



extra cover

Extra Cover Replacement and Repair Plans

Protect your
new purchase from
costly repairs.

Officeworks



With our ever increasing dependency on technology, our lives can be turned upside down when things break down. The uncertainty of costly repairs and timeframes to fix faulty items not only costs money but also your precious time.

That's why at Officeworks, we offer the certainty and convenience of our Extra Cover Replacement and Repair Plans. With a simple one-off payment you can enjoy peace of mind, knowing that if something goes wrong you're covered.

Extra Cover will provide you with peace of mind and coverage for up to 3 years* from mechanical or electrical faults and also includes coverage for fair wear and tear.

*Inclusive of manufacturer's warranty

What is Extra Cover?

Extra Cover provides an extended warranty for up to 3 years, including the manufacturer's warranty, on new items purchased at Officeworks such as:

- Computers, laptops, tablets, monitors
- Printers, scanners, hard drives, projectors
- Audio equipment, keyboards, mice
- Gas lift chairs
- Plus many more electrical items.

NOTE: Mobile phones are not eligible for Extra Cover Plans.

Extra Cover comes in two different plans and is determined by the purchase price of the item.*

Plans:	Replacement Plan	Repair Plan
For items priced between:	\$25-\$1,000	\$1,001-\$6,000
Authorised claims will result in:	An Officeworks gift card up to the value of the original purchase price to replace the item	Repair of your product including parts and labour

*See Terms & Conditions for full details.

What to do next? Follow these easy steps:

1) Purchasing and activation:

- Purchase your Extra Cover Plan with your new technology or gas-lift chair from Officeworks.
- Officeworks will automatically activate your policy on your behalf.

You should keep your original receipt as proof of purchase if you need to make a later claim. Your Extra Cover policy will commence 12 months after purchase or upon expiry of the original manufacturer's warranty, whichever occurs later.

2) Making a claim

- Contact the Rescue Crew at WFI Insurance Ltd on 1800 465 713 (Monday to Friday, 8 am to 6 pm EST).
- Repair or replacement of item will be arranged as per your Extra Cover plan.

Australian Consumer Law

Summary of the consumer's relevant rights and remedies under the ACL

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.

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 Extra Cover 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.

What is included in Extra Cover Plans?

When things go wrong, a guaranteed repair time and coverage for parts and labour provides peace of mind that you will be back up and running faster. You are also purchasing the certainty that your Extra Cover claims process will be managed for you. Other plan features include:

Original Purchase Price	\$25-\$1,000	\$1,001-\$6,000
What You Get	Replacement Plan	Repair Plan
⇒ Certainty and convenience	✓	✓
⇒ One claim number	✓	✓
⇒ National coverage	✓	✓
⇒ Worldwide coverage	✓	✓
⇒ Fair wear and tear	✓	✓
⇒ Mechanical or Electrical Failure	✓	✓
⇒ Transferability	✓	✓
⇒ Toll free technical support	✓	✓
⇒ Guaranteed replacement (gift card reimbursement)	✓	N/A
⇒ Parts and labour	N/A	✓
⇒ Repair period guarantee	N/A	✓
⇒ 'No Lemon' guarantee	N/A	✓
⇒ Freight / delivery	N/A	✓
⇒ Loan machine (for repair period)	N/A	✓

Additional benefits under the Extra Cover 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 Extra Cover 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 Extra Cover 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 dedicated 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 the rights and remedies available under the ACL and the features provided by the Extra Cover Plan

The following table is a summarised comparison of Consumer Guarantees and the protections offered by this Extra Cover 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 Extra Cover 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.

Protection	ACL rights and remedies	Benefits of the Extra Cover Replacement Plan	Benefits of the Extra Cover Repair 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.

Protection	ACL rights and remedies	Benefits of the Extra Cover Replacement Plan	Benefits of the Extra Cover Repair Plan
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 they are 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 Extra Cover plan.	The number of years (beyond the manufacturer's warranty) shown in the Extra Cover plan.	The number of years (beyond the manufacturer's warranty) shown in the Extra Cover plan.
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 replacement to a maximum of the original purchase price.	Automatic repair or replacement if the product is uneconomical to repair. No Lemon Guarantee – Automatic replacement if your product requires more than 3 repairs.
Who is obliged to provide the remedy for a defective product?	Supplier (if seeking a repair, refund or replacement); or claiming damages). Manufacturer (if claiming damages).	Supplier via Extra Cover Administrator. Call 1800 465 713.	Supplier via Extra Cover Administrator. Call 1800 465 713.
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.
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.	Not applicable as product is replaced.	Yes, a loan product will be provided if the repair period takes longer than 10 days.

Protection	ACL rights and remedies	Benefits of the Extra Cover Replacement Plan	Benefits of the Extra Cover Repair Plan
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.	Not applicable as product is replaced.	Your product will be replaced if repair takes longer than 30 days.
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.	If you receive a replacement product or payment the Extra Cover Plan ends.	Any repaired product continues to be covered until the Extra Cover Plan ends.

The ACCC's contact details

Australian Competition and Consumer Commission:
1300 302 502

Indigenous Infoline: 1300 303 143

www.accc.gov.au

What do the plans cost?

The tables below list the Extra Cover Plan pricing which is based on the original purchase price of your technology or gas lift chair item.

Replacement Plans	
Original Purchase Price	Extra Cover Price
\$25 – \$50	\$5
\$51 – \$100	\$14
\$101 – \$150	\$18
\$151 – \$200	\$24
\$201 – \$250	\$30
\$251 – \$350	\$54
\$351 – \$500	\$70
\$501 – \$750	\$119
\$751 – \$1,000	\$139

Replacement Plans (cont.)

Gas Lift Chair

\$0 – \$500	\$15
\$501 – \$1,000	\$30

Repair Plans

Original Purchase Price	Extra Cover Price
\$1,001 – \$2,000	\$169
\$2,001 – \$6,000	\$249

How do I make a claim?

Making a claim is as simple as calling the Rescue Crew on 1800 465 713 (Monday to Friday, 8am to 6pm EST). The Rescue Crew will manage the repair or replacement process for you.

What happens next?

Once you have raised a claim, the Rescue Crew will arrange all the details of the repair or replacement for you. Below is a summary of what to expect when making a claim:

Replacement Plans			Repair Plans
Steps	Less than \$500	\$501 - \$1000	\$1001 - \$6000
1	Make a claim by calling the Rescue Crew on 1800 465 713 (Monday to Friday, 8am to 6pm EST)		
2	Take item to your nominated Officeworks store to obtain your Officeworks Gift Card to replace your item.	Drop off/deliver* your item to the nominated repairer for assessment and recycling.	Drop off/deliver* your item to the nominated repairer for assessment.
3	Officeworks will recycle your old item.	Visit your nominated Officeworks store to obtain your Officeworks Gift Card to replace your item.	Repairs completed and returned.

*See Freight/Delivery in Terms and Conditions for more information.

Terms and Conditions

This Extra Cover Plan is provided by Officeworks (236-262 East Boundary Road, Bentleigh East, Victoria 3165, 1300 633 423). Officeworks has entered into a separate indemnity agreement with WFI Insurance Limited (WIL) ABN 24 000 036 279, the Administrator (PO Box 1465, Brisbane QLD 4001). WIL is backed by IAG, Australia's largest general insurer.

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.

There are two types of Extra Cover Plan:

- Replacement Cover Plan
- Repair Cover Plan

Replacement Cover Plan Terms

A Replacement Cover Plan is only available for a new product having an Original Purchase Price of \$1,000 or less. A Replacement Cover Plan provides a once only replacement of Your Product, or an Officeworks Gift Card, for Mechanical or Electrical Failure which occurs within the Period of Cover subject to terms, conditions and exclusions of the Extra Cover Plan. All items of value between \$500 and \$1000 will need to be assessed by Our Nominated repairer before a replacement or gift card is authorised by Us. 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 Cover Plan Terms

A Repair Cover Plan is available for a new product having an Original Purchase Price of over \$1,000 and provides repair for Your Product for Mechanical or Electrical Failure which occurs within the Period of Cover, subject to the terms and conditions of the Extra Cover Plan.

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 including whole product changeover in lieu of repair using the Manufacturer's existing exchange programs 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.

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;

- Infestations of vermin, pests or insects;
- Accidental damages from any cause; or
- Rust or corrosion;
- Repairs to any:
 - Consumables including but not limited to batteries, fuses, filters, bulbs or lamps; 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.

How to make a Claim

You can claim after the expiration of the Manufacturer's Warranty period, by calling Our Rescue Crew at WFI Insurance Ltd 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 and Your claim has been approved, You will need to take Your Product to Your nearest Officeworks store for collection of your Gift Card and disposal of the faulty product. For goods valued between \$500 and \$1000, You will need to have an assessment carried out by the Administrator's Nominated Repairer before a replacement or gift card is authorised by Us. 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 computing device, songs stored on a portable media player or games saved on tablets.

Our Administrator would love to hear how they could improve their products and services. If at any time You would like to provide feedback, please email RescueCrew@iag.com.au

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.

	Year 1	Year 2	Year 3
Scenario 1	Manufacturer's Warranty (1 year)	2 years Extra Cover	
Scenario 2	Manufacturer's Warranty (2 year)		1 year Extra Cover

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 the Rescue Crew within 7 (seven) days of the transfer of ownership of Your Product. You can contact the Rescue Crew on 1800 464 251 – Monday to Friday 8 am to 6 pm (EST) for more information.

Worldwide Coverage

If Your Product is of a portable nature (e.g. a camera, notebook computer or tablet), it will be covered for any covered Mechanical or Electrical Failure which occurs during the Period of Cover and while You are travelling outside of Australia with Your Product provided the Product remains in Your personal custody. If Your Product is covered under a Repair Cover Plan, You may be required to locate a suitable and convenient repairer outside Australia or New Zealand, provide a quote from the repairer for Our approval, pay for the repair and seek reimbursement under Your Plan when You return.

Whilst outside of Australia, for claims You may use the Extra Cover contact address: RescueCrew@iag.com.au We may, at Our discretion, settle Your claim whilst You are overseas. However, We will only settle the claim in Australian dollars or with an Officeworks Gift Card.

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 EST). 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 (e.g. 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.

‘No Lemon’ Guarantee

If Your Product is covered under a Repair Cover Plan and has been the subject of three (3) separate and distinct repairs that are covered and claimed under that Plan’s Period of Cover and a further repair is assessed by Our Nominated Repairer as being required, We will replace Your Product.

Freight / Delivery

If You live within 25km of one of our designated approved repairers and the Product is less than 7 kg 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 25 km from the designated approved repairer or Your Product is greater than 7 kg 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.

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 Cover 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.

Loan Machine

If you make a valid claim under an Extra Cover Repair 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 Administrator, WFI Insurance Ltd on 1800 464 251 Monday to Friday 8am to 6pm (EST) when arranging Your repair.

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 WFI Insurance Ltd, 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 Rescue Crew on 1800 465 713.

You are entitled to access Your personal information, and may obtain a copy of Our privacy policy, by calling Our Rescue Crew 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.

Definitions

Administrator: means WFI Insurance Limited (WIL) ABN 24 000 036 279 (PO Box 1465, Brisbane QLD 4001).

Manufacturer: means the original producer or assembler of the Product.

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.

Nominated Repairer(s): means a repairer who is:

- Nominated by Our Administrator; and
- Capable of assessing and repairing Your Product when there is a Mechanical or Electrical Failure. Our Administrator will always advise you of the Nominated

Repairer when your claim has been approved, at the time of lodgement.

Nominated Repairer(s): means a repairer who is:

- nominated by Us; and
- capable of assessing and repairing Your Product at the time of Mechanical or Electrical Failure. We will always advise you of the Nominated Repairer when your claim has been approved, at the time of lodgement.

Not Operational: means the Product is not able to perform its main function.

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.

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.

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.

Rescue Crew: refers to the customer claims team at WFI Insurance Limited.

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.

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

Attach customer receipt to this brochure

Start Date: _____

End Date: _____

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.

Need to make a claim? Call

1800 465 713

For more information visit

officeworks.com.au/extracover