

# CoverIT<sup>®</sup> - EXTEND

## EXTENDED WARRANTY MASTER WORDING



### PARTIES TO THE POLICY

Where shown in the policy:

- We/our/ours/us-means CoverIT International Pty Ltd, 16 Croydon Road, Keswick SA 5035
- You/your/yours-means you the person, business, entity name provided to CoverIT on the Warranty Activation Form

### DEFINITIONS

1. **Approved service provider:** - means a CoverIT approved service organisation
2. **Breakdown:** - means the actual breaking, seizing, deformation, burning out or malfunctioning of any part of the **declared equipment** arising from defects in workmanship or material within the machine itself causing sudden and /or unforeseen stoppage or malfunction in operation of the functions thereof and necessitating repair or replacement before it can resume working
3. **Customer:** - means the end user of the **declared equipment** or any legal subsequent owner as declared to us
4. **DOA Period (Dead on Arrival):** - is any time prior to and including a fourteen day period starting from the purchase date by the **customer**
5. **External information:** - means the data stored outside of the computer system unit e.g. in/on disks, tapes and compact discs
6. **Declared equipment:** - means any equipment agreed to be accepted by us, which is declared to us for the applicable **period of policy**
7. **Internal information:** - means the data contained inside the computer system unit including BIOS and operating system
8. **Period of policy:** - means the warranty period as declared at purchase (this excludes the **DOA period**)
9. **Software:** - means the **internal information** and **external information** contained
10. **Warranty activation** is the document supplied with the equipment, or form available on the CoverIT website, which must be completed by the **customer** and submitted to CoverIT activating the customers warranty
11. **Wear and tear** is regarded as damage caused by normal usage
12. **Computer technology** includes but is not limited to any or any combination or part of data, computer hardware, operating system, application, software, and computer chip including microprocessor chip or embedded control logic

### WARRANTY COVER CLAUSE

Subject to payment of the premium to us, we will indemnify you against **breakdown** of the **declared equipment**, during the **period of policy**, subject to an **approved service provider** undertaking repairs

### EQUIPMENT VALUE

The equipment value for **declared equipment** is the price declared to us including any applicable tax or government charges by the entity making the declaration.

### TERMS AND CONDITIONS

1. This warranty policy is for the repair and/or replacement of faulty components as declared to CoverIT with components of comparable quality. This is an extended warranty policy and is not necessarily always a new for old replacement policy.
2. The declared equipment is covered only for parts that fail due to manufacturing defects. This warranty does not cover repairs for the replacement of parts due to hardware and software incompatibility.
3. This warranty policy does not make provisions for the loan of equipment by CoverIT or any approved service providers.
4. Warranty will be void if there is evidence of unauthorised repairs
5. CoverIT reserves the right to change the terms and conditions of the policy at any time without notice
6. This warranty is only applicable for repairs on declared equipment carried out within Australia.

### WARRANTY EXCLUSIONS

We shall not be liable under this policy for:

1. loss or damage caused by power surges or power spikes.
2. loss or damage due to theft, fire, flood, storms or any other acts of God.
3. loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss.
4. any loss where you have not declared the **declared equipment** to us or when the declaration is greater than 90 days from sale date.
5. any loss where the **customer** has not activated their warranty with the **warranty activation**. Service will be available after receipt by CoverIT of the **warranty activation**.
6. any cost that is covered by the original manufacturers warranty.
7. any cost relating to part(s) or circumstance(s) that would not be covered by the original manufacturer's warranty but for this cover.
8. any cost relating to damage caused by misuse, negligence or failure to maintain the equipment in a proper working order with provision for adequate ventilation.
9. any cost relating to damage resulting from **wear and tear**.
10. any cost or expense arising due to manufacturer recall of any product.
11. any cost or expense due to negligence of the **approved service provider**.
12. loss or damage to **internal information, external information** or **software**. We will replace the original operating system where the original hard disk containing the original operating system is replaced limited to 30 minutes. Additional time and software is at the customers expense.
13. loss or damage to any consumable item which includes but is not limited to media, fuses, batteries, cables, cords, mouse, keyboards, pointing devices, print heads, printer drums, printer fusing units, external power adaptors and any other item deemed to be consumable.
14. penalties for delays including but not limited to availability of repair and/or replacement parts.
15. equipment or items lost, damaged or stolen during transportation or storage.
16. existing faults or defects known to you prior to the commencement date of the policy.
17. any Liquid Crystal Display Screen where there are less than 6 pixels damaged or not working
18. travel, freight and labour costs for repairs deemed not covered by this warranty which shall include service where no fault is found, or where the **customer** fails to sign the terms of agreement as set out on the CoverIT repair authority

Other than the above, the terms and conditions of your policy will continue to apply



#### **BASIS OF SETTLEMENT**

We shall repair or replace damaged equipment at our discretion

Repair and/or replacement must be declared to us within thirty days of occurrence and carried out without delay and by using normal work practice and within three months of the damage occurring

Any decrease in value that the item may undergo as a result of the repair shall not be our cost or the cost of the **approved service provider**

The cost of any provisional repair will be borne by us if such repair constitutes part of the final repair and does not increase the total repair cost. The indemnity under this clause is limited to the actual cost of labour during normal business hours and parts or items (including gst), which are repaired or replaced as a consequence of an indemnifiable **breakdown** together with additional costs as follows;

On-Site cover - Cost of one-hour travel time (rated at the appropriately declared response time) for the purpose of effecting repairs at the situation of the **customer** or freight charges in both directions or as otherwise agreed

Should the total cost of repair or replacement exceed:

1. The **equipment value** as declared; or
2. The cost of replacement of the **declared equipment** by an item of a similar function type capacity and quality and in a condition equal to the condition of the equipment;

then the maximum liability under the policy shall be the lesser of 1. and 2.

#### **OBSOLESCENCE CLAUSE**

It is further noted that in respect to any obsolete machine, or part thereof, our liability for the cost of any repair, which necessitates the replacement of obsolete parts, shall be limited to the estimated cost of similar parts for a similar type of machine currently available in Australia. If similar parts are found to be unprocurable our liability shall be limited to the manufacturers or suppliers latest list price thereof limited however to the declared value as declared in respect to the item in question

#### **CONDITIONS**

##### **1. Cancellation Clause**

You may cancel this Policy at any time by giving written notice to us. Such cancellation shall have immediate effect

We may also cancel this Policy by giving you 14 days written notice

If this Policy is cancelled, we will continue to be responsible for and agree that the Policy will continue in full force and effect at terms and conditions prevailing immediately prior to cancellation, for all contracts commenced up to the effective date of cancellation until completion of those contracts and no premium adjustment shall apply

##### **2. Insolvency**

No action shall lie against us unless you shall have fully complied with all of the terms of this warranty, nor until we have received premium payment in full

CoverIT International Pty. Limited has produced this Extended Warranty Master Wording Policy. You may not reproduce this document in part or full without written consent from CoverIT

**For information regarding this document call CoverIT International on 1300 65 3355**