

# Extra Cover

Protect your new purchase from costly repairs with Extended Warranty Replacement and Repair Plans



## Includes

- Protection against electrical or mechanical faults & fair wear and tear
- Up to 3 years' cover (inclusive of manufacturer's warranty)
- Certainty and convenience

5th October 2021

[Terms and Conditions →](#)

**Officeworks** 

## What this service covers

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### Certainty of cover

Cover is available for eligible products. There are 2 types of Extra Cover Plans determined by the purchase price of the product.

#### Replacement Plan

Approved claims on products priced  $\leq$ \$1000 will result in replacement or an Officeworks Gift Card up to the Original Purchase Price.

#### Repair Plan

Approved claims on products priced  $>$ \$1000 will be covered for up to 3 repairs.

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### Convenience

We offer the convenience of having a dedicated operational and technical team to manage the repair and/or replacement process for you.

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### Up to 3 years of coverage

We will cover electrical and mechanical faults for up to 3 years inclusive of the manufacturer's warranty.

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### Coverage outside Australia

You will be covered in Australia and even while you travel overseas.

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### Technical assistance

Toll free technical support for your product Mon-Fri 9am-5pm AEST.

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# 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.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## 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-\$1000	\$1001-\$6000
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 product (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](http://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.
How long does the protection against defects last?	<p>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.</p> <p>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.</p>	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.

Protection	ACL rights and remedies	Benefits of the Extra Cover Replacement Plan	Benefits of the Extra Cover Repair 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.
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](http://www.accc.gov.au)

# 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 and administration agreement with The Warranty Group Australasia Pty Ltd ABN 37 005 004 446 (the "Administrator") and their group's insurance company, Virginia Surety Company, Inc ARBN 080 339 957 both of Level 2, 693 Burke Road, Camberwell, Vic 3124.

Virginia Surety Company and the Administrator are part of Assurant, Inc. a global provider of risk management solutions.

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 with a product of like kind and condition which may be new or refurbished, or an Officeworks Gift Card, for Mechanical or Electrical Failure which occurs within the Period of Cover subject to the terms, conditions and exclusions of the Extra Cover Plan. All products 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 replacement 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, chose to replace Your Product with a new or refurbished 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 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 damage 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 on 1800 465 713, Mon-Fri 8am-6pm (AEST). 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 Officeworks 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 Officeworks 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.au@assurant.com](mailto:rescuecrew.au@assurant.com)

## Dispute Resolution

Should You have a concern relating to the administration of Your Extra Cover Plan You may request that it be dealt with by the supervisor or manager of the Rescue Crew who is directly responsible for that area.

## 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 Rescue Crew within 7 (seven) days of the transfer of ownership of Your Product. You can contact the Rescue Crew on 1800 464 251 – Mon-Fri 8am-6pm (AEST) for more information.

## Cover Outside of Australia

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.au@assurant.com](mailto:rescuecrew.au@assurant.com). 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 (Mon-Fri 9am-5pm AEST). 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 Nominated 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 Nominated 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 Product

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 on 1800 464 251 Mon-Fri 8am-6pm (AEST) 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 the Administrator, 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.

You are entitled to access Your personal information, and may obtain a copy of Our or the Administrator's 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.

The Administrator 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. The Administrator may need to disclose Your personal information to others including its related bodies corporate, some of whom may be located overseas (including Asia-Pacific, USA and UK).

## What is a Target Market Determination?

A Target Market Determination is a document which describes who Extra Cover is appropriate for (target market), and any conditions around how Extra Cover can be distributed to customers. It also describes the events or circumstances where there may be a need to review the Target Market Determination for a financial product like Extra Cover.

A copy of the Target Market Determination for Extra Cover is available at: <https://www.officeworks.com.au/services/extra-cover>

## Definitions

**Administrator:** means The Warranty Group Australasia Pty Ltd ABN 37 005 004 446, Level 2, 693 Burke Road, Camberwell VIC 3124.

**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.



**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 Administrator's customer claims team.

**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.

## How do I make a claim?

Making a claim is as simple as calling the Rescue Crew on 1800 465 713 (Mon-Fri, 8am-6pm AEST). 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
<b>1</b>	Make a claim by calling the Rescue Crew on 1800 465 713 (Monday to Friday, 8am to 6pm EST)		
<b>2</b>	Take faulty Product to your nominated Officeworks store to obtain your replacement item or Officeworks Gift Card.	Drop off/deliver* your Product to the nominated repairer for assessment and recycling.	Drop off/deliver* your Product to the nominated repairer for assessment.
<b>3</b>	Officeworks will recycle your faulty Product.	Visit your nominated Officeworks store to obtain your replacement item or Officeworks Gift Card.	Repairs completed and returned.

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

Need to make a claim? Call  
**1800 465 713**

## Follow these simple steps today



**Purchase  
new product**



**Purchase this  
Extra Cover plan**



**Automatic  
service activation**

Extra Cover Plans are only available for purchase at the same time, in the same transaction, as the new product.

## Coverage costs

### 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 – \$1000	\$139

### Gas Lift Chairs

\$25 – \$500	\$15
\$501 – \$1000	\$30

### Repair Plans\*

Original Purchase Price	Extra Cover Price
\$1001 – \$2000	\$169
\$2001 – \$6000	\$249

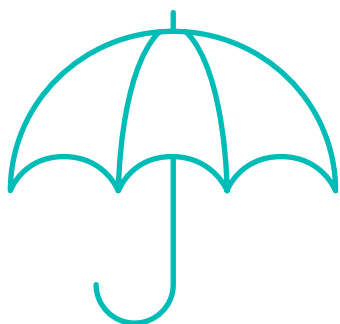
\*Mobile phones are not eligible for Extra Cover Plans

### Eligible products

Cover is available for new electrical and mechanical products priced above \$25 and purchased at Officeworks such as computers, printers, tablets, notebooks, audio/visual equipment, monitors, shredders, projectors, wearable electronic devices and eligible gas lift chairs. NOTE: Mobile phones are not eligible for Extra Cover Plans.

## Extra Cover

**Get extended warranty  
now, it's easy!**



Take this brochure to  
the counter to complete  
your purchase.

**For claims call  
1800 465 713**

**Officeworks**  
Big ideas. Lowest prices.



Please consider the terms and conditions enclosed or available  
at [www.officeworks.com.au/services/extra-cover](http://www.officeworks.com.au/services/extra-cover) to decide  
whether this coverage is right for you.