

thewarehouse //

Extended Warranty Cover

*For increased protection
at minimal cost*

To make a claim: Log onto www.nzclaim.com/thewarehouse or phone **0800 48 55 99**
between 8.30am and 7.00pm Monday to Friday, excluding Public Holidays.

What's it all about?

For peace of mind and certainty, The Warehouse Extended Warranty covers You for an additional two years after the expiry date of Your Products Manufacturer's Warranty. Should something go wrong, You're covered. Manufacturer's warranty periods can vary between one to four years. If Your Products Manufacturer's Warranty happens to be four years, The Warehouse Extended Warranty will be valid for a maximum of five years in total from the original point of sale, inclusive of the manufacturer's warranty.

Low cost – Our warranty cost is only 10% of the Purchase Price of Your Product.

Right to cancel - Should You change Your mind within 28 days of purchasing Our warranty, simply pop into any store and We will refund the warranty cost in full, as long as no claim has been made.

A full copy of the terms and conditions can be found in this booklet or viewed at www.thewarehouse.co.nz/extendedwarranty

Features and Benefits

The Warehouse Extended Warranty provides the following features and benefits:

Timing	Features & Benefits	Manufacturer's Warranty †	Consumer Guarantees Act ‡	The Warehouse Extended Warranty
Base Benefit	Period of cover	Generally 1 or 2 years from purchase	For a "reasonable" period	Yes - from expiry of Manufacturer's Warranty up to 5 years depending on the Product and warranty purchased
	"Lemon" guarantee	No	Yes - dependant on specific circumstances	Yes - From expiry of Manufacturer's Warranty up to 5 years depending on the Product and warranty purchased
Additional Benefits from Day 1	Rights transferable on private sale	Yes	Yes - first sale only	Yes - multiple transfers when We are advised
	Malfunction due to "normal wear & tear"	No	Yes - dependent on specific circumstances	Yes
	Power surge cover	No	Maybe under certain circumstances	Yes
	24/7 online claims processing	No	No	Yes
	International coverage	Some	Yes - if Product is returned to New Zealand	Yes - but freight costs are excluded
	Food spoilage	In some circumstances	Yes - if Act applies	Yes - up to \$500
	Sulphur damage	No	Maybe under limited circumstances	Yes
	Encapsulated or enclosed batteries	Yes	Yes - if Act applies	Yes
	Cooling off period	No	7 days	28 days

The above information is intended to be a summary only. Further details of what is and is not covered by The Warehouse Extended Warranty are set out later in this document.

† Manufacturer's Warranties does vary depending on the Product purchased. Please refer to Your Manufacturer's Warranty for detailed coverage of the Product purchased.

‡ This Cover in no way affects or limits any rights or remedies You may have under the Consumer Guarantees Act 1993. For further information and guidance please refer to www.consumeraffairs.govt.nz/for-consumers/law/consumer-guarantees-act.

Your Rights as a Customer

The Consumer Guarantees Act 1993 guarantees You the following:

- Goods will be of acceptable quality;
- Goods will be reasonably fit for the purpose represented;
- Goods will match the description supplied;
- Goods will match the sample or demonstrator model;
- Repair facilities and supplies of parts are “reasonably available for a reasonable period”;
- That any Manufacturers Warranty will be enforceable under law;
- Goods will be delivered at a time or within a period agreed.

Your Right to Cancel

We understand that all customer needs are different. Accordingly as part of this warranty We offer a “Cooling off period”. If within 7 days of the date of purchase You decide that this cover does not suit Your needs, please return to any The Warehouse store and receive a full refund of the Purchase Price of Your warranty (as long as no claims have been lodged). Should You decide to cancel after 7 days from the date of purchase and before the 28 day Cooling Off Period expires, We will arrange for a The Warehouse Gift Card for the Purchase Price of Your cover (as long as no claims have been lodged).

Warrantor's Details

The Warehouse Limited
26 The Warehouse Way, Northcote, Auckland, 0627.
Phone 0800 422 274
customerserviceteam@thewarehouse.co.nz

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).
- Limited coverage for items used for Commercial and Business purposes.
- Transfer the unexpired portion of this cover to a new owner.
- Battery Cover for fully encapsulated or encased batteries, for a total period of three years from the date of purchase (including the Manufacturer's Warranty period). Some exclusions apply.

Additional Benefits from Date of Purchase

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

- Malfunction due to reasonable 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 and definitions please refer to the terms and conditions set out in full on page 7.

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 occur, We will give You a similar replacement Product (based on like kind and quality, with the 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 The Warehouse Gift Card to the value of the original Purchase Price.

With The Warehouse Extended Warranty most electrical or mechanical Breakdowns are covered. Our cover commences at the conclusion of the Manufacturer's Warranty unless it is stated that the benefit is in addition to the Manufacturer's Warranty. Your Till Receipt will provide the details of the cover You have purchased and the term of the cover.

Help Us Help You

When You purchase Your extended warranty 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 copy of Your Till Receipt which details Your Product as well as the cover You have purchased.

Each Product covered must have a separate cover listed on Your Till Receipt. 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 Claims Administrator.

To Lodge a Claim:

You will need Your Till Receipt to log a claim with Our Administrator.

Log onto www.nzclaim.com/thewarehouse

Our website provides links to the Claims Administrator's website, which provides 24-hour 7-day automatic claims handling service including the ability for:

- Instant repairer selection if Your claim is accepted by Us, with full details provided for You.
- Instant notification to selected repairer of Your claim on completion by You of the online claim form.
- The ability to log on using Your claim number during the repair process, to track Your repair and send messages to the repairer and the Claims Administrator.

Otherwise phone **(0800 48 55 99)** between 8.30am and 7.00pm Monday to Friday, excluding Public Holidays.

Important - 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 or 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 but that can't be repaired, or if the Administrator chooses at their discretion not to repair it, We will offer a similar replacement Product (based on like kind and quality, with the 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 The Warehouse Gift Card to the value of the original Purchase Price.

The Warehouse Extended Warranty ends when You make a claim under Your cover protection and We replace the Product or a The Warehouse Gift Card is provided.

Disclaimer of Liability

The Warehouse Extended Warranty 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 service contract does not cover any defects, which are subject to a manufacturer's recall or are covered by the Manufacturer's Warranty. This service contract is not a guarantee or promise relating to the nature of the material, workmanship or performance of the Product covered by the contract.

This service contract in no way affects or limits any rights or remedies You may have under the Consumer Guarantees Act 1993. For further information and guidance please refer to:

www.consumeraffairs.govt.nz/for-consumers/law/consumer-guarantees-act

Privacy Act

The Warehouse Limited of Auckland, New Zealand 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 the 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 claims Administrator IUG. Under the Privacy Act 1993, individuals have rights of access to, and correction of, their personal information. 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.

Definitions

Administrator – means International Underwriters Group, who facilitate all of the claims handling.

Breakdown – means a Breakdown of a Product, whether a result of mechanical issues, electrical issues or normal wear and tear, that affects the functionality or operation of the Product.

Product – means an item identified on Our Till Receipt.

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

Gift Card – means a store card or voucher redeemable for purchases at participating The Warehouse stores nationwide.

Manufacturer's Warranty – means the original in box warranty coverage provided by the manufacturer in respect of the Product.

Purchase Price – means the Purchase Price of the Product specified on the Till Receipt 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 cover.

We, Us, Our – means 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.

Terms and Conditions (please read carefully)

The Warehouse Extended Warranty is provided by 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 warranty does not constitute or create a contract of insurance between Us and any information regarding Your warranty should not be construed as a contract of insurance. Our cover programme is underwritten by AIG Insurance New Zealand Limited (AIG). For details on AIG, including contact details and financial strength rating, go to www.aig.co.nz. International Underwriters Group Limited (IUG) acts solely as Administrator to the cover programme as an agent for AIG.

1) Exclusions from the Cover Protection

- Repair costs that have not been approved by Our Claims 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 manufacturers or suppliers 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.
- Call Out 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.
- Consumables and or expendables such as, but not limited to; cables, cords, cartridges of any kind and styli, 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.
- 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 along with faults in any wiring, electrical connection or plumbing not internal to the Product.
- Mouse or track ball devices, all audio visual remote controls, AC adaptors, 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 therefrom.
- 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 operated by multiple users, purchased predominately to generate revenue or operating the Product outside of the manufacturer's specifications.

2) Transfer of Warranty

You may transfer the unexpired portion of the cover to a new owner. Please contact Us on 0800 48 55 99 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 0800 48 55 99 and We can transfer the remaining unused cover period to the replacement Product.

3) Settlement or Replacement

Where settlement or replacement of The Warehouse Gift Cards are provided, the original Product becomes the property of AIG either directly or indirectly via its agent IUG 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". If within 7 days of the date of purchase You decide that this cover does not suit Your needs, please return to any The Warehouse store and receive a full refund of the Purchase Price of Your warranty (as long as no claims have been lodged). Should You decide to cancel after 7 days from the date of purchase and before the 28 day Cooling Off Period expires, We will arrange for a The Warehouse Gift Card for the Purchase Price of Your cover (as long as no claims have been lodged).

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 48 55 99.



Please attach Your Till Receipt here for safekeeping

(You will need it to make a claim)

Your rights and remedies under The Warehouse Extended Warranty 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 Product's loss of value). We will 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.

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