

# 2 Year Extended Warranty

For increased protection and peace  
of mind.



Underwritten by



the **warehouse** 



warehouse  
stationery

To make a claim log onto  
[nzclaim.com/thewarehouse](http://nzclaim.com/thewarehouse)  
[nzclaim.com/warehousestationery](http://nzclaim.com/warehousestationery)  
or phone

The Warehouse: 0800 48 55 99  
Warehouse Stationery: 0800 19 94 88

# About Your Cover

## **With your Extended Warranty cover, most electrical or mechanical breakdowns are covered.**

Your Extended Warranty covers you for an additional 2 years after manufacturer's warranty expires up to a maximum of 4 years after purchase.

Your till receipt will provide the details of the cover you have purchased and the term of the cover.

## **Low cost**

Our Extended Warranty cost is only 10% of the purchase price or minimum of \$30.00. It's the same no matter what product you purchase.

The minimum purchase value is \$200.

## **Your rights as a customer:**

Your rights and remedies under this Extended Warranty Cover are in addition to your rights under the Consumer Guarantees Act 1993 (CGA), as summarised in this booklet.

Under the Consumer Guarantees Act 1993, goods must:

- be of acceptable quality
- be reasonably fit for the purpose represented
- match the description supplied
- match the sample or demonstrator model
- have repair facilities and supplies of parts are "reasonably available for a reasonable period"
- comply with any expressed guarantee given by a manufacturer
- arrive on time and in acceptable condition.

## **Right to cancel**

Provided no claim has been made, if you change your mind and notify us within 28 days from the date of purchase you will receive a full refund.

## **Warrantor's Details**

Warehouse Stationery Ltd  
and The Warehouse Ltd  
26 The Warehouse Way Northcote,  
Auckland  
0800 222 246  
info@warehousestationery.co.nz  
info@thewarehouse.co.nz

# What our Extended Warranty Cover can offer you

	Features and Benefits	Manufacturer's Warranty <sup>†</sup>	Consumer Guarantees Act <sup>‡</sup>	Warehouse Stationery Ltd and The Warehouse Ltd Cover
<b>Timing</b>	Period of cover	Generally 1 or 2 years from purchase	For a "reasonable" period	<b>Yes</b> - an additional 2 years from expiry of manufacturer's warranty up to a maximum of 4 years after purchase
<b>Base Benefit</b>	"Lemon" guarantee	No	Yes - dependent on specific circumstances	<b>Yes</b> - from expiry of manufacturer's warranty up to a maximum of 4 years after purchase
<b>Additional Benefits from day 1</b>	Rights transferable on private sale	Yes	Yes	<b>Yes</b> - multiple transfers, when we are advised
	Commercial use	No - unless allowed by manufacturers warranty for limited time or under Sale of Goods Act	Yes - if Act applies and is not contracted out of	<b>Yes</b> - limited cover available
	Malfunction due to normal wear and tear	No	Yes - dependent on specific circumstances	<b>Yes</b>
	Power surge cover	No	Maybe under specific circumstances	<b>Yes</b>
	Food Spoilage	Maybe - in some circumstances	Yes - if Act applies	<b>Yes</b> - up to \$500, applies to refrigeration products only
	24/7 online claims processing	No	No	<b>Yes</b>
	International coverage	Some	Yes - if product is returned to NZ	<b>Yes</b> - but freight costs are excluded
	Encapsulated or enclosed batteries	Yes	Yes - if Act applies	<b>Yes</b>
	Cooling off period	No	5 days	<b>28 days</b>

The above information is intended to be a summary only. Further details of what is and is not covered by an extended warranty cover are set out later in this document.

\*You may have commercial cover rights under the Sales of Goods Act 1908 (refer <http://www.legislation.govt.nz/act/public/1908/0168/latest/whole.html>). You may also have additional rights under the Consumer Guarantees Act 1993 which are not set out in the table above, or excluded under this Cover. For further information and guidance, please refer [www.consumeraffairs.govt.nz/for-consumers/law/consumer-guarantees-act](http://www.consumeraffairs.govt.nz/for-consumers/law/consumer-guarantees-act).

‡This Cover in no way affects or limits any right or remedies you may have under the Consumer Guarantees Act 1993.

†Manufacturer's cover does vary depending on the product purchased. Please refer to your manufacturer's warranty for detailed coverage of the product purchased.

# Extended Warranty cover benefits

- Parts and labour costs incurred in respect of covered mechanical and electrical faults.
- Sulphur damage.
- International coverage. You can lodge a claim from most locations in the world and we can assist you.
- Lemon protection (as described below).
- Commercial and Business coverage with some limitations (as described below)
- Transfer the unexpired portion of this cover to a new owner.
- Battery cover for fully encapsulated or encased batteries, up to a maximum of 3 years from the date of purchase (including the Manufacturer's Warranty period).

## Additional Benefits from Date of Purchase

These benefits are available from date of purchase and until the expiry of the cover:

- Malfunction due to normal wear and tear.
- Damage from power surges or spikes (excluding lightning).
- Food Spoilage up to \$500 if Your freezer or fridge fails and the failure is covered by this cover

For a full list of exclusions please refer to terms and conditions set out on page 6.

## Lemon Protection

If your product has been repaired three times for any reason (whether major or minor fault) by us after the Manufacturer's Warranty period has expired, should a 4th warrantable failure occurs, we'll automatically give you a similar replacement product (based on the like kind and quality, with nearest compatible features and benefits based on current technology). Replacement products are not always available. If this is the case, we will offer you a Gift Card to the value of your original purchase.

## Will I have cover for business or commercial purposes?

Yes, except if the products are:

- Intended for public rental.
- Purchased predominantly to generate revenue.
- Operating the product outside of the manufacturer's specifications.

## International Coverage

Support where ever you are, You can lodge a claim from anywhere in the world. You will be required to ship the product to a nominated repair agent in New Zealand unless there is a repair agent in that country authorised by Us.

## Help us help you

When you make your purchase make sure the details of both the cover type and the duration of cover are correctly recorded on your till receipt. If you do need to make a claim you'll need to provide us with a proof of purchase document that details your product as well as the cover you have purchased. Each product covered must have a separate cover listed on the Tax Invoice.

If you have any questions please ask us and we'll ensure you have the right information recorded.

# If a breakdown occurs

Firstly, review the Manufacturer's product manuals and instructions as this will assist to pinpoint the issue and advise you how to remedy the failure.

If the problem persists and the Manufacturer's Warranty period has expired, please contact our administrator.

## How to claim

You will need your till receipt.

Fastest: log onto [www.nzclaim.com/warehousestationery](http://www.nzclaim.com/warehousestationery) (for Warehouse Stationery claims),

[www.nzclaim.com/thewarehouse](http://www.nzclaim.com/thewarehouse) (for The Warehouse claims)

Or; Phone 0800 19 94 88 (for Warehouse Stationery claims), 0800 48 55 99 (for The Warehouse claims)

Mon-Fri between 8.30am and 7.00pm (Excludes Public Holidays).

## Important

Where possible We recommend that You create a backup of the data stored on Your product. Repair or replacement of your product under this Cover may result in loss of user-generated data.

If your product is found to be in working order (i.e. not faulty or the fault found is not one that is covered under this cover), you will be responsible for any call out, service, repair and other charges and fees incurred in processing your claim.

## What happens if my product can't be repaired?

If your product is found to have a fault which is covered by this cover and which can't be repaired, or if the Administrator chooses at their discretion not to repair it, we will either;

- Provide You with a similar replacement product (based on the like kind and quality, with the nearest comparable features and benefits based on current technology). Occasionally a service replacement product may be supplied, or
- Provide you with a Gift Card to the value of your original Purchase Price

Your Extended Warranty cover ends when you make a claim under your cover and we replace the product or a gift card is provided.

# Extended Warranty terms and conditions

## Please read carefully

This Extended Warranty Cover is provided by Warehouse Stationery Limited and The Warehouse Limited.

In these terms and conditions we refer to the issuer of your cover warranty as 'We', 'Us', or 'Our'. This is a service contract between You and Us. Your Extended Warranty does not constitute or create a contract of insurance between You and Us and any information regarding your Extended Warranty should not be construed as a contract of insurance. Our Extended Warranty is underwritten by AIG Insurance New Zealand Limited (AIG).

## 1. Exclusions from Extended Warranty

- Repair costs that have not been approved by the administrator.
- Damage or breakdown due to flood, wind, lightning, other severe weather conditions and Acts of God.
- Damage to Your product caused by accident, neglect, abuse, wilful act, misuse, theft, sand, liquid damage (other than in a product advertised by Us as being watertight or waterproof), corrosion or rust, battery leakage, infestation, mildew and mould.
- Any cost that can be or could have been recovered under the manufacturer's or supplier's warranty or product recall.
- Any problems, malfunctions, defects, adjustments of any part or assembly of your product which would not have been covered by the manufacturer's warranty during the validity of the warranty period.
- Routine maintenance, lubrication, adjustments or alignments to the product.
- Loss or damage caused by the failure to follow the manufacturer's recommended cleaning maintenance and other procedures.
- Problems or malfunctions caused by unauthorised modifications, or, failure to follow the manufacturers' installation instructions, operation or maintenance instructions.
- Callout fees or any form of onsite warranty for products. If a manufacturer provides an onsite warranty then this expires when the manufacturer warranty expires and is not renewed or otherwise extended by this cover.
- Non-operating or cosmetic damage where it does not affect the operation or safety of the product, paint or product finish, accessories used in or with a product unless covered under a separate contract.
- Batteries of any kind, unless fully encapsulated or encased and not accessible by the end user.
- Screen burn and re-gassing of plasma televisions or LCD/LED technology products or, faults where the product operates within the normal range of the manufacturer's performance specifications (including, without limitation, specifications in relation to normal, standard brightness reduction or fan noise).
- Costs of removal or reinstallation of the product unless otherwise agreed by us. This includes reception and transmission problems resulting from external causes; faults in any wiring or electrical connection not internal to the product.
- Mouse or track ball devices, all audio visual remote controls, AC adapters, 3D glasses, SIM cards, hand controllers for games consoles, any support relating to operator error, reformatting, installation or recovery of data, software viruses Spyware/Adware and any fault arising there from.
- Any loss suffered because you cannot use or have difficulty using the product, or any loss or damage whatsoever other than repair or replacement of the product.
- Inoperability of a product caused by withdrawal of services by a third party.
- Except as otherwise stated in these terms and conditions loss, damage, costs, claims and expenses (whether direct or indirect, consequential or incidental) arising from use of or inability to use the product to the extent that the exclusion of such liability may be disclaimed by law.
- Freight, shipping and delivery costs associated with getting the product to the designated repair agent here in New Zealand or overseas.
- Commercial use for products purchased predominantly for public rental, to generate revenue, or operating the product outside of the manufacturer's specifications.
- Any event where the covered product is lost or deemed unrecoverable, and as a result cannot be produced for inspection.
- Consumables and or expendables such as, but not limited to; cables, cords, cartridges of any kind and ink, toners and drum rolls, tapes, light bulbs or lamps, bulbs and globes whether internal or external to the Product, as well as add-on options incorporated in a Product where such options are not essential to the basic functioning of the Product.

# Please attach your receipt here for safekeeping



**Attach  
here**

## 2. Transfer of Extended Warranty

You may transfer the unexpired portion of the cover to a new owner. Please contact us on 0800 19 94 88 (for Warehouse Stationery) or 0800 48 55 99 (for The Warehouse) to arrange this. It is important to give the new owner a copy of the original purchase document/invoice. Should your product covered under this cover be replaced by the manufacturer during the manufacturers' warranty period, please contact our Service Centre on the contact details above and we can transfer the remaining unused cover period to the replacement product.

## 3. Settlement or Replacement

Where settlement or replacement or gift cards are provided, the original product becomes the property of AIG either directly or indirectly via its administrator and this cover is cancelled.

## 4. Cooling Off Period

We understand that all customer needs are different. Accordingly as part of this cover we offer a "Cooling off Period". Provided no claim has been made, if you change your mind and notify us within 28 days from the date of purchase you will receive a full refund.

## 5. Availability of Service

We endeavour at all times to provide a prompt and professional claims service, however sometimes there are factors outside our control such as manufacturer delay in parts supply and our repairer networks existing work schedule. We value your feedback and should you have any concerns regarding our service please contact our Customer Service Team on 0800 19 94 88 (for Warehouse Stationery) or 0800 48 55 99 (for The Warehouse).

## Definitions

**Administrator** - means the agent appointed by AIG to facilitate claims handling.

**Breakdown** - means a breakdown of a product, whether as a result of mechanical issues, electrical issues or normal wear and tear, that affects the functionality or operation of the product.

**Exclusions** - means the circumstances that are not covered by this Extended Warranty Cover as set out in this brochure.

**Gift Card** - means a store card redeemable for purchases at participating Warehouse Stationery stores nationwide.

**Manufacturer's Warranty** - means the original in box warranty coverage provided by the manufacturer in respect of the product.

**Original Product** - means a product identified on our Tax Invoice being the electronic product this extended warranty cover was purchased for.

**Purchase Price** - means the purchase price of the product specified on the Tax Invoice inclusive of GST.

**Till receipt** - means the till receipt that we issued to you for the product you have purchased and for which you have purchased an Extended Warranty Cover.

**We, Us, Our** - means Warehouse Stationery Limited or The Warehouse Limited.

**You, Your** - means the person who has purchased this cover together with the product, or is the person who is the new owner of the product and has had the unexpired portion of the cover validly transferred to them.

## Privacy Act

Warehouse Stationery Ltd and The Warehouse Ltd, may collect information about you and the product to which this cover relates. You may not be able to obtain the benefits of this cover if required information is not provided. Information collected and held about you may be used from time to time to support the product, for claims management purposes, to update or inform you regarding the product and/or your cover, for marketing and promotional purposes and generally to do business with us. Information may from time to time be disclosed to, and collected from, our related parties, the manufacturer or importer of the product, AIG (the underwriter) and its related companies and claims administrator. Under the Privacy Act 1993, individuals have rights of access to, and correction of, their personal information. You may gain access to or request correction of your personal information by writing to: The Services Manager, Warehouse Stationery Ltd and The Warehouse Ltd, PO Box 33470, Takapuna, Auckland 0740. You authorise us, Our related parties and the recipient organisations set out in this privacy policy to send you commercial electronic messages for any of the purposes set out in the privacy policy.

## Dispute Resolution Process

AIG are committed to handling any complaints about this product and associated services efficiently and fairly. If you have a complaint about this product and associated services you can contact AIG and request that your matter be reviewed by management by writing to:

The Complaints Manager  
AIG Insurance New Zealand Limited  
PO Box 1745, Shortland Street  
Auckland 1140, New Zealand.

AIG are a member of an independent dispute resolution scheme operated by Financial Services Complaints Limited (FSCL) and approved by the Ministry of Consumer Affairs. If You are not satisfied with our handling of or the outcome of Your complaint You may, if You wish to take Your complaint to Financial Services Complaints Limited (FSCL), contact details are [info@fscl.org.nz](mailto:info@fscl.org.nz) or telephone 0800 347 257.

OFull details of how to access the FSCL scheme can be obtained on their website [www.fscl.org.nz](http://www.fscl.org.nz). There is no cost to You to use the services of FSCL.

## Disclaimer of Liability

This cover is subject to the provisions of applicable New Zealand laws at all times. Unless expressly stated elsewhere in these terms and conditions, under no circumstances will coverage extend to any loss or damage (whether direct, indirect, consequential or incidental) arising from use of or inability to use the product to the extent that such may be disclaimed by law. This Extended Warranty does not cover any defects which are subject to a manufacturer's recall or are covered by the manufacturer's warranty. This Extended Warranty is not a guarantee or promise relating to the nature of the material, workmanship or performance of the product covered by the contract. This Extended Warranty in no way affects or limits any right or remedies you may have under the Consumer Guarantees Act 1993, or under the Sale of Goods Act 1908. For further information and guidance please refer [www.consumeraffairs.govt.nz/for-consumers/law/consumer-guarantees-act](http://www.consumeraffairs.govt.nz/for-consumers/law/consumer-guarantees-act), <http://www.legislation.govt.nz/act/public/1908/0168/latest/whole.html>.

## Your Rights

Your rights and remedies under this Extended Warranty Cover are in addition to your rights under the Consumer Guarantees Act 1993 (CGA), as summarised in this booklet. If you think a product you have purchased from us does not comply with the guarantees under the CGA and you experience a problem with the product, you may be entitled to a remedy under the CGA. Where the failure is not serious we may choose to repair, replace or refund the cost of the product.

Where the failure is serious or makes the product unsafe, you can choose a refund, a replacement, or to keep the goods (in which case we will pay you an amount to cover the products loss of value).

We may also pay you a reasonable amount for any damage or extra costs caused by the fault. If you discover a fault or failure in your product please return it to the store where you purchased your product from. Where the failure is serious, you must contact us and request a refund as soon as possible after you discover the failure otherwise you may lose your right to that refund. You must also give us a reasonable time to repair the failure. We do not have to cover the cost of a repair if you do not contact us about the failure of the product first.

To make a claim log onto  
[nzclaim.com/thewarehouse](http://nzclaim.com/thewarehouse)  
[nzclaim.com/warehousestationery](http://nzclaim.com/warehousestationery)  
or phone

The Warehouse: 0800 48 55 99  
Warehouse Stationery: 0800 19 94 88

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