productcareau.assurant.com



What are my obligations?

If You wish to make a claim under Your Product Care, You must contact Us to arrange an assessment of Your Product.

You must keep a copy of Your original Tax Invoice for Your Product with Product Care.

At all times You must keep Your Product in a sound state of repair. You must also install, maintain and use Your Product as set out in the Manufacturer's instructions.



20 Day Free Look

If:

(a) You notify Us in writing within twenty (20) days of the Original Date of Purchase (**20 Day Free Look Period**) that You no longer wish to have the benefit of Your Product with Product Care; and

(b) You have not made a claim under Your Product Care within that 20 Day Free Look Period,

then We will process a refund of Your Product with Your Product Care, give You a credit for the price You paid for Your Product with Product Care in satisfaction of that refund (**Credit**) and issue You with an invoice for Your Product only (**New Invoice**). You authorise Us to apply the Credit towards payment of the New Invoice and We will refund the balance to You.

Cancellations after the 20 Day Free Look Period are not available.



Transferable

If You sell or gift Your Product with Product Care, Your Product Care and any unredeemed benefits of Your Product Care can be transferred to the New Owner of Your Product (**New Owner**). Please contact Us on **1300 117 083** to arrange transfer of ownership. We may require some supporting documentation from You.

Please note that Your Product Care cannot be sold or gifted separately to Your Product.

If the New Owner then sells or gifts Your Product to another person (**Further Owner**), the New Owner is not permitted to transfer Your Product Care and any unredeemed benefits of Your Product Care to the Further Owner.



Environmental Factors

An Eligible Fault may include faults which become apparent from normal use of Your Product over time, or involve condensation, humidity, internal overheating and dust.



Freight and service call out fees for an Eligible Fault

If Your Product fails to operate as a result of an Eligible Fault:

(a) all freight and service call out fees related to assessment of Your Product will be covered; and

(b) Replacement Freight Costs will be covered but only to the extent that the sum of the Replacement Costs for the Replacement Product and any Replacement Freight Costs does not exceed the Original Purchase Price.

If You are making a claim from overseas, You may be required to locate a suitable and convenient repairer and must pay for these freight and service call out fees and claim these costs from Us. You must provide Us with an itemised invoice detailing these costs.

If Your Product with Product Care is assessed and no Eligible Fault is found, We may charge You (and We will not reimburse You) for the costs associated with the freight and assessment costs of Your Product with Product Care.



Convenience

You will have the convenience of having experienced operational and technical staff manage the assessment and replacement process.

Bonus in store only offers or discounts (Additional Benefits)



One (1) PC or Mobile Health Check per year

During each year of the Additional Benefits Term, Your Product Care entitles You to claim from Us, 1 PC or Mobile Health Check for Your Product with Product Care.

The PC or Mobile Health Check comprises of:

- a scan of the software on Your device for malware or viruses
- a diagnosis of any hardware problems on Your device



25% off one (1) TechTeam Service per year

During each year of the Additional Benefits Term, Your Product Care entitles You to purchase from Us one TechTeam Service at a price equivalent to 25% off the Everyday Price in respect of that TechTeam Service. Excludes TechTeam+ and TechTeam Home.

This discount cannot be used in conjunction with any other advertised offer.



25% off one (1) Microsoft 365 or Internet Security in-store licence renewal per year

During each year of the Additional Benefits Term, Your Product Care entitles You to purchase from Us one Microsoft 365 or Internet Security licence at a price equivalent to 25% off the Everyday Price in respect of that licence. To claim Your discount, the renewal of a Microsoft 365 or Internet Security licence must be arranged in Our store.

This discount cannot be used in conjunction with any other advertised offer.



Claim one hundred (100) 6" x 4" Photo Prints per year

During each year of the Additional Benefits Term, Your Product Care entitles You to claim one hundred (100) 6"x4" photo prints. Redeemable in store only.

This benefit cannot be used in conjunction with any other offer.



25% off a Full Set of Printer Ink/Toner Replacements per year

During each year of the Additional Benefits Term, Your Product Care entitles You to purchase from Us one full set of ink/toner replacements for a price equivalent to 25% off the Everyday Price in respect of the ink/toner replacements.

This discount cannot be used in conjunction with any other advertised offer.



25% off a Photo Album or Frame per year

During each year of the Additional Benefits Term, Your Product Care entitles You to purchase from Us one photo album or frame for a price equivalent to 25% off the Everyday Price in respect of the photo album or frame. This discount cannot be used in conjunction with any other advertised offer.



\$10 off any Canvas, Photo Book or Photo Gift

During the Additional Benefits Term, Your Product Care entitles You to purchase from Us one canvas, photo book, or photo gift for a price equivalent to \$10 off the Everyday Price in respect of the canvas, photo book, or photo gift. This discount cannot be used in conjunction with any other advertised offer.



25% off a Mobile Accessory, a Tablet Accessory or a Camera Accessory

During the Additional Benefits Term, Your Product Care entitles You to purchase from Us one mobile accessory, one tablet accessory or one camera accessory at a price equivalent to 25% off the Everyday Price in respect of that chosen accessory. This discount cannot be used in conjunction with any other advertised offer.



25% off Cricut Accessories when you purchase two or more

During the Additional Benefits Term, Your Product Care entitles You to purchase from Us Cricut accessories for a price equivalent to 25% off the Everyday Price in respect of the Cricut accessories when you purchase two or more in a single transaction. This discount cannot be used in conjunction with any other advertised offer. Excludes Heat Presses.



25% off a Laptop Bag or Sleeve

During the Additional Benefits Term, Your Product Care entitles You to purchase from Us one laptop bag or sleeve for a price equivalent to 25% off the Everyday Price in respect of the bag or sleeve. This discount cannot be used in conjunction with any other advertised offer.



25% off a Connect Smart Home product

During the Additional Benefits Term, Your Product Care entitles You to purchase from Us one Connect smart home product for a price equivalent to 25% off the Everyday Price in respect of the Connect smart home product. This discount cannot be used in conjunction with any other advertised offer.



25% off Headphones or a Speaker

During the Additional Benefits Term, Your Product Care entitles You to purchase from Us one pair of headphones or a speaker for a price equivalent to 25% off the Everyday Price in respect of the headphones or speaker. This discount cannot be used in conjunction with any other advertised offer.

Excludes genuine Apple, Bose, & Sonos. Excludes Headphones & Speakers that are ranged in an Electrical Franchise.



25% off A Garmin Fitness Tracker

During the Additional Benefits Term, Your Product Care entitles You to purchase from Us one Garmin fitness tracker for a price equivalent to 25% off the Everyday Price in respect of the Garmin fitness tracker. This discount cannot be used in conjunction with any other advertised offer.



25% off A Keyboard & Mouse

During the Additional Benefits Term, Your Product Care entitles You to purchase from Us one keyboard and mouse for a price equivalent to 25% off the Everyday Price in respect of the keyboard and mouse. This discount cannot be used in conjunction with any other advertised offer.



\$50 off Your New Security Camera System

During the Additional Benefits Term, Your Product Care entitles You to purchase from Us one security camera system, comprising of 2 or more cameras at a price equivalent to \$50 off the Everyday Price in respect of the security camera system.



25% off A Modem or Router

During the Additional Benefits Term, Your Product Care entitles You to purchase from Us one modem or router for a price equivalent to 25% off the Everyday Price in respect of the modem or router. This discount cannot be used in conjunction with any other advertised offer.



Accessing Your Additional Benefits

To access Your Additional Benefits under Product Care, You will be required to present Your Original Documents, this original brochure and photo identification to Us.

You are eligible to access Your Additional Benefits after twenty-one (21) days from the date of purchase of Your Product with Product Care until the end of the Additional Benefits Term. Your Additional Benefits can only be accessed during the Additional Benefits Term. Any Additional Benefit not taken up during the Additional Benefits Term will be forfeited.

Upon provision of an Additional Benefit to You, the relevant voucher at the front of this brochure will be marked as used by Us satisfying Our obligation with respect to that Additional Benefit. We are not responsible for lost or damaged brochures where We are unable to determine whether We have already provided an Additional Benefit to You.

Additional Benefits must be used or redeemed at the store where You purchased Your Product with Product Care.

Additional Benefits cannot be redeemed for cash.

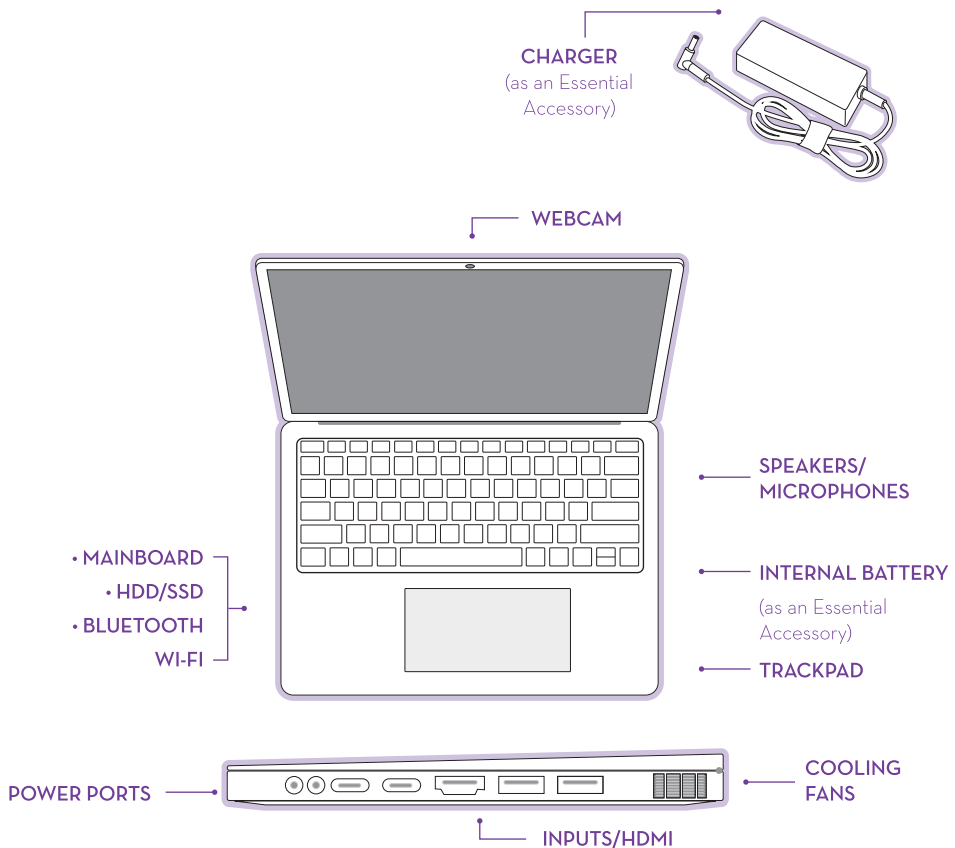
You have certain rights under the ACL which are not affected by Product Care. Nothing in these Terms and Conditions, including but not limited to the exclusions set out above, affects any right or entitlement You may have under the ACL.

Product Care Example - Laptops

The following is an example only and is subject to limitations and replacement terms and conditions on page 30-31 of this brochure.

The picture below shows various components of a laptop. Some components (e.g. the internal battery) are labelled as an “Essential Accessory”. If an Essential Accessory (e.g. the internal battery) fails to operate solely as a result of an Essential Accessory Eligible Fault, We will replace the Essential Accessory but not Your Product in its entirety.

If a component which is neither an Essential Accessory nor an Excluded Accessory - e.g. the fan or the speakers, fails to operate as a result of an Eligible Fault, You may be entitled to a **one-off replacement** of the laptop under Your Product Care, subject to certain exclusions.

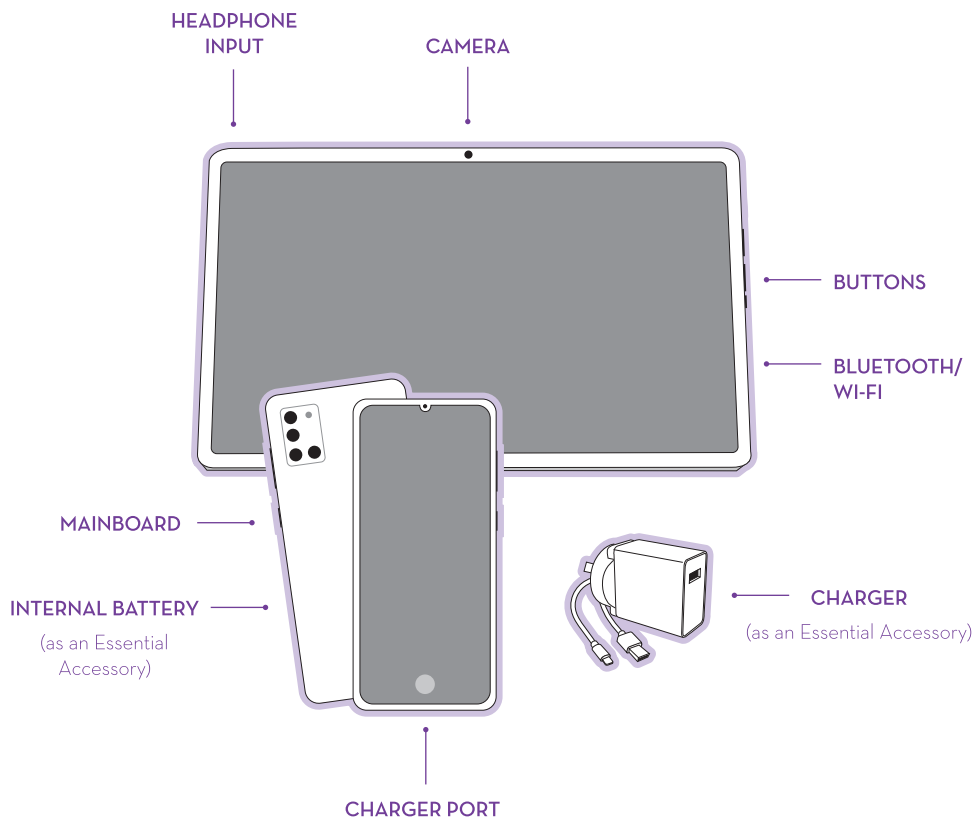


Product Care Example - Mobiles/Tablets

The following is an example only and is subject to limitations and replacement terms and conditions on page 30-31 of this brochure.

The picture below shows various components of a Mobile Phone and Tablet. Some components (e.g. the internal battery) are labelled as an "Essential Accessory". If an Essential Accessory (e.g. the internal battery) fails to operate solely as a result of an Essential Accessory Eligible Fault, We will replace the Essential Accessory but not Your Product in its entirety.

If a component which is neither an Essential Accessory nor an Excluded Accessory - e.g. the camera, fails to operate as a result of an Eligible Fault, You may be entitled to a **one-off replacement** of the Mobile Phone or Tablet under Your Product Care, subject to certain exclusions.

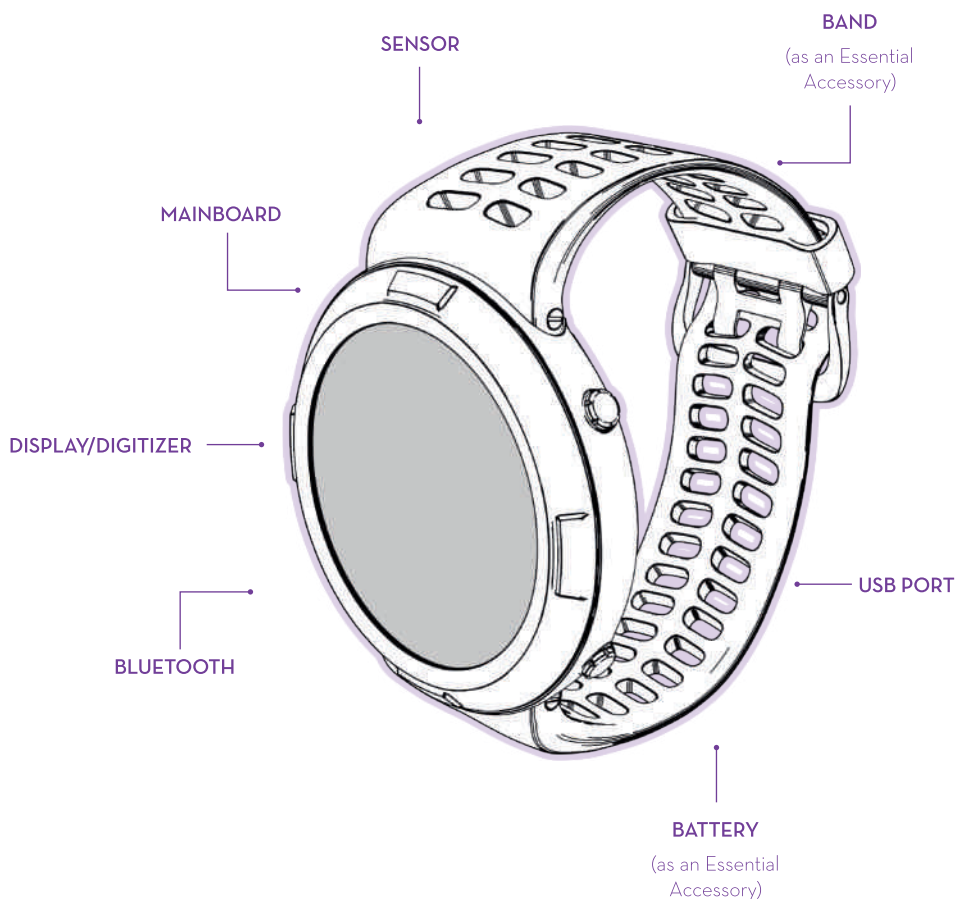


Product Care Example - Wearables

The following is an example only and is subject to limitations and replacement terms and conditions on page 30-31 of this brochure.

The picture below shows various components of a wearable. Some components (e.g. the battery) are labelled as an "Essential Accessory". If an Essential Accessory (e.g. the battery) fails to operate solely as a result of an Essential Accessory Eligible Fault, We will replace the Essential Accessory but not Your Product in its entirety.

If a component which is not an Essential Accessory or an Excluded Accessory - e.g. the sensor or the display, fails to operate as a result of an Eligible Fault, You may be entitled to a **one-off replacement** of the wearable under Your Product Care, subject to certain exclusions.

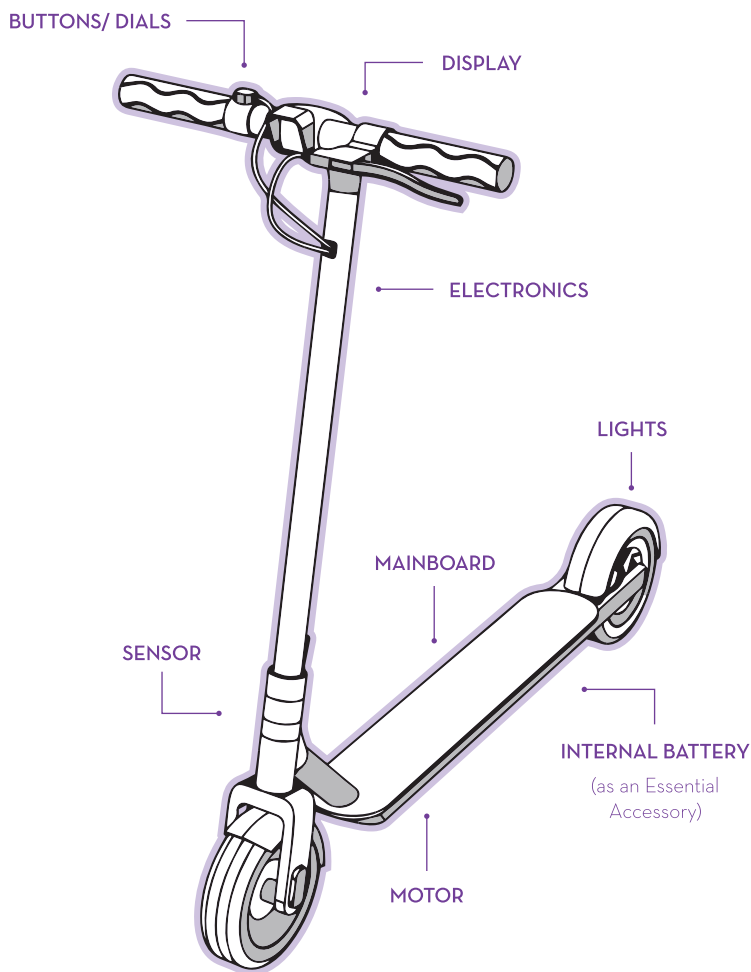


Product Care Example - Ridables

The following is an example only and is subject to limitations and replacement terms and conditions on page 30-31 of this brochure.

The picture below shows various components of a rideable product. Some components (e.g. the internal battery) are labelled as an "Essential Accessory". If an Essential Accessory (e.g. Internal battery) fails to operate solely as a result of an Essential Accessory Eligible Fault, We will replace the Essential Accessory but not Your Product in its entirety.

If a component which is not an Essential Accessory or an Excluded Accessory - e.g. the motor or sensor, fails to operate as a result of an Eligible Fault, You may be entitled to a **one-off replacement** of the rideable product under Your Product Care, subject to certain exclusions.

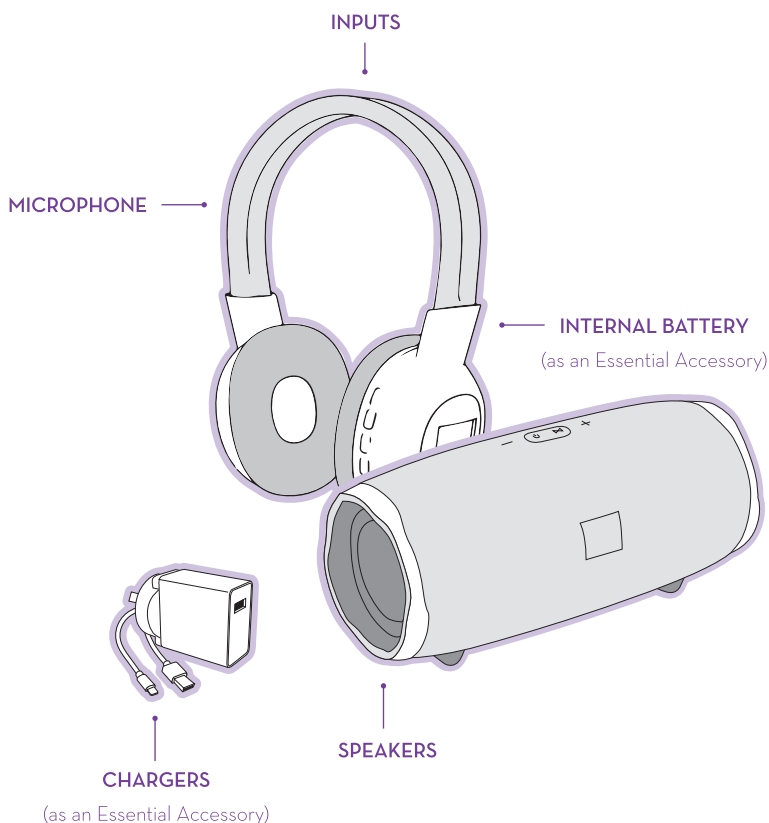


Product Care Example - Portable Speakers & Headphones

The following is an example only and is subject to limitations and replacement terms and conditions on page 30-31 of this brochure.

The picture below shows various components of a portable speaker and headphones. Some components (e.g. the internal battery) are labelled as an “Essential Accessory”. If an Essential Accessory (e.g. the internal battery) fails to operate solely as a result of an Essential Accessory Eligible Fault, We will replace the Essential Accessory but not Your Product in its entirety.

If a component which is neither an Essential Accessory nor an Excluded Accessory - e.g. the inputs, fails to operate as a result of an Eligible Fault, You may be entitled to a **one-off replacement** of the speaker or headphones under Your Product Care, subject to certain exclusions.

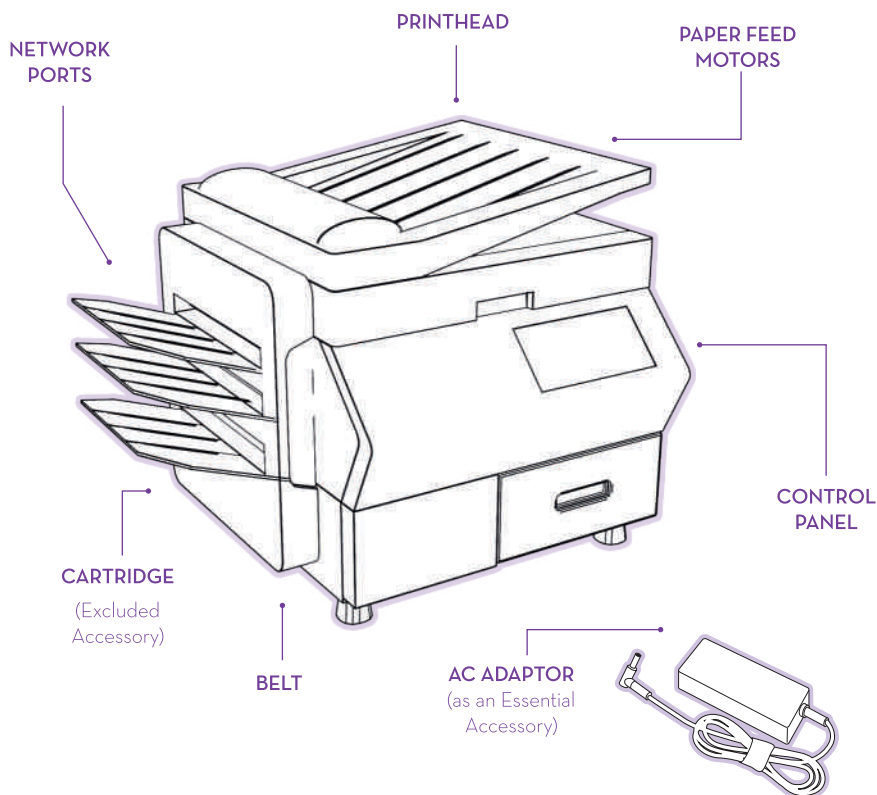


Product Care Example - Printers

The following is an example only and is subject to limitations and replacement terms and conditions on page 30-31 of this brochure.

The picture below shows various components of a printer. Some components (e.g. the AC adaptor) are labelled as an “Essential Accessory”. If an Essential Accessory (e.g. the AC adaptor) fails to operate solely as a result of an Essential Accessory Eligible Fault, We will replace the Essential Accessory but not Your Product in its entirety.

If a component which is not an Essential Accessory or an Excluded Accessory - e.g. the printhead or the belt, fails to operate as a result of an Eligible Fault, You may be entitled to a **one-off replacement** of the printer under Your Product Care, subject to certain exclusions.

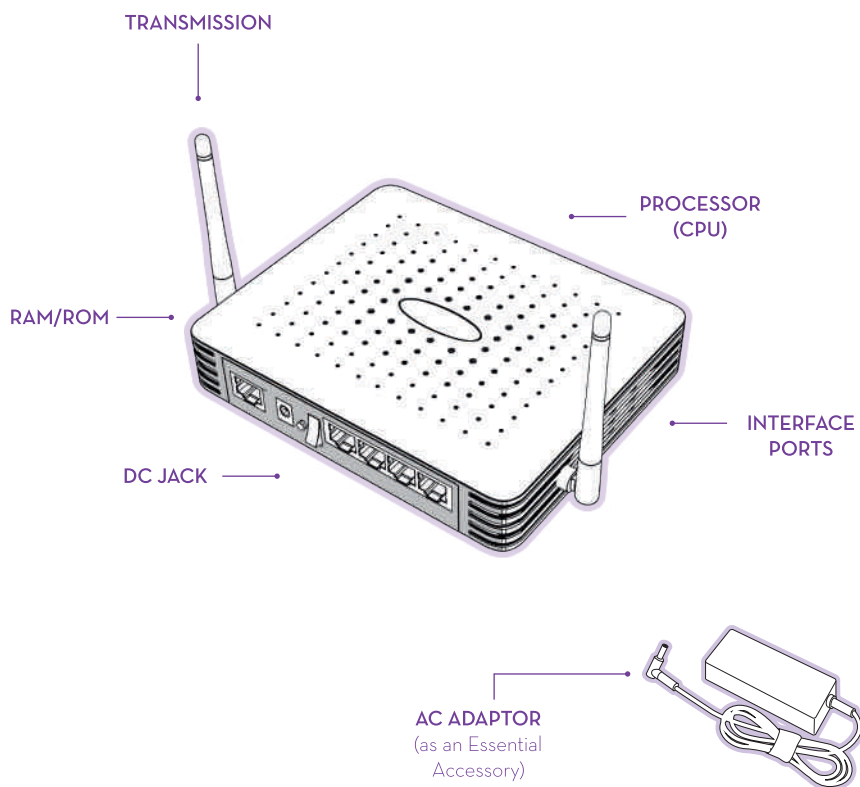


Product Care Example - Networking

The following is an example only and is subject to limitations and replacement terms and conditions on page 30-31 of this brochure.

The picture below shows various components of a networking product. Some components (e.g. the AC adaptor) are labelled as an “Essential Accessory”. If an Essential Accessory (e.g. the AC adaptor) fails to operate solely as a result of an Essential Accessory Eligible Fault, We will replace the Essential Accessory but not Your Product in its entirety.

If a component which is not an Essential Accessory or an Excluded Accessory - e.g. the DC jack or interface ports, fails to operate as a result of an Eligible Fault, You may be entitled to a **one-off replacement** of the networking product under Your Product Care, subject to certain exclusions.



Replacement Terms and Conditions Under Product Care

1. If, during the Product Care Term, Your Product with Product Care fails to operate as a result of an Eligible Fault, You will be entitled to receive a **one-off replacement** of Your Product. The replacement product will be in the form of a new like-for-like product that is the nearest equivalent to Your Product, as determined by Us, taking into account:

- (a) specifications;
- (b) features;
- (c) quality; and
- (d) availability of the technology.

2. Due to changes in product technology and availability, the replacement product supplied may have a lower selling price and is not limited to the original Manufacturer brand of Your Product. Any differences in replacement prices, store credits or cash settlements will not be refunded.

3. If, during the Product Care Term an Essential Accessory (e.g. a Non-Standard Battery) fails to operate as a result of an Essential Accessory Eligible Fault, We will replace the Essential Accessory but not Your Product in its entirety. In these circumstances, Your Product Care does not end and will continue on Your Product. Your Product Care does not provide You with any right or entitlement in respect of any Excluded Accessory.

4. If We cannot offer You a suitable replacement product, We will instead provide to You one of the following to be chosen by Us to satisfy Our obligation to provide You with a **one-off replacement** of Your Product under Your Product Care:

- (a) a store credit in an amount equivalent to the Original Purchase Price to be used by You in the selection of another product; or
- (b) a cash settlement in an amount equivalent to the Original Purchase Price.

5. If We form the opinion acting reasonably that the Replacement Cost for the Replacement Product plus any Replacement Freight Costs would exceed the Original Purchase Price then We have the right to satisfy Our obligation to provide You with a **one-off replacement** of Your Product under Your Product Care by instead providing You with one of the following to be chosen by Us:

- (a) a store credit in an amount equivalent to the Original Purchase Price to be used by You in the selection of another product; or
- (b) a cash settlement in an amount equivalent to the Original Purchase Price.

6. Any decision by Us to offer a store credit or cash settlement instead of a **one-off replacement** of Your Product under Your Product Care is always at Our choice. The amount of the store credit or cash settlement cannot and will not exceed the Original Purchase Price.

7. If Your Product is replaced under Your Product Care or We give You a store credit or cash settlement then We will have fulfilled and discharged Our replacement obligation under Your Product Care. Your Product will become Our property and You assign all of Your rights in relation to Your Product to Us.

We will need to collect Your Product prior to providing You with a replacement, store credit or cash settlement.

8. If You have any unredeemed discount or bonus entitlements (Additional Benefits) You can use these until the end of the Additional Benefits Term.

9. Note: Where:

(a) the ACL applies to Your Product; and

(b) Your Product experiences a fault which is not a “major failure” (as defined in the ACL); and

(c) the fault can be remedied,

then You can require Us to provide You with one of the following remedies under the ACL at Our discretion:

(i) have Your Product repaired by Us; or

(ii) provide You with a refund or replacement of Your Product.

10. If Your Product is repaired or replaced as set out above under the ACL, Your Product Care cover will continue.

11. Subject to Our obligations at law, We will not provide You with any compensation for any consequential losses including the loss of any profits, revenue, data, goodwill or reputation and damage to other goods or property.

You have certain rights under the ACL which are not affected by Product Care. Nothing in these Terms and Conditions affects any right or entitlement You may have under the ACL.

User Generated Data

If Your Product with Product Care is capable of storing User Generated Data, it is possible that Your data may be lost during the claim process. We recommend You back-up Your User Generated Data. While due care and skill will be used to preserve Your User Generated Data, We do not guarantee that Your User Generated Data will be preserved. You must take adequate measures to preserve Your User Generated Data on Your Product. If Your User Generated Data is lost or is corrupted during the claim process then, subject to Your rights under the ACL to compensation for consequential loss, We are not liable to You for any loss or corruption of Your User Generated Data.

Manufacturer's Voluntary Warranty

In respect of Your Product, the Manufacturer may have elected to provide to You a Manufacturer's Voluntary Warranty. The Manufacturer's Voluntary Warranty is independent of Product Care and is not provided by Us to You. The Manufacturer has solely determined the terms and conditions of the Manufacturer's Voluntary Warranty. The Manufacturer is solely responsible for the discharge of all obligations under the Manufacturer's Voluntary Warranty. All representations made to You which relate to the Manufacturer's Voluntary Warranty are made solely by the Manufacturer. We do not make any representations about the period, nature or extent of the Manufacturer's Voluntary Warranty or obligations of the Manufacturer under the ACL.

Your rights as a consumer under the ACL are in addition to, not limited or reduced by, and may survive any expiry of the Manufacturer's Voluntary Warranty Period. A representation or warranty by the Manufacturer about Your rights against the Manufacturer during or after the Manufacturer's Voluntary Warranty Period cannot limit or reduce Your rights against the Manufacturer or against Us, or both, under the ACL.

Details of Your Manufacturer's Voluntary Warranty Period can be found on Your Original Documents. For the avoidance of doubt, should the Manufacturer of Your Product make any change to the length of the Manufacturer's Voluntary Warranty Period after Your Original Date of Purchase, this will not change the commencement and end date of Your Product Care Term. Your Product Care Term will still commence on the date of expiry of the original Manufacturer's Voluntary Warranty Period.

Definitions in Your Product Care

In this brochure, capitalised terms have the following meanings:

ACL: means the Australian Consumer Law set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth).

Additional Benefits: means the discounts and bonus offers set out on page 20 - 22.

Additional Benefits Term: means the period commencing twenty-one (21) days after the Original Date of Purchase and ending on the first to occur of the following dates:

- (a) the last day of the period specified in Your Original Documents as the "term" of Your Product Care; or
- (b) the date being five (5) years from the Original Date of Purchase.

Cosmetic Damage: means adverse change to the outward appearance of Your Product which does not impact its ability to function in line with the Manufacturer's specification.

Eligible Fault: means, in respect of Your Product with Product Care, a latent fault in Your Product at the Original Date of Purchase, which:

- (a) does not entitle You to reject Your Product under the ACL or entitle You to a replacement or refund of Your Product under the ACL, whether taken alone or taken together with any other failure of Your Product;
- (b) is not an Eligible Fault Exclusion; and
- (c) is not merely superficial or cosmetic.

Eligible Fault Exclusion: means, in respect of Your Product with Product Care, a fault in, or failure to operate, of Your Product with Product Care, caused by or involving any one or more of the following:

- (a) the transportation, repair, alteration, installation, uninstalling, dismantling, or reinstallation of Your Product with Product Care by any person other than Us (or by any person not authorised by Us);

- (b) defects or design faults that are covered by the Manufacturer or distributor whether or not through the process of a product recall;
- (c) accident, misuse or abuse of Your Product with Product Care;
- (d) liquid penetration;
- (e) infestations of vermin, pests or insects;
- (f) rust, corrosion or mould;
- (g) use of Your Product with Product Care outside of the Manufacturer's instructions. (You must ensure that You read the Manufacturer's instructions prior to using Your Product with Product Care and maintain any servicing on Your Product with Product Care that may be described within the Manufacturer's instructions);
- (h) failure or consumption of consumables used with Your Product with Product Care, including, but not limited to, filters, Standard Batteries, cables, fuses and bulbs;
- (i) failure of any Excluded Accessory used in conjunction with Your Product with Product Care;
- (j) failure of an Essential Accessory;
- (k) Screen Burn;
- (l) an electrical surge;
- (m) user or manufacturer installed software or firmware. For the avoidance of doubt, Product Care does not provide You with any right or entitlement in respect of any manufacturer or user installed software.

Essential Accessory: includes, but is not limited to, remote controls, connectivity hub, AC adaptors, original product chargers, game controllers, Non-Standard Batteries, essential cords, essential cables, solar panels, wristbands, seals and those accessories that are essential for the operation of Your Product, but excludes any Standard Batteries.

Essential Accessory Eligible Fault: means, in respect of an Essential Accessory, a latent fault in that Essential Accessory at the Original Date of Purchase, which:

- (a) does not entitle You to reject the Essential Accessory under the ACL or entitle You to a replacement or refund of the Essential Accessory under the ACL, whether taken alone or taken together with any other failure;
- (b) is not an Essential Accessory Eligible Fault Exclusion; and
- (c) is not merely superficial or cosmetic.

Essential Accessory Eligible Fault Exclusion: means, in respect of an Essential Accessory, a fault in, or failure to operate, of that Essential Accessory caused by or involving any one or more of the following:

- (a) the transportation, repair, alteration, installation, uninstalling, dismantling, or reinstallation of Your Product with Product Care by any person other than Us (or by any person not authorised by Us);
- (b) defects or design faults that are covered by the Manufacturer or distributor whether or not through the process of a product recall;
- (c) accident, misuse or abuse of Your Product with Product Care;
- (d) liquid penetration;
- (e) infestations of vermin, pests or insects;
- (f) rust, corrosion or mould;
- (g) use of Your Product with Product Care outside of Manufacturer's operation and care instructions (You must ensure that You read the Manufacturer's operational and care instructions prior to using Your Product with Product Care and maintain any servicing on Your Product with Product Care that may be described within the Manufacturer's instructions);
- (h) failure or consumption of consumables used with Your Product with Product Care, including, but not limited to, filters, Standard Batteries, cables, fuses and bulbs;
- (i) failure of any Excluded Accessory used in conjunction with Your Product with Product Care;

- (j) Screen Burn;
- (k) an electrical surge;
- (l) user or manufacturer installed software or firmware. Product Care does not provide You with any right or entitlement in respect of any user or manufacturer installed software or firmware.

Everyday Price: means the undiscounted price of a product.

Excluded Accessory: means an accessory which is not an Essential Accessory, including but not limited to headphones, microphones, 3D glasses, memory cards and ancillary game controllers.

Manufacturer: means the manufacturer of Your Product with Product Care.

Manufacturer's Voluntary Warranty: means a warranty provided by the Manufacturer in respect of Your Product with Product Care.

Manufacturer's Voluntary Warranty Period: means, in respect of a Manufacturer's Voluntary Warranty, the period commencing on the Original Date of Purchase and ending on the date of expiration of the Manufacturer's Voluntary Warranty as determined on the Original Date of Purchase.

Non-Standard Batteries: means a battery that is not a Standard Battery.

Original Documents: means Your original Tax Invoice for Your Product with Product Care issued by Us.

Original Date of Purchase: means the later of: (a) the date of purchase of Your Product with Product Care as shown on Your Original Documents; and (b) the date of delivery of Your Product with Product Care to You (or as directed by You).

Original Purchase Price: means the price of Your Product (inclusive of GST) as at the Original Date of Purchase had You not bought that product with Product Care.

Product Care Term: means the period commencing on the date of expiry of the Manufacturer's Voluntary Warranty Period and expiring on the first to occur of the following dates:

- (a) the last day of the period specified in Your Original Documents as the "term" of Your Product Care;
- (b) the date of replacement of Your Product under Your Product Care;
- (c) the date We provide You with a store credit or cash settlement in respect of Your Product with Product Care under Your Product Care; and
- (d) the date which is 5 years from the Original Date of Purchase.

Replacement Cost for the Replacement Product: means the cost to TWGA to acquire the Replacement Product.

Replacement Freight Costs: means the cost of freight associated with the replacement of Your Product incurred by Us.

Replacement Product: means the **one-off replacement** product for Your Product in accordance with the Terms and Conditions.

Screen Burn: means where a residual image is left on a screen after displaying the same image for a period of time. It is a faded version of the image or "ghost image" that covers part or all of the screen.

Standard Batteries: means A, AA, AAA, AAAA, B, C, D, 9 Volt batteries and or button batteries.

Tax Invoice: means an invoice in the format required by A New Tax System (Goods & Services Tax) Act 1999 (Cth) and the related imposition Acts of the Commonwealth.

Tech Team Service: means the Tech Team service provided by Us and available in store and may include, but not be limited to, hardware installation services and troubleshooting services.

Terms and Conditions: means the terms and conditions of Your Product Care set out in this brochure.

TWGA: means The Warranty Group Australasia Pty Ltd ABN 37 005 004 446.

User Generated Data, Your Data: means all data generated by You and stored on or in Your Product with Product Care. For example, songs, photos, telephone numbers, electronic documents and computer programmes.

You, Your, Yourself: means the person/s or entity named as the purchaser on the original purchase receipt and/or Tax Invoice in respect of Your Product with Product Care.

Your Product: means the product that You purchased with Product Care, as described in the purchase receipt and/or Tax Invoice in respect of Your Product with Product Care.

Your Product Care or Product Care: means the rights provided to You in respect of Your Product or as set out in the Terms and Conditions.

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 of Your Product with Product Care.

Any term or expression used in the Terms and Conditions which has a defined meaning in the ACL shall have the same meaning in the Terms and Conditions and this brochure as is ascribed to that term or expression in the ACL.

Each of the expressions “major failure” and “acceptable quality” when used in the Terms and Conditions and this brochure has the meaning ascribed to those respective expressions in the ACL.

The Harvey Norman®, Domayne® and Joyce Mayne® logos and words are registered trademarks of Harvey Norman Retailing Pty. Ltd. and used by Us and other authorised persons under a limited licence.

Harvey Norman Holdings Limited ACN 003 237 545 (HNHL), and each subsidiary of HNHL do not undertake any obligation to You under Your Product Care.

Product Care Privacy Notification

1. The *Privacy Act 1988* (Cth) (the **Privacy Act**) imposes obligations on Us in relation to the collection, security, quality, access, use and disclosure of personal information. Our obligations are detailed in the Privacy Act, including the Australian Privacy Principles (**APPs**).
2. Your privacy is important to Us. We will comply with the Privacy Act and the APPs.
3. Our contact details are displayed in store and are also contained in Your Original Documents.
4. We are collecting Your personal information for the following purposes, being to:
 - (a) provide Your Product with Product Care to You;
 - (b) investigate, assess and provide You with Your entitlements under Your Product Care;
 - (c) conduct market research; and
 - (d) provide You with information and offers about Our products and services, (collectively, the **Purposes**).
5. We will usually collect Your personal information for the Purposes when You purchase Your Product with Product Care from Us.
6. We may disclose Your personal information to third parties to fulfil one or more of the Purposes. Some of these third parties may be located overseas. The third parties to whom We are likely to disclose Your personal information in order to fulfil one or more of the Purposes include:
 - (a) Our related bodies corporate;
 - (b) Harvey Norman Holdings Limited ACN 003 237 545 (located in Australia) and its related bodies corporate;
 - (c) The Warranty Group Australasia Pty Ltd ABN 37 005 004 446 (TWGA) located in Australia and its related bodies corporate, some of whom are located overseas (including Virginia Surety Company, Inc. (Australia Branch) ABN 63 080 339 957). TWGA may outsource the performance of some functions to entities located overseas such as to CCI South Africa (Pty) Limited (Company number 2009/016499/07) (and an affiliate of such company)
 - (d) Assessment or repair agents or contractors.
7. If We are unable to collect Your personal information, then We may be unable to fulfil one or more of the Purposes.

8. Our aim is to handle Your personal information in accordance with Our obligations under the Privacy Act.
9. If You require further information on the Privacy Act or in relation to the way We collect, handle, store and disclose Your personal information, please refer to Our privacy policy which can be viewed in store or request Us to provide a copy for You to read in Your own time.
10. Our privacy policy also contains details about how You may access personal information about You that is held by Us, and seek the correction of such information. Our privacy policy also explains how You may complain about a breach of the Privacy Act and how We will deal with such a complaint.
11. If You have any questions or queries in relation to the collection of Your personal information, please contact Us on Our store phone number or come and see Us in store.

We take Our customer service seriously and want to hear about any problems that You may have had with Your claim or the level of service.

To notify Us of these issues, please collect all relevant information on Your complaint and send it to Us at voiceofcustomer@assurant.com. We will confirm the receipt of Your complaint within 48 hours of receiving it and endeavour to have a resolution to Your complaint within five (5) working days.

If You have any questions or queries about Your Product Care, please don't hesitate in contacting Us.

Starting the claims process is easy, just follow the steps below:

Penavit Pty Ltd
A.C.N. 618 635 126 / A.B.N. 20 193 472 346
as trustee of the
Penavit No 2 Trust
trading as
Harvey Norman AV/IT Penrith
Harvey Norman
Cnr Mulgoa & Molesey St
Penrith NSW 2750
Ph: 02 4737 5111 Fax: 02 4737 5199

Assigned: 0490/111/Sandra Date: 12/10/19
Operator: 0490/111/Sandra Time: 17:07:24
Customer: 0412/111/ Location: 28
Sales Type: CASH SALE Transaction: 8442935

TAX INVOICE
INVOICE 2779888:

Ms Smith

YOUR PRODUCT WITH PRODUCT CARE
Quantity: 1
Dept. Code: 062
Product Code: **PRODUCTCODE**
Batch: 005102485
Manufacturer Warranty of 12 Months
Including 24 Months Product Care Replace
Product Care Expiry: 11/10/2022
Product Care Number: **PC-010280079000**
See Manufacturer's documentation for
Warranty Details.
PRODUCTCODE
Product Care Total: \$318.00

This table is a summary only and is not a substitute for obtaining legal advice and reading the full Terms and Conditions contained in this document. Limitations and exclusions apply with respect to Your Product Care, including an exclusion if You fail to use Your Product in accordance with the Manufacturer's instructions or if Your Product is accidentally damaged.



1. Conduct a basic check of Your Product

- Is Your Product plugged in?
- Does Your Product require new batteries?
- Have You checked the Manufacturer's instruction booklet and/or website in respect of Your Product? The Manufacturer's instruction booklets may contain "trouble shooting" tips which may assist You.

2. Have Your details ready

- Invoice Number
- Product model
- Product Care Number



3. Call Us or visit Us online to lodge Your claim

- Call Us on 1300 117 083 during Our business hours;
- Lodge online at: www.productcareau.assurant.com
- Visit Our store



4. We will arrange to have Your product assessed

- Your claim will be assigned to an authorised agent.
- Follow the instructions provided to You to complete the assessment.



5. We will review the assessment report and if Your Product is found to have an Eligible Fault, arrange a remedy.

- We will contact You and provide You with Your remedy options.



6. Enjoy Your product!

For all enquiries, to transfer ownership or to lodge a claim contact Us on

1300 117 083 (within Australia)

+61 3 9999 0066 (if overseas)

Monday to Friday 8.30am - 7.00pm
(Australian Eastern Standard Time)

Saturdays 9.00am - 12.00pm
(Australian Eastern Standard Time)

You can also visit Us online

www.productcareau.assurant.com

Product Care®

PO Box 246

Balwyn VIC 3103

International Enquiries

NEW ZEALAND **0800 884 006**

IRELAND **1800 200 503**

SINGAPORE **1800 438 6393**

MALAYSIA **1800 882 238**

SLOVENIA **08 01 018**

Complete & Sign

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL) and exist independently of this Product Care Agreement.

Original purchase date / /

Manufacturer Voluntary Warranty expires / /

Product Care plan commences / /

Product Care plan expires / /

Salesperson Name

Salesperson Signature

Customer Signature

ATTACH INVOICE HERE

This brochure is not evidence of a valid Product Care plan unless the proof of purchase evidencing the purchase of a Product with Product Care is attached to this brochure.

For Product Care enquiries
call 1300 117 083

GP#500015