



CLAIMS PROCEDURE: Before calling please conduct a basic check of Your Product.

- Is Your Product plugged in and turned on?
- Does Your Product require new batteries?
- Have You checked Your manufacturer's instruction booklet? Many manufacturer's instruction booklets contain "trouble shooting" tips.

If the problem still persists follow Our simple claims procedure to make a claim under Your Harvey Norman Product Care Plan. Please have Your Original Documents ready before calling.

- Call Us at 1800 810 658 during Our business hours or visit www.productcareclaims.com
- One of Our friendly customer service representatives will verify Your details and assist You with Your query. Your claim will be denied if You fail to notify Us within 30 days of the Product failure.

DATA STORAGE

If Your Product is capable of storing User Generated Data it is possible that repairing Your Product may result in the loss of Your User Generated Data. We recommend You to back up your data regularly. We will not be liable for any loss of data or loss of use during the period that Your Product is at Our designated service centre.

COMPLAINTS PROCEDURE

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 with which You have been provided.

To notify Us of these issues, please collect all the relevant information on Your query and direct it to the address given below. We will confirm the receipt of Your complaint within 2 business days of receiving it.

CONTACTING US

If You have any questions or queries about Your Plan, please don't hesitate in contacting Us. For all enquiries or to lodge a claim, call Us at: 1800 810 658. Our operating hours are Mondays to Fridays, 8:30am to 6:30pm (excluding public holidays); or

Write to:
feedback@productcare.com.my

International Enquiries

AUSTRALIA	1800 810 118
NEW ZEALAND	0800 848 444
SINGAPORE	1800 438 6393
MALAYSIA	1800 810 658
CROATIA	0800 200 129
SLOVENIA	08 01 018
IRELAND	1800 200 503
NORTHERN IRELAND	084 5301 5409

Claim notification may also be made by visiting
www.productcareclaims.com

Much more than an Extended Warranty



PRODUCT CARE®

PROTECTION, SUPPORT, ADVANTAGE.

AVAILABLE AT **Harvey Norman**

PRODUCT CARE[®]

PROTECTION, SUPPORT, ADVANTAGE.

Discover all the benefits Product Care brings You*

Advantage

Having Product Care with Your purchase means that We will help You to enjoy Your new product even more, with such benefits as cover for food spoilage and No Lemon Guarantee.

Protection

With Product Care You can relax knowing Your purchase comes with additional protection. Product Care covers all Parts, Labour and Call out fees for an UNLIMITED amount of repairs. Product Care will only use an authorised repairer network which means the job is done right the first time.

Support

Our range of support options ensure You experience an easy and hassle free process when You need to talk to Us about Your Product Care Plan. If You are experiencing a fault, we will provide You with guidance and support every step of the way.

Attach Invoice Here

Notes

PROTECTION



1, 2, 3 or 4 Year Protection Terms Available

You can choose the length of Your Product Care to add additional benefits and protection for Your product from the end of the manufacturer's warranty. Choose from either 1, 2, 3 or 4 years.



New for Old Replacement

If the purchase price of your product is under RM1400, we will arrange for a direct replacement or if your product is priced over RM1400 and we cannot fix the product, we'll replace it. LIKE for LIKE and SPEC for SPEC.



Transferable

If You sell Your product, or provide it as a gift to someone, Your cover and any unredeemed entitlements can be transferred to the new owner. Simply contact Us to arrange transfer of ownership.



International Coverage

Your Product is covered in any country where a Harvey Norman®, Domayne® or Joyce Mayne® store exists. These countries include Ireland, Australia, New Zealand, Singapore, Malaysia, Slovenia and Croatia*.

* All of the above is subject to terms and conditions.
Exclusions apply. Please see page 8 for more information.

SUPPORT

You have access to a range of support options to ensure You get the most out of Your purchase.



Customer Care Team

Call **1800 810 658** to speak with Our Malaysia-based Customer Care team who are available to help You with any enquiries or questions You may have.

Our team are available:

Monday to Friday: 8:30am to 6:30pm

Closed Weekends and Public Holidays



Easy Claim Process

Making a claim is simple and we are here to help You through every step of the process. Simply:

1. Register Your claim online at www.productcareclaims.com
or call Our Customer Care team on 1800 810 658
2. Have Your original purchase receipt handy to register the details of Your claim
3. Let Us take care of the rest!

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

1800 810 658

Monday to Friday

8:30am to 6:30pm

(Excluding public holidays)

You can also register your claim online,

24 hours a day, by visiting

www.productcareclaims.com

International Enquiries

AUSTRALIA	1800 810 118
NEW ZEALAND	0800 848 444
IRELAND	1800 200 503
SINGAPORE	1800 438 6393
CROATIA	0800 200 129
SLOVENIA	08 01 018
NORTHERN IRELAND	084 5301 5409

Notes

15% OFF*
COOKING APPLIANCE

Service Team _____
Tax Invoice No _____
Date _____
Valid from Date of Purchase until end of Product Care Term

10% OFF*
COFFEE MACHINE

Service Team _____
Tax Invoice No _____
Date _____
Valid from Date of Purchase until end of Product Care Term

10% OFF*
AIR CONDITIONING PRODUCT

Service Team _____
Tax Invoice No _____
Date _____
Valid from Date of Purchase until end of Product Care Term

5% OFF*
PRINTER INK OR TONER

Service Team _____
Tax Invoice No _____
Date _____
Valid from Date of Purchase until end of Product Care Term

15% OFF*
COMPUTER AND COMMUNICATIONS ACCESSORY

Service Team _____
Tax Invoice No _____
Date _____
Valid from Date of Purchase until end of Product Care Term

15% OFF*
LAPTOP BAG, SLIP CASE OR BACKPACK

Service Team _____
Tax Invoice No _____
Date _____
Valid from Date of Purchase until end of Product Care Term

15% OFF*
3RD PARTY PHONE AND TABLET CASE

Service Team _____
Tax Invoice No _____
Date _____
Valid from Date of Purchase until end of Product Care Term

10% OFF*
CONNECTED FITNESS & HEALTH PRODUCT*
Excludes Apple Connected Fitness and Health Products

Service Team _____
Tax Invoice No _____
Date _____
Valid from Date of Purchase until end of Product Care Term

50 6"x4" PHOTO PRINTS AT NO ADDITIONAL COST*

Service Team _____
Tax Invoice No _____
Date _____
Valid from Date of Purchase until end of Product Care Term

*Terms and Conditons Apply, see pages 8-11 for details.



ADVANTAGE

Take advantage of exclusive benefits that are only available to Product Care Plan holders.



Food Spoilage Cover*

If Your Product is a fridge or freezer, Product Care will cover up to RM250 for any food spoilage that occurs as a result of a covered fault.



No Lemon Guarantee*

If Your Product costs more than RM1400 and has had two qualified service repairs and requires a third during the term of the plan, Your Product will be replaced.



Exclusive Discounts, Such as:

- ✓ 15% off one Cooking Appliance
- ✓ 10% off one Coffee Machine
- ✓ 10% off one Air-Conditioning product
- ✓ Redeem 50 prints (6" X 4")
- ✓ 5% off one Printer Ink or Toner
- ✓ 10% off one Connected Fitness & Health Product*
Excludes Apple Connected Fitness and Health Products
- ✓ 10% off one Computer & Communication Accessory
- ✓ 15% off one Laptop bag, Slip Case or Backpack
- ✓ 15% off one 3rd party phone or tablet case

* All of the above is subject to terms and conditions. Exclusions apply. Please see page 8 for more information.

Frequently Asked Questions

Q What are my rights as a consumer?

“ In the event of a problem with Your Product, You may have rights by law against the seller or manufacturer of the product under warranties or guarantees expressed or implied by law. Your Harvey Norman® Product Care Plan does not replace these rights or make them void. However, You can choose to claim under Your Plan and Your claim will be handled quickly and efficiently by Our customer service team. ”

Q How do I make a claim?

“ Making a claim is simple. You can register Your claim online at www.productcareclaims.com or call Us on 1800 810 658. All You need is Your original purchase receipt. ”

Q What if I have lost my receipt?

“ If You contact Your original store of purchase, they will be able to provide You a printed copy of Your receipt. If You cannot recall what Your original store of purchase is, contact Us on 1800 810 658 and we can help You. ”

Q What if there is no fault found?

“ Occasionally, faults can be caused by the use of the product outside of the operating instructions provided by the manufacturer. If You suspect a fault with Your Product, we always recommend referring back to the original documentation provided with Your Product and performing troubleshooting prior to registering a claim. You may incur charges with Your Claim if Your Product is found to not have a fault. ”

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

“ We recommend that You contact Our Customer Care team prior to transporting Your Product. You may not be required to transport Your Product, particularly as we cover some costs of freight. Our Customer Care team can talk with You about what options You have to get Your Product assessed as quickly as possible. Contact us on 1800 810 658. ”

sold Your Product to You. **Original Date of Purchase:** means the date shown on Your Original Documents. **Original Purchase Price:** means the amount shown on Your Original Documents being the purchase price of Your Product. **Replacement Terms:** means the paragraphs in this document under the heading “Replacement Terms”. **User Generated Data, Your Data:** All data generated by You and stored on or in Your Product. For example, songs, photos, telephone numbers, electronic documents and computer programmes. **You, Your:** means the person or persons named as the purchaser on the original purchase receipt and Tax Invoice/ Order Confirmation. **Your Product:** means any electrical or battery operated product that You purchased as described in the purchase receipt and Tax Invoice/ Order Confirmation **Your Plan, Your Harvey Norman Product Care Plan:** means the Harvey Norman Product Care Plan service contract as detailed in these Terms and Conditions that You have purchased with Your Product. **We, Us, Our, Retailer:** refers to the selling retailer trading as Harvey Norman whose name appears on the original purchase receipt and Tax Invoice/ Order Confirmation as the supplier.

TERMINATION CLAUSE

Your Harvey Norman Product Care Plan shall terminate immediately with no refund if any of the following events occur: 1. Upon expiry of the Term; 2. When Your Product has been replaced; 3. Unauthorised repair, replacement or modification of Your Product; 4. Discovery of fraud or misrepresentation; 5. Violation of any of the terms and conditions of this Harvey Norman Product Care Plan.

PERSONAL DATA PROTECTION ACT CONSENT

In purchasing this Harvey Norman Product Care Plan, You hereby authorise Us and Our third parties such as contractors and agents to collect, use and disclose personal data about You or about other persons furnished by You, now and in the future, on manual or computer files for administrative and customer care purposes (together with such other information supplied to or obtained by Us separately) including: (i) to provide this Harvey Norman Product Care Plan or to investigate, assess and pay claims under Your Plan (ii) to provide You or other persons with information on products and services for marketing purposes; (iii) for market research and (iv) tracking of sales data. We or Our third parties may contact You or these other persons by post and telephone for these purposes. If there is any personal data relating to other individuals, You must have obtained prior consent from them (or if they are lacking in legal capacity, from their legal representatives, guardians or parents as the case may be) for Us and Our above mentioned third parties to collect, use and disclose their personal data for the above purposes, and as if they were You. All personal data You provide shall be accurate and complete, and You will inform Us of any changes to the

personal data to Your knowledge as soon as practicable. You also agree that We may contact You by e-mail, SMS text or fax for these purposes. You may opt out at any time from allowing Us or Our agents to process Your information by writing to Us at feedback@productcare.com.my Kuala Lumpur or e-mailing Us at DPO@icfrith.com.my.

We are not responsible for lost brochures or brochures that are damaged to the extent that We are unable to reasonably determine if the redemption has already been satisfied. Entitlements may only be accessed if the time period in which to claim has not expired and are not able to be substituted for another product or cash. Any entitlement not taken up within the Term, will be forfeited by You upon expiry of the Term.

TRANSFERRING YOUR HARVEY NORMAN PRODUCT CARE PLAN

Your Plan as it applies to Your Product can be transferred to a new owner provided you notify Us by contacting Our customer service centre, and supplying us with a copy of the Original Documents within 7 days of transfer. Please call Our customer service Hotline on 1800 810 658 during Our operating hours as set out below

WHAT IS NOT COVERED

Your Harvey Norman Product Care Plan does not cover:

1. Faults or failures covered by the manufacturer during the Manufacturer's Warranty period; 2. Your Product if the manufacturer's serial number is removed or altered; 3. Defects or design faults that are covered by the original product manufacturer or distributor whether or not through the process of a product recall; 4. Repairs carried out by repair agents that are not authorised by Us; 5. Repairs or replacements that have been organised without following the claims procedure listed in this document or without Our authority; 6. Except where expressly mentioned in these terms and conditions, costs associated with freight, transportation or delivery for Your Product; 7. Service call (diagnostic/service fee), repair costs or replacement costs where the fault is not covered under Your Plan or when no fault is found; 8. Except where specifically mentioned in these terms and conditions, costs associated with installation, uninstalling, dismantling, or re-installation of Your Product; 9. Costs associated with any failure that occurs during transportation, installation, uninstalling, dismantling or re-installation of Your Product unless by Our authorised repairer. 10. Consequential losses or damage of any type, including but not limited to loss of enjoyment, loss of intellectual or sentimental value of Your Product unless specifically provided for in your terms and conditions, like food spoilage. 11. Costs associated with routine maintenance and servicing such as but not limited to cleaning, adjustments, top-up gas, lubrication, alignments, reprogramming, tuning or upgrades. 12. Costs associated with mandatory maintenance to preserve waterproof features of Your Product. 13. Batteries including but not limited to rechargeable, removable, replaceable and built-in batteries. 14. Accidental damage of any type or from any cause. 15. Accessories such as, but not limited to headphones, external devices, remote controls, microphones, cords and cables, additional game controllers and memory cards.

16. Mechanical, Electronic or Electrical Failures of Your Product caused by; 16.1. negligence, accidental or deliberate misuse or unauthorised alterations; 16.2. liquid penetration; 16.3. external sources including but not limited to electrical interferences, power surges or voltage fluctuations; 16.4. infestations of vermin, pests, insects or animals including domestic pets; 16.5. cosmetic damage or accidental damage from any cause; 16.6. rust, corrosion, mould, condensation, evaporation, dampness, dust or change in temperature; and 16.7. wear and tear or gradual deterioration including but not limited to hinges, gaskets, seals; 17. System restore but not limited to operating systems and applications reinstallation 18. Repairs to/replacements of any; 18.1. consumables, including but not limited to batteries, fuses, filters, bulbs, globes, lamps, toners, drums, print heads and user replaceable elements; 18.2. monitors or televisions as a result of burned phosphor, screen burn or finger prints; 18.3. speakers as a result of overloading; 18.4. hardware upgrades added during or after the original purchase. 18.5. software, data or removable data medium caused by the Mechanical, Electronic or Electrical Failure of Your Product, including firmware upgrades and malfunctions caused by virus. 19. If Your Product had a purchase price below RM1400, the replacement of any accessories in the original packaging which may include headphones, remote controls or external devices; 20. Any single claim amount which exceeds the Original Purchase Price of Your Product; 21. Any failure of Your Product to properly operate outside the Term of Your Plan.

LIMITATION OF LIABILITY

In any event, and notwithstanding anything contained in this Plan, in no circumstances shall We be liable, in contract, tort (including negligence or breach of statutory duty) or otherwise howsoever, and whatever the cause thereof, (i) for any increased costs or expenses, or (ii) for any loss of data, profit, business, contracts, revenues, or anticipated savings, or (iii) for any special, indirect or consequential damage of any nature whatsoever; in connection with performing replacements or repairs or the granting of store credits for Your Product or any other obligations under this Plan. In any event, Our liability to You in contract, tort (including negligence or breach of statutory duty) or otherwise arising in connection with this Plan shall be limited to the Original Purchase Price of Your Product.

DEFINITIONS

Accidental: means an event You did not intend or expect to happen and that is not reasonably foreseeable.

Mechanical, Electronic or Electrical Failure: means a sudden or unforeseen failure of Your Product arising from a mechanical or electrical fault. **Original Documents:** means Your original documents purchase receipt and Tax Invoice/ Order Confirmation issued by the Retailer which

You can lodge a claim or make an enquiry 24/7 at www.productcareclaims.com



Q What faults am I protected against?

“ You are protected against all electrical, electronic and mechanical faults Your Product may suffer. ”

Q When does my cover start?

“ The date that Your cover starts will depend on the date of Your purchase. Your cover starts the day after Your manufacturer's warranty expires. ”

Q What information should I have handy before I register my claim?

“ In order for Us to provide You with an easy and hassle free claim registration process, we ask that You have the following items handy when calling our customer care line:

- A copy of Your original proof of purchase;
- Your Product brand, model and serial number; and
- Your contact details, including phone number and / or email. ”

Q Am I covered overseas?

“ Your Product is covered in any country where a Harvey Norman®, Domayne® or Joyce Mayne® store exists. These countries include Ireland, Australia, New Zealand, Singapore, Malaysia, Slovenia and Croatia*. ”

Q What faults are not covered?

“ Your Product Care does not include cover for faults or failures covered by the manufacturer during the manufacturer's warranty period or Accessories such as, but not limited to, headphones, microphones, cords and cables, ancillary game controllers and memory cards. For a complete list of exclusions please read the Terms & Conditions at the back of this booklet. ”

* All of the above is subject to terms and conditions set out on page 8.

Terms and Conditions of Your purchase of Your Product with Product Care

Harvey Norman Product Care Plan

Thank you for choosing to protect Your Product with a Harvey Norman Product Care Plan. Your Harvey Norman Product Care Plan is a service contract providing repairs for covered defects. Your Harvey Norman Product Care Plan is not an insurance policy, nor are We insurers. It does not relate to any guarantee or promise relating to the nature of the material, workmanship or performance of the covered product. The protection provided to You under Your Harvey Norman Product Care Plan is subject to the terms and conditions specified below.

TERMS AND CONDITIONS

GENERAL

Please ensure that you keep Your Original Documents that record the purchase of both Your Product and this Harvey Norman Product Care Plan. The Original Documents constitute proof of purchase and needs to be produced in the event of a claim. If You have purchased more than one product on the same purchase receipt, then Your Harvey Norman Product Care Plan will only cover those Products specifically described on the purchase receipt and/or Tax Invoice as being covered under Your Plan. Your Harvey Norman Product Care Plan is for Products used for domestic purposes only and does not cover a Product utilised for commercial, rental or for profit generation purpose, and does not cover a Product utilised in a multiple user organization or for commercial use in housing areas, unless a corporate product care plan is purchased.

TERM

The term of Your Plan will be clearly stated on Your Original Documents and is effective from the expiry date of the manufacturer's warranty of Your Product. The term of Your Plan: • may be 1, 2, 3, or 4 years as specified on Your Original Documents; and • is in all cases limited to a maximum of 5 years including the Manufacturer's Warranty. Your Plan is valid from the date You purchased Your Product and Plan. Cover commences from the expiry of the Manufacturer's Warranty for Your Product. If Your Product is replaced or repaired by the manufacturer during the Manufacturer's Warranty Period, Your Plan and the expiry of Your Plan remains the same.

WHAT IS COVERED

Your Plan covers the cost of parts and labour to repair Your Product in the event Your Product fails to properly operate due to Electrical, Electronic and Mechanical failure. If Your Product had an Original Purchase Price of at least RM1400, We will protect You against these faults until the expiry date of Your Plan, or until Your Product is replaced with a new

product. Refer to Termination Clause. If Your Product had an Original Purchase Price of less than RM1400, We will always endeavour to replace Your Product with a new product rather than repair. The maximum amount payable by Us under Your Plan will in all cases not exceed the Original Purchase Price of Your Product. Parts used for repairs to factory specifications may be new or refurbished and is determined at Our sole discretion.

REPLACEMENT TERMS

If Your Product had an Original Purchase Price of at least RM1400 and it is not economical for Us to repair Your Product, to be determined at Our sole discretion, We may replace Your Product with a new product that is nearest to the original Product technical specifications. In the event that We choose to replace Your Product, We will take into account the features and specifications of the original Product and the availability of the technology. The value of the replacement product, as measured by the current selling price, shall not exceed the Original Purchase Price You paid for Your Product. Due to changes in product technology and availability, the replacement product We supply may have a lower selling price and is not limited to the manufacturer or brand of Your original Product. Replacement price differences, if any, will not be refunded in any form. If We cannot repair Your Product or offer a suitable replacement, We may give You a store credit that is valid for 2 weeks. The value of any store credit that We give You is at Our sole discretion and will not exceed the Original Purchase Price of Your Product. The decision to repair, replace or offer a store credit is always determined at Our sole discretion.

If Your Product had an Original Purchase Price of less than RM1400 and We cannot offer a suitable replacement, We may give You a store credit that is valid for 2 weeks. The value of any store credit that We give You is at Our sole discretion and will not exceed the Original Purchase Price of Your Product. The decision to replace or offer a store credit is always at Our sole discretion. If Your Product is replaced or a store credit is given, then this shall **constitute fulfilment of this Plan and the faulty item will become Our property and must be returned to us.**

PRODUCT FAILURES

If Your Product had an Original Purchase Price of at least RM1400, and Your Product has had 2 qualified service repairs under Your Plan and requires a 3rd qualified service under Your Plan during the Term, We will replace Your Product, subject to the Replacement Terms above.

If Your Product had an Original Purchase Price of less than RM1400, We will replace Your Product the first time it fails, subject to the Replacement Terms above.

FREIGHT

If Your Product requires servicing under Your Plan, We will cover freight both to and from Our designated service centre where: (a) Your Product is non-portable; and (b) Your Manufacturer's Warranty states on-site service; and (c) We are unable to provide on-site service. An example of items on which freight would be covered include, but is not limited to, washers, dryers and fridges. If the breakdown is not covered by Your Plan, You will be charged for the freight cost. If Your Product is portable, You are required to take Your Product to the designated service centre.

FOOD SPOILAGE

If Your Product is a fridge or freezer, under Your Plan We will cover You up to a value of RM250 for any food spoilage that might occur as a result of a defect as stated in the coverage section. You will be required to supply proof of Your Loss.

AVAILABILITY OF SERVICE

We always try to complete repairs in the shortest amount of time possible. However, We are not responsible for delays caused by factors beyond our control such as delays in the availability of parts.

INTERNATIONAL COVERAGE

Your Product is covered by Your Plan in any country where a Harvey Norman, Domayne or Joyce Mayne store exists. These Countries include: Singapore, Malaysia, Australia, New Zealand, Ireland, Slovenia & Croatia.

Discounted Cooking Appliance

Your Product Care entitles You to purchase from Us, one cooking appliance, for a price equivalent to 15% off the normal price advertised by Us in respect of that cooking appliance. The discount cannot be used in conjunction with any other discount, offer or promotion. You are eligible to claim for Your cooking appliance discount anytime from Your Original Date of Purchase until the end of the Term.

Discounted Coffee Machine

Your Product Care Plan entitles You to purchase from Us, one coffee machine, for a price equivalent to 10% off the normal price advertised by Us in respect of that coffee machine. The discount cannot be used in conjunction with any other discount, offer or promotion. You are eligible to claim for Your coffee machine discount anytime from Your Original Date of Purchase until the end of the Term.

Discounted Air-Conditioning Appliance

Your Product Care entitles You to purchase from Us, one air-conditioning appliance, for a price equivalent to 10% off the normal price advertised by Us in respect of that air-conditioning appliance. The discount cannot be used in conjunction with any other discount or offer or promotion. You are eligible to claim for Your air-conditioning appliance discount anytime from Your Original Date of Purchase until the end of the Term.

Discounted Laptop Bag, Slip Case or Backpack

Your Product Care entitles You to purchase from Us, one laptop bag or backpack, for a price equivalent to 15%

off the normal price advertised by Us in respect of that laptop bag or backpack. The discount cannot be used in conjunction with any other discount or offer or promotion. You are eligible to claim for Your laptop bag or backpack discount anytime from Your Original Date of Purchase until the end of the Term.

Discounted 3rd Party Phone or Tablet Accessory

Your Product Care entitles You to purchase from Us, one 3rd party phone or tablet accessory, for a price equivalent to 15% off the normal price advertised by Us in respect of that 3rd party phone or tablet accessory. The discount cannot be used in conjunction with any other discount or offer or promotion. You are eligible to claim for Your 3rd party phone or tablet accessory discount anytime from Your Original Date of Purchase until the end of the Term.

Discounted Connected Fitness and Health Product

Your Product Care entitles You to purchase from Us, one Connected Fitness and Health Product, for a price equivalent to 10% off the normal price advertised by Us in respect of that Connected Fitness and Health Product. The discount cannot be used in conjunction with any other discount or offer or promotion. You are eligible to claim for Your Connected Fitness and Health Product discount anytime from Your Original Date of Purchase until the end of the Term. Please note, this discount is NOT applicable to any Apple product.

Discounted Computer and Communications Accessory

Your Product Care entitles You to purchase from Us, one Computer and Communications Accessory, for a price equivalent to 10% off the normal price advertised by Us in respect of that Computer and Communications Accessory. The discount cannot be used in conjunction with any other discount, offer or promotion. You are eligible to claim for Your Computer and Communications Accessory discount anytime from Your Original Date of Purchase until the end of the Term.

Discounted Printer Consumables

Your Product Care entitles You to purchase from Us, one full set of Printer Ink or Toner, for a price equivalent to 5% off the normal price advertised by Us in respect of that one full set of Printer Consumables. The discount cannot be used in conjunction with any other discount, offer or promotion. You are eligible to claim for Printer Consumables discount anytime from Your Original Date of Purchase until the end of the Term.

Redeem 50 prints at no additional cost

Under Your Product Care, You are eligible to claim 50 6"x4" photo quality prints during the term of Your Product Care. All 50 Prints to be redeemed at the same time.

Exercising rights and entitlements

To exercise Your rights and entitlements under Product Care, You will be required to present Your Original Documents, and photo identification to Us. The Original Documents must include Your Product and Product Care. Upon our provision of the entitlements to You, this brochure will be noted by Us as satisfying the entitlement.