

Enjoy..



Extended Care

[JB HI-FI]

JB Hi-Fi Group Pty Ltd ACN 093 114 286

May 2016

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 for 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. Goods purchased from JB Hi Fi also come with a JB Hi-Fi Voluntary Warranty* which is intended to provide you with remedies which are consistent with your rights under the ACL. Your JB Hi-Fi Voluntary Warranty and your ACL rights generally provide protection longer than the standard manufacturer’s warranty **without** the need for any extended warranty.

Product Category	JB Hi-Fi Minimum Voluntary Warranty Period*
a. Electrical Items under \$500	1 Year (from date of Purchase)
b. Computers over \$500	2 Years (from date of Purchase)
c. Electrical Items over \$500 excluding b.	2 Years (from date of Purchase)
d. Electrical Items over \$2000 excluding b.	2.5 Years (from date of Purchase)
e. Electrical Items over \$4000 excluding b.	3.5 Years (from date of Purchase)

*For full terms and conditions refer to our Refunds and Warranties, “Understanding Your Rights” brochure. In some circumstances your rights under the ACL may last longer than this.

In addition to your JB Hi-Fi Voluntary Warranty, JB Hi-Fi wants to ensure that you can enjoy many years of trouble free ownership of your purchase for a longer period than your ACL rights are likely to provide, which is why JB Hi-Fi is delighted to offer **JB Hi-Fi Extended Care**.

There are 2 types of JB Hi-Fi Extended Care Plans covering mechanical or electrical failure: **Replacement Cover** Plans and **Repair Cover** Plans. Replacement Cover Plans are only available for certain goods costing \$1,000 or less, provide a one-off **replacement** of your purchase and cover commences 12 months after the date of purchase, or upon expiry of the original manufacturer’s warranty, whichever occurs later. Repair Cover Plans are available on most goods, provide a **repair** of your purchase and cover commences upon the expiry of the JB Hi-Fi Minimum Voluntary Warranty Period shown opposite or expiry of the original manufacturer’s warranty, whichever occurs later.

Extended Care Plans		
	Replacement Cover Plan*	Repair Cover Plan*
Purchase Price of Item Covered	Up to Individual Product Limits with a Maximum of \$1000	Subject to Individual Product Limits
Notable Items for which a Plan is NOT available	Whitegoods, Air Conditioners, Mobile Phones	Air Conditioners, Mobile Phones
Cover cannot expire later than	Maximum of 4 years from date of Purchase [#]	Whitegoods - 6 years from the date of purchase Other goods – maximum of 5 ½ years from date of purchase (less for some products)
Commencement of Cover occurs at later of expiry of manufacturers warranty or:	12 Months from date of Purchase	Expiry of JB Hi-Fi Minimum Voluntary Warranty Period
Period of extended cover Some product exclusions apply to some periods of cover	2 Years [#]	2, 2.5, 3, 3.5 or 4 Years
Type of Cover for Mechanical or Electrical Failure	Replacement	Repair
What type of Failure cause is Not Covered	Failures due to Accidental Damage, User Misuse or Commercial Usage (see full Terms and Conditions for other exclusions and limitations)	

*The summary above is subject to the full Terms & Conditions of the Extended Care Agreement. See page 8.

[#]Cover Expires upon first replacement or payment.

In addition to the additional period of cover, JB Hi-Fi Extended Care includes the following features:



15 DAY FREE LOOK:
Consider the Plan benefits for free for 15 days from the original date of purchase.



TRANSFERABILITY:
Your product is covered for the entire length of the Plan. Sell the product and you can transfer the Plan to the new owner.



TECHNICAL ASSISTANCE:
From the original date of purchase. Contact us for free technical product support Monday to Friday 9am-5pm (EST).



REASONABLE WEAR & TEAR:
Sometimes products just don't last as they're expected to - that's why we've got this covered too.



WORLDWIDE COVER:
Travelling outside Australia with a portable device? We cover your product no matter where it is in the world.

Repair Cover Plans also include the following features:



REPAIR PERIOD GUARANTEE:
If your product is not fixed within 30 days we will replace it.



NO LEMON GUARANTEE:
If your product requires more than three separate and distinct repairs under your Plan, we'll replace it.



LOAN PRODUCT:
Ask us for a loan product, if yours is with us for repair for longer than 10 working days.



FREIGHT/DELIVERY:
We'll arrange collection and delivery at our expense, if you're further than 25km away from our approved repairer, or your product weighs more than 7kg.



FOOD SPOILAGE:
Fridge or freezer failed? We'll reimburse you for loss of food for approved claims (up to \$200).



LAUNDRY COSTS:
We'll reimburse your laundry costs if your product is a clothes washer or dryer whilst your machine is being repaired (up to \$200).

Some of the features above may be available to you under the ACL for the period that your ACL rights apply to.

SUMMARY OF THE CONSUMER'S RELEVANT RIGHTS AND REMEDIES UNDER THE ACL

The Australian Consumer Law ("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 (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, given factors including the cost and quality of the goods, the use made of the goods or any representation made by the supplier or manufacturer. Consumer Guarantees may continue even at the expiry of the Manufacturer's warranty for the goods or this Extended Care Plan. 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 or your state/territory fair trading body.

THE ACCC'S CONTACT DETAILS

Australian Competition and Consumer Commission : 1300 302 502
Indigenous Infoline: 1300 303 143
www.accc.gov.au

ADDITIONAL BENEFITS UNDER THE EXTENDED CARE PLAN NOT AVAILABLE UNDER THE ACL

We appreciate that you may want the certainty of knowing that if products you buy are faulty they are covered for a specific time period.

When you purchase the Extended Care Plan, you are obtaining certainty as to the period of coverage and the remedy you will receive and the convenience of having the repair and/or the replacement process managed for you by the Extended Care administrator under the Plan.

You will be entitled to the benefits set out below that are not available under the ACL, subject to the terms of your Plan:

- Certainty as to the exact period of cover
- Convenience of having experienced operational and technical staff to manage the repair and/or replacement process
- Specified days for repair time guarantee
- Availability of a loan product
- Toll Free technical assistance

A COMPARISON OF ACL RIGHTS AND REMEDIES AND THE FEATURES PROVIDED BY THE EXTENDED CARE PLAN

The following table is a summarised comparison of Consumer Guarantees and the protections offered by this Extended Care Plan. Please note that this table is a summary only and is not a substitute for obtaining legal advice on the ACL and reading the full Terms and Conditions of the Extended Care Plan contained in this document, as certain limitations and exclusions apply in certain circumstances, including an exclusion if you fail to use your appliance in accordance with the manufacturer's care instructions or if the appliance 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 a manufacturer under a manufacturer's warranty.

*The summary above is subject to the full Terms & Conditions of the Extended Care Agreement. See page 8.

Protection	ACL rights and remedies	Benefits of the Extended Care Repair Cover plan	Benefits of the Extended Care Replacement Cover plan
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'. This includes protection against defects such as mechanical or electrical failure.	Protection against mechanical or electrical failure	Protection against mechanical or electrical failure
How long does the protection against defects last?	A reasonable period from the date of delivery until the defect becomes apparent. What is reasonable will depend on the circumstances including nature of the goods, the price, the way it is used and any statements or representations made about the goods. In certain circumstances, taking into account the factors listed above, this reasonable period may cover the period of time that protection is available under the Extended Care Plan.	The number of years (beyond the manufacturer's warranty and the JB Hi-Fi Minimum Voluntary Warranty Period) shown in row E of the table on the back of this brochure	The number of years (beyond the first 12 months from the date of purchase, or the expiry of the manufacturer's warranty if the manufacturer's warranty is for longer than 12 months) shown in row E of the table on the back of this brochure
What remedies are available if the product is defective?	Repair, refund, replacement and/or damages for consequential loss. The exact remedy will depend on the specific circumstances.	Automatic repair or replacement if the product is uneconomical to repair. No Lemon Guarantee – Automatic replacement if your product requires more than 3 repairs	Automatic Replacement to a maximum of the original purchase price
Who is obliged to provide the remedy for a defective product	JB Hi-Fi (if seeking a repair, refund or replacement; or claiming damages). Manufacturer (if claiming damages).	JB Hi-Fi via Extended Care Administrator 1800 621 761	JB Hi-Fi via Extended Care Administrator 1800 621 761
Cost of coverage	No cost	The cost of the Plan	The cost of the Plan
Is a Technical Assistance Helpline available to help with my product	Not required under the ACL but some suppliers and manufacturers do provide a helpline.	Yes	Yes

Protection	ACL rights and remedies	Benefits of the Extended Care Repair Cover plan	Benefits of the Extended Care Replacement Cover plan
Is a loan product available whilst my product is being repaired	No. However, if you decide to organise and obtain a loan product from a rental company or other company, the cost you incur may, in certain circumstances, be recoverable as a consequential loss caused by the defect.	Yes, a loan product will be provided if the repair period takes longer than 10 days	Not applicable as product is replaced
Is there a guarantee that any repair will be carried out in a reasonable time?	The product must be repaired within a reasonable time or you are entitled to a replacement or a refund	Your product will be replaced if repair takes longer than 30 days	Not applicable as product is replaced
What happens if I receive a remedy for a defective product?	Any repaired product continues to be covered. Any replacement product will also be covered	Any repaired product continues to be covered.	If you receive a replacement product or payment the Extended Care Plan ends
Food Spoilage	Entitled to compensation for consequential loss caused by the defect, which may, in certain circumstances, include food spoilage.	Up to \$200 for food spoilage caused by the failure	Up to \$200 for food spoilage caused by the failure
Laundry Costs	Entitled to compensation for consequential loss caused by the defect, which may, in certain circumstances, include laundry costs.	Up to \$200 if the appliance can't be used and the failure extends for more than 7 days	Not applicable as product is replaced

JB Hi-Fi Group Pty Limited Extended Care Agreement AUSTRALIAN CONSUMER LAW

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. Your rights under the ACL exist independently of this Extended Care Agreement.

EXTENDED CARE PLAN

Congratulations on purchasing Your new lifestyle product and electing to protect Your Product with this Extended Care Plan. This Extended Care Plan is not an insurance policy, nor are We insurers. The Plan is a warranty and service product supplied by Us in respect of products We sell. This Plan is provided by JB Hi-Fi Group Pty Limited ABN 37 093 114 286 (Level 4, Office Tower 2, Chadstone Place, Chadstone Shopping Centre, 1341 Dandenong Road, Chadstone VIC 3148, Tel 03 8530 7333). JB Hi-Fi Group Pty Limited has entered into a separate indemnity and administration agreement with WFI Insurance Limited ABN 24 000 036 279 (GPO Box 1465, Brisbane QLD 4001) (the "Administrator"). WFI Insurance Limited is backed by IAG, Australia's largest general insurer. Please ensure that You keep Your original purchase receipt and/or Tax Invoice to describe and validate Your purchase of both Your Product and this Extended Care Plan. These documents constitute proof of the purchase of this Extended Care Plan. In the event of a claim these documents may need to be produced. The extended care code/s listed on Your tax invoice supplied by the retail store will specify the term of Your cover. **For Replacement Cover Plans, cover commences 12 months after the Original Purchase Date, or upon expiry of the Manufacturer's Warranty, whichever occurs later. For Repair Cover Plans, cover commences at the expiration of JB Hi-Fi's Minimum Voluntary Warranty Period described on Page 2 of this brochure or the expiration of the original Manufacturer's Warranty, whichever occurs later. Please refer to paragraph 'Period of Cover' below for further information. A separate Extended Care Plan must be purchased for each product. If You have purchased more than one product on the same purchase receipt, then this Extended Care Agreement will only cover the product specifically described on the purchase receipt and/or tax invoice as being covered by an Extended Care Plan with a separate itemisation of its cost.**

WHAT IS COVERED

In the event of Your Product suffering a Mechanical or Electrical Failure, We will pay for parts, labour and service call out fees^a required for Your Product to be repaired to normal working order, subject to the terms and conditions of this Extended Care Agreement. Your Extended Care Plan applies in addition to any existing warranty included in the Original Purchase Price for Your Product or insurance applicable. However, Your Extended Care Plan will not apply to the extent Your Product is otherwise covered and able to be claimed under a Manufacturer's Warranty or JB Hi-Fi's Voluntary Warranty applicable to Your Product (see the 'Period of Cover' section for further details).

The maximum amount payable by Us under this *Extended Care Agreement* will be the Original Purchase Price of Your Product (inclusive of GST) per claim. Refurbished parts may be used to repair goods.

All parts used (whether new or refurbished) will have the benefit of a minimum guarantee period regardless of how much cover is remaining on Your Product at the time of the repair.

In the case of Your Product being covered by a Replacement Cover Plan, We will always replace with a new product rather than repair. Payment to You or replacement of Your Product shall constitute fulfilment of our obligations to You under this Extended Care Agreement and cover will not transfer to a new product.

"We will pay for any service call out fees subject to any exclusions or limitations in the manufacturer's conditions and/or the manufacturer's service area limitations.

REASONABLE WEAR AND TEAR

As well as any Mechanical or Electrical Failure resulting from a manufacturing defect, Your Product is also covered for a Mechanical or Electrical Failure arising from reasonable wear and tear that:

- develops during use of Your Product;
- arises solely from the normal and intended use of Your Product; and
- is not the result of any external influence such as physical impact, electrical surge or liquid penetration.

FOOD SPOILAGE

If You have a Repair Cover Plan and Your Product is a fridge or freezer we will reimburse You up to \$200 (inclusive of GST) for food spoiled as a result of a Mechanical or Electrical Failure.

LAUNDRY COSTS

If You have a Repair Cover Plan and Your Product is a clothes washer or clothes dryer, we will reimburse You up to \$200 (inclusive of GST) for laundry costs you incur as a result of a Mechanical or Electrical Failure which renders Your Product inoperable for a period of greater than 7 working days (excluding the time You take to manage your obligations during the claim process) commencing from the time We have been notified by You of the Product failure. Receipts for laundry costs must be submitted to support Your claim.

ENTERTAINMENT BENEFIT

If Your product is a TV with a purchase price greater than \$1,000, You have a Repair Cover Plan, and the repair takes longer than 10 days from the time of assessment, We will provide you with four (4) movie vouchers upon request, provided you have not and do not utilise the loan product option under this Extended Care Agreement.

REPAIR PERIOD GUARANTEE

If You have a Repair Cover Plan and Your Product is not working, is the subject of a valid claim and is to be repaired under this Extended Care Agreement, We aim to have the repair completed within the minimum time practicable. If Your repair takes longer than 30 days, We will replace Your Product in accordance with the replacement conditions detailed under the section headed Replacement Terms. The 30 Day Repair Guarantee commences from:

- the date upon which the repairer receives Your Product; and ends on;
- the date upon which the repairer sends to You or makes available Your product, having completed repairs.

Any period where You are unavailable for product pickup or delivery will not form part of the 30 Day Repair Guarantee. This benefit will only apply to repairs completed in Australia.

REPLACEMENT TERMS

If You have a Repair Cover Plan, at Our sole discretion, We may replace Your Product with a new product as determined by Us when Your Product is not economically repairable or repair costs exceed the Original Purchase Price of Your Product, regardless of the original manufacturer's policy on replacement. If Your Product is covered by a Replacement Cover Plan under this Extended Care Agreement, We will always aim to replace with a new product rather than repair subject to a satisfactory inspection to confirm that the fault is covered by Your Plan. For goods costing less than \$500 this assessment will be carried out on the phone and in-store. For goods costing over \$500 the assessment will be carried out by the Administrator's authorised repair agent. The replacement product shall be equivalent in specifications to Your original product and the cost shall not exceed the Original Purchase Price You paid for Your Product. Due to changes in product technology and availability, the replacement product We supply may have a lower selling price and is not limited to the original manufacturer brand of Your original product. Replacement price differences, if any, will not be refunded. When a replacement product is not available we may provide a store credit or JB Hi-Fi gift card, up to the Original Purchase Price of Your Product in lieu of a replacement item. Payment to You, replacement of Your Product or issue of a store credit or JB Hi-Fi gift card shall constitute fulfilment of this Extended Care Agreement.

NO LEMON GUARANTEE

If You have a Repair Cover Plan and Your Product has been the subject of three separate and distinct repairs that are covered and claimed under the Plan's Period of Cover and a further repair is required, We will replace Your Product after an assessment has been made by Our authorised service centre that Your Product is suffering a fault covered by the Extended Care Plan.

FREIGHT/DELIVERY

If You live within 25km of one of Our designated approved repairers and the Product is less than 7kg in weight (e.g. TVs smaller than 32") You will need to take Your Product to that repairer and pick up the replacement or repaired item at Your own cost. If You are unable to do this please contact Our Administrator, WFI Insurance Limited on 1800 621 761 (0800 454 082 in New Zealand). If You live further than 25km from the designated approved repairer or Your Product is greater than 7kg in weight (eg: 32" TVs and above) We will, at Our cost, arrange for the transport of Your Product to and from one of Our designated approved repairers. If You live in an area which is not reasonably accessible from a capital city or regional city, You must provide Us with any assistance reasonably requested by Us to facilitate such transport.

LOAN PRODUCT

If You have a Repair Cover Plan and Your Product is not working and is the subject of a valid claim under this Extended Care Agreement, We will make available to You upon request, a loan product for use during the repair period, if the repair is likely to take longer than 10 working days from the date upon which the repairer receives Your Product. The loan product may not necessarily be the same size, brand or have the same specifications as Your Product and may be of a portable nature. You must maintain the loan product in good condition and You will be responsible for any damage to the loan product. We will deliver the loan product to You free of charge if delivery is to an address within a 25km radius of a JB Hi-Fi store.

For deliveries outside of a 25km radius of a JB Hi-Fi store, You will need to make arrangements to collect the loan product. If you wish to utilise a loan product you will need to make arrangements with our Administrator, WFI Insurance Limited (on 1800 621 761) when arranging Your repair.

WHAT IS NOT COVERED

- Unauthorised repair/s.
- Defects or design faults that are covered by the manufacturer or distributor whether or not through the process of a product recall.
- Use of Your Product for commercial purposes.
- Consequential losses of any type including any loss of profits, revenue, data, goodwill or reputation.
- Damage to other goods or property.
- Costs incurred where no Mechanical or Electrical Failure is identified.
- Normal maintenance costs.
- Any exclusions outlined in the Manufacturer's Warranty.
- Mechanical or Electrical Failures of Your Product caused by:
 - negligence;
 - Accidental misuse, deliberate misuse or unauthorised alterations;
 - liquid penetration;
 - infestations of vermin, pests or insects;
 - cosmetic damage;
 - Accidental damages from any cause; or
 - rust or corrosion.
- Mechanical or Electrical Failures of Your Product covered by a product recall.
- Repairs to any:
 - consumables including but not limited to batteries, fuses, filters, bulbs or lamps;
 - software, data or removable data mediums caused by the Mechanical or Electrical Failure of Your Product.This includes firmware upgrades and malfunctions caused by virus.

If Your Product is covered by a Replacement Cover Plan, and a standalone component of Your Product fails (eg a remote control) we will replace only that standalone component.

PERIOD OF COVER Repair Cover Plans

Whitegoods Repair Codes	Coverage Under Extended Care Plan (subject to the limits set out below*)
6Y1000, 6Y2000	4 Years
6Y3000, 6Y4000	3.5 Years
6Y6000, 6Y10000, 6Y15000	2.5 Years
Other Repair Codes (non-Whitegoods)	Coverage Under Extended Care Plan (subject to the limits set out below*)
2EW	2 Years
3EW	3 Years

For Repair Cover Plans cover commences at the expiration of JB Hi-Fi's Minimum Voluntary Warranty Period described on Page 2 of this brochure or the original Manufacturer's Warranty, whichever occurs later for Your Product. If Your Product is replaced by the manufacturer or by JB Hi-Fi before Your Extended Care Plan cover commences, your Extended Care Plan cover will still commence as set out above (i.e. at the expiration of JB Hi-Fi's Minimum Voluntary Warranty Period described on Page 2 of this brochure or the original Manufacturer's Warranty, whichever occurs later for Your original Product).

***Please note:**

• for 2EW and 3EW, you cannot purchase a Plan if the period of cover under the Plan, when combined with the period of coverage of the Manufacturer's Warranty and/or JB Hi-Fi's Minimum Voluntary Warranty Period before your Extended Care cover commences, exceeds 5½ years from Original Date of Purchase. For example, if Your Product has a Manufacturer's Warranty of 3 years, You should not be sold an Extended Care Plan with a period of coverage greater than 2½ years (because of the 5½ year limitation from the Original Date of Purchase referred to above). For some products the limit may be less than 5½ years.

• for the Whitegoods repair codes listed above, you cannot purchase a Plan if the period of cover under the Plan, when combined with the period of coverage of the Manufacturer's Warranty and/or JB Hi-Fi's Minimum Voluntary Warranty Period before your Extended Care cover commences, exceeds 6 years from Original Date of Purchase. For example, if Your Product has a Manufacturer's Warranty of 3 years, You should not be sold an Extended Care Plan with a period of coverage greater than 3 years (because of the 6 year limitation from the Original Date of Purchase referred to above). If You are mistakenly sold an Extended Care Plan with a period of coverage which (when combined with the period of coverage of the Manufacturer's Warranty or JB Hi-Fi's Minimum Voluntary Warranty Period for Your Product before your Extended Care cover commences) expires after the relevant limit, please contact your nearest JB Hi-Fi store or Our Administrator (WFI Insurance Limited) on 1800 621 761 to arrange a refund of the excess cost of your Extended Care Plan over the cost of an Extended Care Plan with the longest period of coverage which (when combined with the period of coverage of the Manufacturer's Warranty or JB Hi-Fi's Minimum Voluntary Warranty Period for Your Product before your Extended Care Cover commences) does not extend beyond the relevant limit.

Replacement Cover Plans

- Code RPL2EW = 2 (two)* year Replacement Cover
- Code 2RPL2EW = 2 (two)* year Replacement Cover (subject to the limits set out below*)

For Replacement Cover Plans cover begins twelve (12) months after the Original Date of Purchase or upon the expiry of the original Manufacturer's Warranty for Your Product, whichever occurs later. If Your Product is replaced by the manufacturer or by JB Hi-Fi before your Extended Care Plan cover commences, Your Extended Care Plan cover will still commence as set out above (i.e. twelve (12) months after the Original Date of Purchase or upon the expiry of the original Manufacturer's Warranty, whichever occurs later for Your original Product).

***Please note for Replacement Cover you cannot purchase a Plan if the period of cover under the Plan, when combined with the period of coverage of the Manufacturer's Warranty and/or JB Hi-Fi's Minimum Voluntary Warranty Period before your Extended Care cover commences, exceeds 4 years from Original Date of Purchase.**

COVER OUTSIDE AUSTRALIA

If Your Product is of a portable nature (e.g. a camera, notebook computer or tablet) it is covered worldwide while you are travelling and whilst it is in Your possession. However You may be required to locate a suitable and convenient repairer if outside Australia or New Zealand. You may be required to pay for repairs while outside Australia or New Zealand, and seek reimbursement. Whilst overseas please note the following e-mail address for assistance RescueCrew@iag.com.au

HOW TO MAKE A CLAIM

If You have a problem with Your Product which is not covered by Your Extended Care Plan, please contact one of Our stores or the manufacturer. Contact information for the manufacturer can be found in the warranty and support section in the initial warranty card provided when You purchased Your Product. If You are claiming under this Extended Care Plan, You can lodge Your claim by calling Our Administrator, WFI Insurance Limited on **1800 621 761 (0800 454 082 in New Zealand)** Monday to Friday 8am to 6pm AEST, who will assist You with Your claim. Claims must be made prior to the expiration of this Extended Care Plan. The address for claims correspondence is GPO Box 1465, Brisbane 4001. Claims will not be handled where You have arranged repair or replacement without first lodging and gaining approval of a claim. Ensure You have Your original purchase receipt and/or tax invoice available. Your claim must be lodged by the customer whose name is shown on the purchase receipt and/or tax invoice and/or any other parties authorised by the owner in writing (see Transferability section below).

We'd love to hear your thoughts on how We could improve Our products and services. If at any time You would like to provide feedback please email RescueCrew@iag.com.au

BACK UP OF DATA

Please note that where Your Product is capable of retaining user-generated data, the repair of Your Product under Your Extended Care Plan may result in loss of the data. We recommend You back-up your data. User-generated data includes, for example, files on a computer hard drive, telephone numbers stored on a mobile telephone, songs stored on a portable media player or games saved on a games console.

TOLL FREE – TECHNICAL ASSISTANCE

From the day that you purchase your Extended Care Plan (including prior to commencement of your cover) until expiry of your cover, We will provide You with advice on technical problems in relation to Your Product during normal business hours (Monday to Friday 9am-5pm AEST). You can access this benefit by phoning Our Administrator, WFI Insurance Limited on **1800 008 104** (Toll Free in Australia). For computers/notebooks and printers, the technical support is limited to advice in relation to technical problems with hardware (the computer/notebook or printer itself) and/or the software supplied with the Product when purchased or installed prior to purchase by the manufacturer. Manufacturer installed software includes, but is not limited to:

- Anti Virus software
- Operating System (eg Windows or Mac OS)
- Manufacturer hardware related software

We will outsource the advice service to suitably qualified technicians according to product type. The advice You receive will be based on the latest technical knowledge available at the time, but will not include the engagement of other parties to carry out work or conduct further testing.

TRANSFERABILITY

This Extended Care Agreement can be transferred to a new owner on the sale or gifting of Your Product provided written advice from You is forwarded to Our Administrator within 7 (seven) days of the transfer of ownership of Your Product. Please call Our Administrator, WFI Insurance Limited on **1800 621 761 (0800 454 082 in New Zealand)**, Monday to Friday 8am to 6pm AEST, for further details.

PRIVACY STATEMENT

We comply with the Privacy Act 1988 (Cwth) (as amended). The information We collect will be used for the purpose of providing this Extended Care Plan to You, including:

- evaluating Your application for Extended Care Plan cover;
- setting the cost of providing the Extended Care Plan; and
- properly administering repairs for faulty products.

Further information regarding Our practices in relation to handling personal information is contained in JB Hi-Fi's Privacy Policy, which is available from our website (www.jbhifi.com.au). By purchasing an Extended Care Plan, you agree to Our Privacy Policy. To provide these services, it will be necessary for Us to disclose Your personal information to Our Administrator (WFI Insurance Limited), the manufacturer of the product and/or a repairer. Your personal information will not be disclosed by Us for any other purpose, without Your consent, except where permitted or required by law. Our Administrator, WFI Insurance Limited will also collect your personal information in the course of administering Your Extended Care Plan. Information about WFI Insurance Limited's practices in relation to handling personal information is contained in its Privacy Policy, which is available by contacting the Administrator on 1800 621 761.

WFI Insurance Limited is likely to disclose any personal information which You provide to it when you call any of the phone numbers listed in this Extended Care Agreement to staff and/or contractors in South Africa for claims lodgement purposes. If you agree to receive and/or complete a customer satisfaction survey, WFI Insurance Limited is likely to disclose any personal information which You provide to it to staff and/or contractors in New Zealand.

15-DAY FREE LOOK

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

Subject to any rights that You have which cannot be excluded by law (including without limitation pursuant to the Australian Consumer Law), this Extended Care Agreement cannot be cancelled after the 15-Day Free Look Period.

DEFINITIONS

Accident or Accidental: means a sudden, external and specific event which is unforeseen or unintended by You and which occurs at an identifiable time and place.

Manufacturer's Warranty: means any express warranty given by the manufacturer applicable to the sale of Your Product for a specific period of time after the purchase of Your Product and for the avoidance of doubt, does not include any consumer guarantees under the Australian Consumer Law.

Mechanical or Electrical Failure: means a sudden or unforeseen failure of Your Product arising from a mechanical or electrical fault, including as a result of normal wear and tear and normal deterioration. It does not include any failure otherwise excluded by the Extended Care Agreement such as intentional or wilful damage.

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

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

Repair Cover Plan: means an Extended Care Plan with any of the following codes: 2EW; 3EW; 6Y1000; 6Y2000; 6Y3000; 6Y4000; 6Y6000; 6Y10000; and 6Y15000.

Replacement Cover Plan: means an Extended Care Plan with any of the following codes: RPL2EW and 2RPL2EW.

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

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

We, Us, Our: means JB Hi-Fi Group Pty Ltd ACN 093 114 286.

Whitegoods: means ovens, cooktops, rangehoods, upright cookers, fridges, freezers, washers, dryers and dishwashers.

SALESPERSON TO COMPLETE THE FOLLOWING

1. COMPLETE & SIGN THIS DECLARATION BELOW

2. ATTACH JB HI-FI REFUND & WARRANTIES

“Understanding your Rights” BROCHURE HERE

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

Replacement Plan? (YES/NO)		NO = Repair Cover Plan.
A. Original Purchase Date	/ /	
B. Manufacturer Warranty Expires	/ /	
C. JB Hi-Fi Minimum Voluntary Warranty Period Expires	/ /	See table on page 2. Leave blank for Replacement Cover Plan
D. Extended Care Cover Commences	/ /	For Replacement Cover Plans, the later of B and 12 Months after A. For Repair Cover plans, the later of B and C.
E. Extended Care Period	Yrs	Refer to Year Code
F. Extended Care Cover Expires	/ /	D plus E. Expiry date for Replacement Cover Plans cannot be more than 4 years after A. Expiry date for Repair Cover Plans cannot be more than: (i) for Whitegoods, 6 years after A; and (ii) for other products 5½ years after A (less for some products as shown on salesperson's Rate Card).

Salesperson Signature

Customer Signature

ATTACH CUSTOMER RECEIPT HERE

CUSTOMER HELPLINE: 1800 621 761