

2 Year Extended Warranty and 1 Year Accidental Damage Cover

For increased protection from drops,
knock and spills at a minimal cost



Underwritten by



warehouse
stationery

To make a claim log onto
www.nzclaim.com/warehousestationery
or phone 0800 19 94 88

Buy with confidence

Longer coverage

Our Extended Warranty covers you for an additional 2 years after manufacturer's warranty expires up to maximum of 4 years after purchase. Our Accidental Damage covers you for 1 year from initial purchase. Some additional benefits start from date of purchase.

Commercial use

In addition to normal domestic use our Extended Warranty and Accidental Damage provides cover for limited commercial use of your purchase.

Low cost

Our Extended Warranty plus Accidental Damage cost is only 15% of the purchase price or minimum of \$45.00. It's the same no matter what product you purchase.

Low excess

With Accidental Damage included in your warranty, you get 12 months protection with a super low excess of only \$75*. Compare that with your home or business contents excess and we're making it even more affordable to protect your electrical device.

Plus, no excess applies to warranty claims.

When can I purchase?

You can purchase an Extended Warranty within 30 days of original purchase. Accidental Damage Insurance can only be purchased at time of sale with a warranty.

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

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

Warrantor's Details

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

Full Terms and Conditions

A full copy of the terms and conditions are available upon request or at www.warehousestationery.co.nz/extendedwarranty

What our Extended Warranty and Accidental Damage Cover can offer you

	Features and Benefits	Manufacturer's Warranty†	Consumer Guarantees Act‡	Warehouse Stationery Ltd Cover
Timing	Period of cover	Generally 1 or 2 years from purchase	For a "reasonable" period	Yes - from expiry of manufacturer's warranty up to a maximum of 4 years
Base Benefit	"Lemon" guarantee	No	Yes - dependent on specific circumstances	Yes - from expiry of manufacturer's warranty up to a maximum of 4 years
Accidental Damage	12 months Accidental Damage	No	No	Yes, one claim only
Additional Benefits from day 1	Rights transferable on private sale	Yes	Yes	Yes - multiple transfers, when we are advised
	Commercial use	No - unless allowed by manufacturers warranty for limited time or under Sale of Goods Act	Yes - if act applies and is not contracted out of	Yes - limited cover available
	Malfunction due to normal wear and tear	No	Yes - dependent on specific circumstances	Yes
	Power surge cover	No	Maybe under specific circumstances	Yes
	24/7 online claims processing	No	No	Yes
	International coverage	Some	Yes - if product is returned to NZ	Yes - but freight costs are excluded
	Encapsulated or enclosed batteries	Yes	Yes - if act applies	Yes
	Cooling off period	No	5 days	28 days

Accidental damage is an optional supplement to an extended warranty, and only shown on your till receipt if purchased. The above information is intended to be a summary only. Further details of what is and is not covered by an extended warranty and accidental damage cover are set out later in this document.

*You may have commercial cover rights under the Sales of Goods Act 1908 (refer <http://www.legislation.govt.nz/act/public/1908/0168/latest/whole.html>). You may also have additional rights under the Consumer Guarantees Act 1993 which are not set out in the table above, or excluded under this Cover. For further information and guidance, please refer www.consumeraffairs.govt.nz/for-consumers/law/consumer-guarantees-act. ‡This Cover in no way affects or limits any right or remedies, you may have under the Consumer Guarantees Act 1993.

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

Extended Warranty cover benefits*

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

Additional Benefits from Date of Purchase

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

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

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

Lemon Protection

If your product has been repaired three times for any reason (whether major or minor fault) by us after the Manufacturer's Warranty period has expired, should a 4th warrantable failure occurs, we'll automatically give you a similar replacement product (based on the like kind and quality, with nearest compatible features and benefits based on current technology), or offer a 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 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 Extended Warranty Cover, most electrical or mechanical breakdowns are covered. Our cover commences after 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 and 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 and the duration of cover are correctly recorded on your till receipt. If you do need to make a claim you'll need to provide us with a proof of purchase document that details your product as well as the cover you have purchased. Each product covered must have a separate cover listed on the Tax Invoice. If you have any questions please ask us and we'll ensure you have the right information recorded.

*Please refer to page 8 for Accidental Damage information.



If a breakdown occurs

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

How to claim

You will need your till receipt.

Fastest: log onto www.nzclaim.com/warehousestationery (24/7)

Or Phone **0800 19 94 88** Mon-Fri between 8.30am and 7.00pm
(Excludes 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 and fees incurred in processing your claim.

What happens if my product can't be repaired?

If your product is found to have a fault which is covered by this cover and which can't be repaired, or if the Administrator chooses at their discretion not to repair it, we will either offer a similar replacement product (based on the like kind and quality, with the nearest comparable features and benefits based on current technology), or offer a 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 Gift Card to the value of your original purchase. Occasionally a refurbished product may be supplied. Your Extended Warranty cover ends when you make a claim under your Extended Warranty cover protection and we replace the product or a gift card is provided. If you make a claim on your Accidental Damage cover and your product is replaced the remaining Extended Warranty Cover will be transferred to the replacement item.

Extended Warranty terms and conditions

Please read carefully

This Extended Warranty 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 Extended Warranty does not constitute or create a contract of insurance between You and Us and any information regarding your Extended Warranty should not be construed as a contract of insurance. Our Extended Warranty is underwritten by AIG Insurance New Zealand Limited (AIG). International Underwriters Group Limited (IUG) acts solely as administrator to the Warehouse Stationery Warranty programme as an agent for AIG.

1. Exclusions from Extended Warranty

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

2. Transfer of Extended Warranty

You may transfer the unexpired portion of the cover to a new owner. Please contact us on 0800 19 94 88 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 19 94 88 and we can transfer the remaining unused cover period to the replacement product.

3. Settlement or Replacement

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

4. Cooling Off Period

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

5. Availability of Service

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

Definitions

Administrator – means International Underwriters Group (IUG) who facilitate all of the claims handling, or such other administrator as appointed by AIG from time to time.

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

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

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

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

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

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

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

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.

Accidental Damage terms and conditions

About your Accidental

Accidental Damage insurance is provided to you by AIG pursuant to an agreement with Warehouse Stationery Ltd (Master Policy). You will need to be able to provide your till receipt to claim the benefits under the Master Policy. Provided no claim has been made, if you change your mind and notify us within 28 days from the date of purchase you will receive a full refund. Coverage will cease at the end of the period of insurance or when we have provided you any of the following in relation to the covered product; 1 repair; or 1 equivalent replacement product; or a Gift Card to the value of the original purchase price.

What is 'Accidental Damage'

'Accidental Damage' is sudden and unforeseen damage, drops or spills, resulting in your covered product no longer performing some or all the functions for which it was intended, due to broken parts or materials or structural failures caused by an unintentional or unexpected external event which arises during normal handling and usage of the covered product. Your covered product is covered under this policy while it is at your normal place of residence or business in New Zealand or while it is temporarily removed for use anywhere within New Zealand or while in transit from place of purchase to your residence in New Zealand.

What is covered by this Accidental Damage

In the event that the covered product suffers Accidental Damage and subject to you paying an excess, we can choose to repair the covered product, replace this covered product with an equivalent product or provide you with a Gift Card for the original purchase price. Your covered product is covered for any one claim for Accidental Damage during the period of insurance.

What we will pay

If you lodge a claim for Accidental Damage, we can choose to: repair the covered product to the condition it was before the Accidental Damage occurred, or replace the item with an equivalent product (in the event of a replacement, the equivalent product may at our option be a later version or edition of your covered product, due to technological advances which may result in a replacement product with a lower selling price than your covered product), or provide you with a Gift Card for the original purchase price of the covered product. Where your item is replaced by us your Extended Warranty will have the unexpired period transferred over to the replacement item.

The following is not considered Accidental Damage and not covered;

- natural disaster
- where the covered product is lost, or deemed unrecoverable, and as a result cannot be produced for inspection
- wear and tear
- burglary/theft
- rot, corrosion and rust
- action of micro-organisms, mould, mildew, fungi, or gradual deterioration
- damage caused by insects or vermin
- any process of cleaning, refurbishment, repair or restoration or modification
- scratching or denting
- damage caused by domestic animals
- mechanical, electrical or electronic breakdown except as a result of Accidental Damage
- inherent fault or defective workmanship, material or design
- storm or flood damage while in the open air
- any loss of use or consequential loss
- any loss of electronic data
- fire
- intentionally caused or malicious damage
- damage to a covered product in any of the following circumstances:
 - while it is removed outside of New Zealand
 - during the course of household removal
 - non-operating or cosmetic damage where it does not affect the operation or safety of the product, paint or product finish
- accessories used in or with a product unless covered under a separate contract.
- batteries or any kind unless encapsulated or encased and not accessible by the end user
- costs of re-installation of the product unless otherwise agreed by us. This includes reception and transmission problems resulting from external causes, faults in any wiring, electrical connection not internal to the product
- freight, shipping and delivery costs associated with getting the product to the designated repair agent.

Your responsibilities

- You must take every care to protect the safety and security of the covered product
- You must let us attempt to repair the covered product using our own repair network
- Notify the Administrator immediately online at www.nzclaim.com/warehousestationery (fastest) or phone the Administrator on 0800 19 94 88 (our claims administrator.)

Making a claim

Should a claim seem likely for any Accidental Damage to your covered product you must:

- Notify us immediately by phoning the Administrator on 0800 19 94 88 or online www.nzclaim.com/warehousestationery
- Take all reasonable precautions to prevent further damage
- Complete a claim form, in accordance with the Administrator instructions given at the time of the claim

You must not incur any expense or undertake any repair without our prior authorisation. In the event of any claim AIG shall be entitled, at their discretion and at their expense but in your name, to take proceedings to obtain relief from any third party for anything covered by the Master Policy to undertake the conduct and control of any proceedings to which this policy applies which may compromise any of those proceedings.

**Please attach your receipt
here for safekeeping**



Attach
here

Your excess

The excess is the amount that you must contribute toward the cost of your claim. Your excess is directly related to the original purchase price of the covered product and is outlined in the table below.

Original Purchase Price	Applicable Excess
Up to \$2,500	\$75
Greater than \$2,500	\$100

Excess is not applicable to warranty claims.

You can pay your excess directly to the administrator, by credit card or direct debit to IUG or in the event we give you a gift card instead of a replacement product your excess will be deducted from the value of the gift card.

Accidental Damage	See definition set out on page 8 of this policy
AIG	AIG Insurance New Zealand Limited
Covered Product	The original product purchased by you from Warehouse Stationery along with an Extended Warranty and Accidental Damage Cover
Equivalent Product	A product based on like kind and quality as the covered product with the nearest compatible features and benefits which may be based on current technology
Excess	The first amount of the claim payable by you
Goods and Services Tax	All amounts referred to in the policy include any GST that may apply
The Administrator	International Underwriters Group, the appointed agent to provide claims administration for AIG
Natural disaster	Natural landslip, subsidence, settling, ground heave, shrinkage, erosion, earthquake, volcanic eruption, tsunami, hydrothermal activity or geothermal activity or fire resulting from these or any event where cover is provided under the Earthquake Commission Act 1993
Original purchase price	Means the price you paid for the covered product
Period of Insurance	a) a period of one year from the purchase date as stated on your till receipt; or b) the date we meet your claim for Accidental Damage by repair or by providing you an equivalent product or by providing you with a Gift Card for the original purchase price in accordance with the 'what we will pay' section
Extended Warranty and Accidental Damage	The Extended Warranty and Accidental Damage Cover purchased by you from Warehouse Stationery to cover the repair or replacement of the covered product you have purchased from Warehouse Stationery.
Excess is not applicable to warranty claims.	You can pay your excess directly to the administrator, by credit card or direct debit to IUG or in the event we give you a gift card instead of a replacement product your excess will be deducted from the value of the gift card.

The Insurer

The Master Policy is issued / insured by AIG Insurance New Zealand Limited (AIG).
PO Box 1745,
Shortland Street,
Auckland 1140
New Zealand

For Details on AIG, including contact details and Financial Strength rating, go to www.aig.co.nz

General exclusions

There is no cover where the following has occurred:

- A serial number has been altered, defaced or removed.
- Where the covered product has been modified to alter its functionality or capability.
- Where the covered product is operating outside the permitted or intended uses specified by the manufacturer.
- Where a service is performed by anyone that is not authorised by AIG.
- As a result of a lawful seizure, including the repossession of the covered product or any other operation of law.

There is no cover in respect of claims arising out of:

- Any act of declared or undeclared war, invasion or civil war.
- Nuclear weapons material or ionising radiation or contamination by radioactivity from any nuclear waste or from the combustion of nuclear fuel. For the purpose of this exclusion, combustion shall include any self-sustaining process of nuclear fission or fusion.
- Confiscation, nationalisation or requisition by the order of Government or Local Authority but the Company will pay for damage as a result of such an order if it is to prevent fire or other damage covered by this policy.
- Any act of Terrorism, regardless of any other cause or event contributing concurrently or in any other sequence to the loss, damage, death, injury, illness, liability, cost or expense, or any action taken in controlling, preventing, suppressing or in any way relating to an act of terrorism, which may result in loss, damage, death, injury, illness, liability, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any Act of Terrorism.
- Any loss of Electronic Data and any liability arising from this, directly or indirectly caused by, or in connection with a computer virus. This includes loss of use, reduction in functionality and any other associated loss or expense in connection with the electronic data.

AIG will not be liable to provide any coverage or make any payment if to do so would be in violation of any sanctioned law or regulation which would expose AIG, its parent company or its ultimate controlling entity to any penalty under any sanctioned law or regulation.

Fair Insurance Code

AIG is signatory to the Fair Insurance Code. This code is a code of practice that sets minimum service standards for insurance companies and describes the responsibilities that customers and their insurance company have to each other.

For information on the Fair Insurance Code, please go to <http://www.icnz.org.nz/for-consumers/your-rights/fair-insurance-code/>.

This document contains a summary of the key terms, Exclusions and Conditions. It is important that you read it, understand it and retain it in a safe place.

Privacy act

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

Dispute Resolution Process

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

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

AIG are 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@fsc.org.nz or telephone 0800 347 257. Full details of how to access the FSCL scheme can be obtained on their website www.fsc.org.nz. There is no cost to You to use the services of FSCL.

Disclaimer of liability

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

Your Rights

Your rights and remedies under this Extended Warranty and Accidental Damage Cover are in addition to your rights under the Consumer Guarantees Act 1993 (CGA), as summarised in this booklet. If you think a product you have purchased from us does not comply with the guarantees under the CGA and you experience a problem with the product, you may be entitled to a remedy under the CGA. Where the failure is not serious we may choose to repair, replace or refund the cost of the product. Where the failure is serious or makes the product unsafe, you can choose a refund, a replacement, or to keep the goods (in which case we will pay you an amount to cover the products loss of value). We may also pay you a reasonable amount for any damage or extra costs caused by the fault. If you discover a fault or failure in your product please return it to the store where you purchased your product from. Where the failure is serious, you must contact us and request a refund as soon as possible after you discover the failure otherwise you may lose your right to that refund. You must also give us a reasonable time to repair the failure. We do not have to cover the cost of a repair if you do not contact us about the failure of the product first.



warehouse
stationery

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www.nzclaim.com/warehousestationery
or phone 0800 19 94 88