

What is not Covered?

Officeworks Extra Cover Plans do not cover:

- Any part/s of Your Product that are supplied with a Manufacturer's Warranty period of less than three (3) months;
- 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;
- Consequential loss of any type;
- Costs incurred where no Mechanical or Electrical Failure is identified;
- Normal maintenance costs;
- Any exclusions outlined in the Manufacturer's Warranty;
- Reformatting of the hard disk and/ or any data recovery;
- Mechanical or Electrical Failure of Your Product caused by:
 - Product recalls;
 - negligence, accidental or deliberate misuse or unauthorised alterations;
 - external sources including but not limited to electrical interference, power surges or voltage fluctuations;
 - infestations of vermin, pests or insects;
 - accidental damages from any cause;
 - rust or corrosion; or
 - abnormal wear and tear including any exclusions as outlined in the manufacturer's specifications regarding excessive commercial usage.
- Repairs to any:
 - consumables including but not limited to batteries, fuses, filters, bulbs or lamps;
 - cables or cords;
 - monitors and screens as a result of image burn;
 - speakers as a result of overloading; or
 - software, data or removable data mediums caused by the Mechanical or Electrical Failure of Your Product. This includes firmware upgrades, software corruption and/or viruses of any kind.

Terms and Conditions

This Extra Cover Plan is provided by Officeworks Superstores (236-262 East Boundary Road, Bentleigh East, Victoria 3165, 1300 633 423). Officeworks Superstores has entered into a separate indemnity agreement with Wesfarmers General Insurance Limited ABN 24 000 036 279 trading as Lumley Retail Warranty (PO Box 1465, Brisbane QLD 4001).

This Officeworks Extra Cover Plan is not an insurance policy, nor are We insurers. Our Extra Cover Plans are a warranty and service plan supplied by Us in respect of Products We sell.

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 Officeworks Extra Cover Plan. These documents constitute proof of the purchase of this Officeworks Extra Cover Plan. You may be required to produce these documents in the event of a claim. A separate Officeworks Extra Cover Plan must be purchased for each Product You wish to cover.

Each Officeworks Extra Cover Plan will be shown directly below the purchased item/s on Your receipt. The code/s and description/s listed on Your purchase receipt and/ or Tax Invoice supplied by the retail store will indicate the term of Your cover.

Replacement Plan Terms

If Your Product is covered by the Replacement Plan, We will always replace it with an Officeworks Gift Card rather than repair. The Officeworks Gift Card will be valued up to and shall not exceed the Original Purchase Price You paid for Your Product. Payment to You or replacement of Your Product shall constitute fulfilment of this Extra Cover Plan and will not transfer to a new Product.

Repair Plan Terms

Parts used for repairs may be new, used or refurbished in accordance to suitability and availability of supply. All parts used will hold a minimum guarantee period regardless of cover period.

If Your Product is covered by the Repair Plan and if Your Product is not economically repairable, we may, at Our sole discretion, choose to replace Your Product with a new, equivalent Product of Our choosing regardless of the original Manufacturer's policy on replacement. 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 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.

If a replacement Product is not available, We will provide you with an Officeworks gift card not exceeding the Original Purchase Price of Your Product, less any paid repair or service cost/s.

Cover Outside of Australia

Your Product is covered worldwide; however You may be required to locate a suitable and convenient repairer if outside Australia or New Zealand.

Freight / Delivery

If You live within 25 km of one of our designated approved repairers and the Product is less than 7kg in weight (e.g. TVs that are smaller than 32"), You agree 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 one of our service agents on 1800 464 251. If You live further than 25km from the designated approved repairer or Your Product is greater than 7kg in weight we will, at our cost, either arrange freight or delivery.

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.

'No Lemon' Guarantee

If Your Product has been the subject of three (3) separate and distinct repairs that are covered and claimed under this Plan's Period of Cover and a further repair is required, We will replace Your Product.

Period of Cover

The Extra Cover Plan cover period commences at the expiration of the original Manufacturer's Warranty for Your Product. The total combined cover (including both the Manufacturer's Warranty and the Extra Cover) shall not exceed a maximum of three (3) years.

Toll Free - Technical Assistance

We can provide You with free advice on technical problems in relation to Your Product. You can access this benefit by phoning Our Toll Free number in Australia 1800 008 104 during normal business hours (Monday to Friday 9am - 5pm ST).

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 when purchased or installed 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.

Repair Period Guarantee

In the event that Your Product is Not Operational, is the subject of a valid claim and to be repaired under this contract, We undertake to have the repair completed within the minimum time possible. 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 Plan 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.
- repairs when We are not able to provide You with a comparable loan Product for the duration of repairs.

Loan Machine

If Your Product is not working and is the subject of a valid claim under this Extra Cover Plan, 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 ten (10) working days. The loan Product may not necessarily be the same size, brand or have the same specifications as Your covered Product. You must maintain the loan Product in good condition and You will be responsible for any damage to the loan Product. If you wish to utilise a loan product you will need to make arrangements with our Warranty Administrator, Lumley Retail Warranty on 1800 464 251 Monday to Friday 8 am to 6 pm (EST) when arranging your repair.

30 Day Free - Look

If You require cancellation of this Extra Cover Plan within thirty (30) days of the Officeworks Extra Cover Plan's Original Date Of Purchase and You have not made a claim within this time, We will refund the amount You paid for this Officeworks Extra Cover Plan in full. This Extra Cover Plan cannot be cancelled after the 30 Day Period.

Transferability

These Extra Cover Plans can be transferred to a new owner at the sale of Your Product providing written advice from You is forwarded to Client Services within 7 (seven) days of the transfer of ownership of Your Product. You can contact Client Services via 1800 464 251 - Monday to Friday 8am to 6pm (EST) for more information.

Privacy Statement

We comply with the Privacy Act 1988 (Cth) (as amended).

We will collect, use and disclose Your personal information for the primary purpose of providing cover under this Extra Cover Plan to You so that we may:

- Evaluate Your application for the Extra Cover Plan cover;
- Set the cost of providing the Extra Cover Plan;
- Properly administer repairs for faulty products.

Disclosure for this purpose may be made to Wesfarmers General Insurance Limited, the manufacturer of Your Product or a repairer of Your Product (or their third party agents or contractors).

If You fail to provide this personal information We will be unable to provide You with cover under this Extra Cover Plan.

We may also use and disclose Your personal information for the secondary purpose of data analysis, marketing and improving the products and services We offer. We may also contact You about offers in addition to this Extra Cover Plan. We may also disclose Your personal information for this purpose to Our third party agents and contractors approved by Us from time to time in writing.

However, You may opt out of Your personal information being used for the purpose of data analysis, marketing, improving Our products and services or to contact You about offers by calling Our Customer Service Helpline on 1800 465 713.

You are entitled to access Your personal information, and may obtain a copy of Our privacy policy, by calling Our Customer Service Hotline on 1800 465 713 Our privacy policy contains information about how You may access, and (if applicable) seek correction of, personal information collected under this Extra Cover Plan. Our privacy policy also contains information about how You may complain about a breach of the Australian Privacy Principles and how We will deal with such a complaint. We may disclose Your personal information to recipients in South Africa for claims lodgement purposes and in New Zealand to conduct surveys for the purpose of data analysis, marketing and improving the products and services We offer.

Attach customer receipt to this brochure

Start Date: _____ End Date: _____

Definitions

Product: refers to brand new or display model electrical or battery operated machines and gas lift chairs, as described in the purchase receipt and/ or Tax Invoice.

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.

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.

You, Your: means the person or persons named as the purchaser on the Original Purchase Receipt and/ or Tax Invoice.

We, Us, Our: refers to the selling retailer or an authorised agent of the selling retailer whose name appears on the Original Purchase Receipt and/ or Tax Invoice as the supplier.

Period of Cover: The Extra Cover Plan cover period commences at the expiration of the original Manufacturer's Warranty for Your Product. The total combined cover (including both the Manufacturer's Warranty and the Extra Cover) shall not exceed a maximum of three (3) years.

Not Operational: means the Product is not able to perform its main function. This does not include situations where the remote control is faulty, for example.

Whilst every care has been taken to ensure accuracy in this brochure, We reserve the right to change any discrepancies resulting from a printing or typographical error.



extra cover

Replacement and Repair Plans



Need to make a claim? Call
1800 465 713
For more information visit
officeworks.com.au/extracover

Officeworks





It all adds up when you have to kit out your home or business with technology... and if there's a breakdown, it can potentially cost you even more money – not to mention time.

That's why at Officeworks, we've developed a safety net, with the Extra Cover Repair Plan and the Extra Cover Replacement Plan. With a simple, one-off payment, you can enjoy complete peace of mind, knowing that if something goes wrong – you're covered... so no breakdown will stand in the way of making your big idea a reality!

Convenience and Certainty

Extra Cover Plans provide up to three years of cover, inclusive of the Manufacturer's Warranty period or any other guarantee/s.

Registering a claim is simple – contact the claims team on 1800 465 713. Our team are ready to take your call, supported by a panel of qualified repairers.

Getting covered is easy! Simply ask a team member for Extra Cover when purchasing technology, selected office products or even gaslift chairs at Officeworks.

Extra Cover Plans may only be taken up at the time you purchase Your Product.

What benefits do I get with Extra Cover?

The type of Extra Cover Plan available to You (Replacement Plan or Repair Plan) is dependent on the type of Product You wish to cover.

What You Get	Replacement Plan	Repair Plan
Certainty and convenience	✓	✓
One claim number	✓	✓
Transferability	✓	✓
Fair wear and tear	✓	✓
Mechanical or Electrical Failure	✓	✓
Guaranteed replacement (gift card reimbursement)	✓	
Toll free technical support		✓
Parts and labour		✓
Repair period guarantee		✓
'No Lemon' guarantee		✓
Freight / Delivery		✓
International coverage		✓
National coverage	✓	✓
Loan machine (for repair period)		✓



Replacement Plan – Guaranteed Replacement

An Extra Cover Replacement Plan is applicable to most technology items, some office machines and gas lift chairs where the Original Purchase Price is between \$25 and \$500. The Replacement Plan excludes all notebooks, netbooks, tablets and PCs as they are coverable under the Extra Cover Repair Plan.

If Your Product is covered by the Replacement Plan and suffers a Mechanical or Electrical Failure, Your approved claim will always result in replacement with an Officeworks Gift Card rather than undergoing repair.

This means that any approved Replacement Plan claim will be fulfilled with an Officeworks gift card to the value of the Original Purchase Price of Your Product.

Replacement Plans*	
Purchase Price	Extra Cover Price
\$25 - \$50	\$5
\$51 - \$100	\$12
\$101 - \$150	\$17
\$151 - \$200	\$23
\$201 - \$250	\$30
\$251 - \$350	\$54
\$351 - \$500	\$70
Gas Lift Chair	
\$25 +	\$15

* Notebooks, Netbooks, Tablets and PCs are not eligible for Replacement Plans.

Repair Plan

An Extra Cover Repair Plan is for most technology items including digital cameras, phones, printers and multifunction machines where the Original Purchase Price is over \$500. This plan is also for all Notebooks, Netbooks, Tablets and PCs regardless of their purchase price.

If Your Product is covered by the Repair Plan, and suffers a Mechanical or Electrical Failure, Your approved claim will result in the payment (by Extra Cover) of parts and labour required for Your Product to be repaired to normal working order (subject to the terms and conditions of this Officeworks Extra Cover Plan).

Repair Plans	
Purchase Price	Extra Cover Price
Tablet	
\$25 - \$300	\$49
\$301 - \$500	\$65
\$501 - \$1000	\$89
\$1001 - \$1500	\$109
Notebook & PC	
\$25 - \$500	\$79
\$501 - \$750	\$99
\$751 - \$1000	\$109
\$1001 - \$2000	\$169
\$2001 - \$3000	\$199

Other Repair Plans		
Product type	Purchase Price	Extra Cover Price
Printer & Multifunction	\$501 - \$1500	\$99
Monitor	\$501 - \$1000	\$79
Digital Projector	\$501 - \$2000	\$149
Office Machine eg. Binding, Laminator, Phone	\$501 - \$1200	\$89
Digital Camera	\$501 - \$1500	\$99

Plans for other products available – ask a team member for details.

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 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. Your rights under the ACL exist independently of this Extra Cover Plan and you are not required to pay for them. This Extra Cover Plan provides some benefits which are additional to Your ACL rights, however, some of the benefits may overlap with Your ACL rights. In some cases the protection under this Extra Cover Plan may overlap with and may not exceed the rights and remedies available to You under the ACL.

How to make a Claim

You can claim after the expiration of the Manufacturer's Warranty period, by calling Our customer service helpline on 1800 465 713, Monday to Friday 8am to 6pm (EST). You must lodge Your claim prior to the expiration of the applicable Extra Cover Plan and ensure You have Your Original Purchase Receipt and/or Tax Invoice available. If Your Product is covered by a Replacement Plan You will need to take Your Product to Your nearest Officeworks store for a brief assessment.

Your claim must be lodged by the customer whose name is shown on the purchase receipt and/or Tax Invoice. Alternative claimants must be authorised by the customer in writing.

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