

Extended Warranty



Peace of Mind & an extra 2 years warranty for only 10%*

*Min \$30 cost & up to maximum of 4 years coverage.

Underwritten by



warehouse stationery

Buy with confidence

Longer coverage

Our warranty covers you for an additional two years after manufacturer's warranty expires. Should something go wrong, you're covered.

Commercial use

Our warranty provides cover for the commercial use of your purchase, so if it's used in your office you are covered.

Low cost

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

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 Manufacturer's Warranty will be enforceable under law
- Goods will be delivered at a time or within a period agreed

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 within 7 days or issue you a gift voucher as long as no claim has been made.

Warrantor's Details

Warehouse Stationery Ltd
26 The Warehouse Way
Northcote
Auckland
0800 222 246
info@stationery.co.nz

Full Terms and Conditions

A full copy of terms and conditions is available upon request or can be viewed on our website:
www.warehousestationery.co.nz/warrantiesmadeeasy

What our extended warranty can offer you

	Features and Benefits	Manufacturer's Warranty [†]	Consumer Guarantees Act [‡]	Warehouse Stationery Cover
Timing	Period of cover	Generally 1 or 2 years from purchase	For a "reasonable" period	Yes - an additional two years from the expiry of the Manufacturer's Warranty up to a maximum of 4 years.
Base Benefit	"Lemon" Guarantee	No	Yes - dependent on specific circumstances	Yes - an additional two years from the expiry of the Manufacturer's Warranty up to a maximum of 4 years.
Additional Benefits from Day 1	Rights transferable on private sale	Yes	Yes - first sale only	Yes - multiple transfers, when we are advised.
	Commercial Use	No - unless allowed by Manufacturer's Warranty for limited time	Yes - if Act applies and is not contracted out of	Yes - limited cover available.
	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.
	Sulphur Damage	No	Maybe under limited circumstances	Yes
	Encapsulated or enclosed batteries	Yes	Yes - if Act applies	Yes
	Cooling off period	No	5 days	28 days

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 to 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. For further information and guidance please refer www.consumeraffairs.govt.nz/for-consumers/law/consumer-guarantees-act. [†]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 & labour costs incurred in respect of covered mechanical & electrical faults.
- Sulphur damage.
- International coverage. You can lodge a claim from most locations in the world & we can assist you.
- Lemon protection (as described below).
- Commercial & Business coverage with some limitations.
- Transfer the unexpired portion of this cover to a new owner.
- Battery cover for fully encapsulated or encased batteries, up to a maximum of 4 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 & until the expiry of the cover:

- Malfunction due to normal wear & tear.
- Damage from power surges or spikes (excluding lightning).

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'll automatically give you a similar replacement product (based on the like kind & quality, with nearest compatible features & benefits based on current technology), or offer a Warehouse Stationery Gift Card equal to the cost of the replacement product offered. Replacement products are not always available. If this is the case we will offer you a Warehouse Stationery Gift Card to the value of your original purchase.

Can I use my product 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.

With your Warehouse Stationery Warranty cover, most electrical or mechanical breakdowns are covered. Our cover commences at the conclusion of the Manufacturer's Warranty unless the benefit is in addition to the Manufacturer's Warranty. Your proof of purchase document will provide the details of the cover you have purchased & the term of the cover.

International Coverage

You can lodge a claim from anywhere in the world but the underwriter will require the product to be shipped to a nominated repair agent in New Zealand unless they have a repair agent in that country.

Help us help you

When you make your purchase make sure the details of both the cover type & 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 & we'll ensure you have the right information recorded.

*Please refer to page 9 for accidental damage information.

If a breakdown occurs

Firstly, review the manufacturer's product manuals & instructions as this will assist to pinpoint the issue & advise you how to remedy the failure. If the problem persists & the Manufacturer's Warranty period has expired please contact our claims administrator.

Our claims process

To log a claim with our administrator you will need your till receipt. Claims can be made online at www.nzclaim.com/warehousestationery (fastest) or by phone through the Service Centre between 8.30am & 7.00pm Monday to Friday, excluding public holidays on **0800 199 488**.

Our website provides links to the claims administrator's website which provides a 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 & send messages to the repairer & the claims administrator.
- Or phone the Service Centre between 8.30am & 7.00pm Monday to Friday, excluding public holidays on 0800 199 488.

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 & other charges & 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 & which can't be repaired, or if the Administrator chooses at their discretion not to repair it, we will either offer a similar replacement product (based on the like kind & quality, with the nearest comparable features & benefits based on current technology), or offer a Warehouse Stationery Gift Card equal to the cost of the replacement product offered. Replacement products are not always available. If this is the case we will offer you a Warehouse Stationery Gift Card to the value of your original purchase. Occasionally a reconditioned product may be supplied. Your cover ends when you make a claim under your cover protection & we replace the product or a gift card is provided.

Dispute Resolution Process

We are committed to handling any complaints about Our products or services efficiently and fairly. If You have a complaint about Our products or services You can contact Us 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

We are also a member of an independent dispute resolution scheme operated by Financial Services Complaints Limited (FSCL) and approved by the Ministry of Consumer Affairs. Your complaint will be referred to FSCL if we have reached a "deadlock" in trying to resolve it. FSCL's contact details are info@fscl.org.nz or telephone 0800 347 257. Full details of how to access the FSCL scheme can be obtained on their website www.fscl.org.nz. There is no cost to You to use the services of FSCL.

Warranty terms & conditions

Please read carefully

This Cover is provided by Warehouse Stationery 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 Warehouse Stationery Warranty does not constitute or create a contract of insurance between You and Us and any information regarding your Warehouse Stationery Warranty should not be construed as a contract of insurance. Our Warehouse Stationery Warranty 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 Warehouse Stationery Warranty program 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, willful 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 unauthorized 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 use 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; along with faults in any wiring, 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 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.

2. Transfer of Warranty

You may transfer the unexpired portion of the cover to a new owner. Please contact us on 0800 199 488 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 199 488 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 agent IUG and this cover is cancelled. Gift card means store cards redeemable for purchases at Warehouse Stationery stores nationwide.

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 for any reason whatsoever that this cover does not suit your needs, you may cancel your warranty by providing notice to Warehouse Stationery using contact details set out in this booklet 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 a Warehouse Stationery 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 199 488.

Definitions

Administrator - means International Underwriters Group whom 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 Tax Invoice, being a consumer home appliance or home electronics or computer equipment, which you purchased from us.

Exclusions - means the circumstances that are not covered by this 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

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.

We, Us, Our - means Warehouse Stationery 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.

Please attach your receipt here for safekeeping and ensure you read the information below



**Attach
here**

Your rights and remedies under Warehouse Stationery 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.

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 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 right 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

Warehouse Stationery Limited, 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 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.

Other services you may find helpful:

- ✓ Commercial Extended Warranties
- ✓ Business Insurance
- ✓ DIY Websites
- ✓ Human Resources Support
- ✓ Furniture Assembly
- ✓ Delivery
- ✓ And more available



WLS 1237

warehousestationery.co.nz