

Effective
April 2023

PRODUCT CARE™

Discover all the benefits of
Product Care

Available at Harvey Norman
Powered by **Allianz**  **Partners**

PRODUCT CARE™

Discover all the benefits of Product Care *



Protection

With Product Care You can relax knowing Your purchase comes with additional protection. Product Care covers all parts, labour and call out fees for repairs. Product Care will only use an authorized repairer network which means the job is done right the first time.



Support

Our range of support options ensure You experience an easy and hassle-free process when You need to talk to Us about Your Product Care Plan. If You are experiencing a fault, We will provide You with guidance and support, every step of the way.



Advantage

Having Product Care with Your purchase means that We will help You to enjoy Your new product even more, through such benefits as cover for Accidental Damage and surge protection.

* All of the above is subject to terms and conditions.
Exclusions apply. Please see page 8 for more information.

PROTECTION



2, 3 or 4 Year Protection Terms Available

You can choose the length of Your Product Care to add additional benefits and protection for Your Product from the end of the manufacturer's warranty.

Choose from either 2, 3 or 4 years.



New for Old Replacement

If We cannot fix the product, We'll replace it. SPEC for SPEC.



Coverage for Wear & Tear & Environmental Factors

Product Care covers wear and tear*, defects in materials and workmanship. It also covers breakdowns caused by dust and internal overheating.

*Exclusions to wear and tear may apply, see page 12 for exclusions.



Transferable

If You sell Your Product, or provide it as a gift to someone, Your cover and any unredeemed entitlements can be transferred to the new owner. Simply contact Us to arrange transfer of ownership.



International Coverage

Product Care covers Your products anywhere in the world for up to €300^.

SUPPORT

You have access to a range of support options to ensure You get the most out of Your purchase.



Customer Care Team

Call **1800 200 503** to speak with Our Ireland-based Customer Care team who are available to help You with any enquiries or questions You may have.

Our team are available:

Monday to Friday: 9:00am to 5:30pm

Closed Weekends and Public Holidays



Easy Claim Process

Making a claim is simple and We are here to help You through every step of the process. Simply:

1. Register Your claim online at www.productcareclaims.ie or call Our Customer Care team on **1800 200 503**
2. Have Your original purchase receipt handy to register the details of Your claim
3. Please have a description of Your fault ready for Our Customer Care team
4. Let Us take care of the rest!

For all enquiries, to transfer ownership
or to lodge a claim contact Us on:

1800 200 503

Monday to Friday
9.00am to 5.30pm

(Excluding public or bank holidays)
or email customerservice@brightsideco.ie
You can also register Your claim online,
24 hours a day, by visiting
www.productcareclaims.ie

International Enquiries

AUSTRALIA	1800 810 118
NEW ZEALAND	0800 848 444
SINGAPORE	1800 438 6393
MALAYSIA	1800 882 238
SLOVENIA	08 01 018
NORTHERN IRELAND	084 5301 5409

ADVANTAGE

Take advantage of exclusive benefits that are only available to Product Care Policyholders.



Accidental Damage Cover*

Product Care covers You for accidental drops, spills, cracked screens and unintentional accidents for 12 months.



Food Spoilage Cover*

If Your Product is a fridge or freezer, Product Care will cover up to €500 for any food spoilage that occurs as a result of a covered fault.



Laundry Cover*

If Your Product is a washer or dryer, Product Care will cover up to €150 for laundry expenses if Your Product is out for service for more than 10 days from the time You notify Us of the fault.



No Lemon Guarantee*

If Your Product costs more than €200 and has had two qualified service repairs and requires a third during the term of the plan, Your Product will be replaced.



Surge Protection Cover*

Product Care offers cover against breakdowns from electrical interference, power surges or voltage fluctuations.

* All of the above subject to terms and conditions.
Exclusions apply. Please see page 8 for more information.

Frequently Asked Questions

- Q** **What are my rights as a consumer?** In the event of a problem with Your Product, You may have rights at law against the seller or manufacturer of the product under warranties or guarantees expressed or implied by mandatory provisions of law. Your Product Care Plan does not replace these rights or make them void. However, You can choose to claim under Your Plan and Your claim will be handled quickly and efficiently by Our customer service team. For further information about Your legal rights We suggest You contact the Competition and Consumer Protection Commission at Bloom House, Railway Street, Dublin 1, D01 C576, Consumer helpline 1890 432 432 or visit www.ccpc.ie
- Q** **How do I make a claim?** Making a claim is simple. You can register Your claim online at www.productcareclaims.ie or call Us on 1800 200 503. All You need is Your original purchase receipt.
- Q** **What if I have lost my receipt?** If You contact Your original store of purchase, they will be able to provide You a printed copy of Your receipt. If You cannot recall what Your original store of purchase is, contact Us on - 1800 200 503 and We can help You.
- Q** **What if there is no fault found?** Occasionally, faults can be caused by the use of the product outside of the operating instructions provided by the manufacturer. If You suspect a fault with Your Product, We always recommend referring back to the original documentation provided with Your Product and performing troubleshooting prior to registering a claim. You may incur charges with Your claim if Your Product is found to not have a fault.
- Q** **Should I take my product back into the store of purchase?** We recommend that You contact Our Customer Care team prior to transporting Your Product. You may not be required to transport Your Product, particularly as We cover some costs of freight. Our Customer Care team can talk with You about what options You have to get Your Product assessed as quickly as possible. Contact Us on 1800 200 503.

Frequently Asked Questions

You can lodge a claim or make an enquiry 24/7 at www.productcareclaims.ie

- Q** **What faults am I protected against?** You are protected against all electrical, electronic and mechanical faults Your Product may suffer. For Product Care customers We also cover faults caused by dust, internal humidity, wear and tear (not including batteries in Hearables or User Replaceable Batteries in cordless vacuums). Accidental Damage, and any defects in materials and workmanship
- Q** **When does my cover start?** The date that Your cover starts will depend on the date of Your purchase. Your Extended Warranty Cover starts the day after Your manufacturer's warranty expires. Your Accidental Damage Cover starts from the date of Your purchase. (not including the No Cover Period, *See Page 10)
- Q** **What information should I have handy before I register my claim?** In order for Us to provide You with an easy and hassle-free claim registration process, We ask that You have the following items at hand when calling Our customer care line:
- A copy of Your original proof of purchase;
 - Your Product brand, model and serial number;
 - A description of the fault and/or details of the damage; and
 - Your contact details, including phone and/or email.
- Q** **Am I covered overseas?** Your Product is covered in any country where a Harvey Norman®, Domayne® or Joyce Mayne® store exists. These countries include Ireland, Australia, New Zealand, Singapore, Malaysia, Slovenia and Croatia*. If you are in any other country and Your Product suffers a failure or fault as stated in the coverage section, we will cover it if the cost of repair is €300 or less*.
- Q** **What faults are not covered?** Your Product Care does not include cover for Faults or failures covered by the manufacturer during the manufacturer's warranty period or Accessories such as, but not limited to, wired headphones, microphones, cords and cables, ancillary game controllers and memory cards. Faults with User Replaceable Batteries, including but not limited to battery wear and tear. For a complete list of exclusions please read the Terms & Conditions at the back of this booklet.

* All of the above subject to terms and conditions set out on page 8.

Terms and Conditions of Your purchase of Your Product with Product Care

Thank You for choosing to protect Your Product with a Product Care Plan.

Please ensure that You keep Your Original Documents that record the purchase of both Your Product and this Product Care Plan. The Original Documents constitute proof of the purchase, and in the event of a claim the Original Documents may need to be produced.

Your Product Care Plan is underwritten by AWP P&C S.A. – Dutch Branch, trading as Allianz Partners Europe, located at Poeldijkstraat 4, 1059 VM Amsterdam, the Netherlands, Corporate identification No 33094603, is registered at the Dutch Authority for Financial Markets (AFM) No 12000535 and is authorised by L'Autorité de Contrôle Prudentiel et de Résolution (ACPR) in France and authorised by the Central Bank of Ireland for conduct of business and administered in Ireland by Frith Service Contracts Ltd, Business Number 373654 (trading as Brightside), who is registered and regulated by the Central Bank of Ireland under No C51103. Product Care is provided by the Insurer and made available for You to purchase from the Retailer.

The protection provided to You under Your Product Care Plan is subject to the terms and conditions specified below.

Your Eligibility

You must be 18 years or older to purchase a policy.

Terms and Conditions

General

If You have purchased more than one product on the same purchase receipt, then Your Product Care Plan will only cover those products specifically described on the purchase receipt and/or Tax Invoice. Product Care is available at the time of purchase of Your Computer or Electrical goods.

Term

The term of Your Plan will be clearly stated on Your Original Documents and is effective from the Purchase Date of Your Product. For all products with a purchase price more than €200 the term of Your Plan may be:

- 2, 3 or 4 years as specified on Your Original Documents; or
- 7 years from the date You purchase Your Product, inclusive of any manufacturer's warranties provided; or
- 5 years from the date You purchased Your Product for OLED televisions, inclusive of any manufacturer's warranty period; or
- If the manufacturer's warranty is less than 12 months, then a period of twice the term of the manufacturer's warranty will apply for Your Plan. For example, if the manufacturer's warranty equals 3 months, then the term of Your Product Care Plan equals 6 months.

If Your Product has a purchase price under €200, the term of Your Plan will be 2 years effective from the expiry of the manufacturer's warranty period.

What is Covered

Your Plan covers the cost of parts and labour to repair Your Product in the event Your Product fails to properly operate due to:

- a) Mechanical or Electrical Failure;
 - b) A defect in materials or workmanship;
 - c) Normal wear and tear* that affects the functionality or operation of Your Product, including cover for wear and tear on Non-User Replaceable Batteries.
 - d) Dust, internal overheating, internal humidity or condensation;
 - e) Electrical interference, power surge or voltage fluctuation.
- If Your Product costs more than €200, We will protect You against these faults until the expiry date of Your Plan, or until Your Product is replaced with a new product of Our choosing.

In the event that Your Product costs less than €200, We will always replace with a new product of Our choosing rather than repair it.

The maximum amount payable by Us under Your Plan shall not exceed the Original Purchase Price of Your Product (inclusive of VAT) per claim.

*See page 12 for wear and tear exclusions

Accidental Damage Cover

If Your Product is accidentally damaged during the 12 months (save for the No Cover Period) following the Purchase Date of Your Product, We will, at Our discretion, repair Your Product or replace Your Product, subject to any applicable Administration Fees, No Cover Period, terms and conditions, exclusions and limitations of Your Product Care Plan.

If Your Product is repaired, it may be repaired with new or refurbished parts. If in Our view it is not possible or economical to repair Your Product, then We will replace Your Product in accordance with the Replacement Terms below. Where only a part or parts of Your Product has been damaged, We will only pay for the repair or replacement of that particular part or parts.

You will be required to pay an applicable Administration Fee each time You make a claim under Accidental Damage Cover. The applicable Administration Fee is determined by the Original Purchase Price of Your Product:

- **If Your Product's Original Purchase Price is more than €500**
You will be required to pay an Administration Fee of €100; or
- **If Your Product's Original Purchase Price is €500 or less**
You will be required to pay an Administration Fee of €50.
- **If Your Product's Original Purchase Price is €200 or less**
You will be required to pay an Administration Fee of €25.

Accidental Damage Cover continued...

Subject to the No Cover Period, Accidental Damage Cover commences on the date You purchase Your Product Care Plan. You will not be able to claim further under Accidental Damage Cover when:

- 1) 12 months (excluding the No Cover Period) have elapsed from the date You purchased Your Product Care Plan;
- 2) You receive a Replacement Item where Your Product is replaced following a valid claim under Accidental Damage Cover (Note that the whole Plan will also come to an end);
- 3) You have made 2 valid claims for repair of Your Product under Accidental Damage Cover. Your Cover under Accidental Damage and Your Product Care Plan will end if Your Product is replaced by Us with a Replacement Item.

Your Cover under Accidental Damage and Your Product Care Plan will also end if We repair Your Product twice under Accidental Damage. However, where Your Product is repaired, Your Plan will not automatically come to an end and You may claim during the Term of Your Product Care Plan, subject to its terms and conditions.

Accidental Damage Cover does not cover everything. Accidental Damage cover does not cover items such as docking stations, external modems, external speakers, secondary monitors, external mouse, external keyboard on notebooks, externally-attached devices, components, cases, monitors, wall mounts or wiring classified by Us as 'accessories' or 'consumables' and not built in or on the base unit, such as light bulbs, ceiling mount kit, memory disks or disk, disposable memory devices, carrying cases or stylus pens, or any other parts/components requiring regular maintenance.

No Cover Period

We will not cover You under Accidental Damage Cover for the first 30 days from the commencement of the Period of Cover (i.e. the date You purchase Your Plan). If Your Product suffers Accidental Damage during the No Cover Period, this is considered to be a Pre-existing Condition and renders the product ineligible for cover under Accidental Damage Cover.

Replacement Terms

If Your Product cost more than €200 and it is not economical for Us to repair Your Product and at Our sole discretion, We may replace Your Product with a new product that is its nearest equivalent. In the event that We replace Your Product, We will take into account features, quality and specifications of the original item as well as availability of the technology.

The value of the replacement product shall not exceed the Original Purchase Price You paid for Your Product. Due to changes in product 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 We cannot repair Your Product or offer a suitable replacement, We may arrange for You a store credit for use with the Retailer or cash settlement. The value of any store credit or cash settlement that We give You will not exceed the Original Purchase Price of Your Product. The decision to repair, replace, offer a store credit or cash settlement is always at Our sole discretion. If Your Product is replaced, a store credit is given or a cash settlement is made, this shall constitute fulfilment of this Plan and the faulty product will become Our property.

If Your Product cost less than €200, and We cannot offer a suitable replacement, We may arrange for You a store credit for use with the Retailer or cash settlement. The value of any store credit or cash settlement that We arrange for You will not exceed the Original Purchase Price of Your Product. The decision to replace, offer a store credit or cash settlement is always at Our sole discretion. If Your Product is replaced, a store credit is given or a cash settlement is made, this shall constitute fulfilment of this Plan and the faulty product will become Our property.

No Lemon Guarantee

If You have purchased a product costing more than €200 and Your Product has had 2 qualified service repairs under Your Plan and requires a 3rd qualified service under Your Plan, We will replace Your Product in accordance with the Replacement Terms above.

If You have purchased a product costing less than €200, We will replace Your Product the first time it fails in accordance with the Replacement Terms above.

Freight

If You have purchased a product costing more than €200 and Your Product requires servicing, under Your Plan We will cover freight both to and from Our designated service centre where:

- a) The gross weight of Your Product is 5kgs or less; and
- b) You live more than 20km from Our designated service centre.

An example of items on which freight would be covered include, but is not limited to, notebook computers, tablets and connected health wearables.

If You have purchased a product costing less than €200, under Your Plan We will cover any freight costs associated with the assessment or replacement of Your Product.

In most circumstances, We will arrange and cover the cost of freight upfront.

If Your Product is located outside the Republic of Ireland, We will not cover the cost of freight or delivery back to the Republic of Ireland.

Food Spoilage

If Your Product is a fridge or freezer, We will cover You up to a value of €500 for any food spoilage that occurs as a result of a defect as stated in the What is Covered section. You will be required to supply credible supporting documentation as proof of Your loss. The value of €500 is the limit of food spoilage cover during the Term of Your Plan. The maximum amount payable on any single food spoilage reimbursement claim is €300.

Laundry

If Your Product is a washing machine or dryer, We will cover You up to a value of €150 for any laundry cleaning services if Your Product is out of service for more than ten (10) consecutive days from the time that We have been notified of the failure. You will be required to supply an itemised list and receipts for each laundry reimbursement claim. The value of €150 is the limit of Laundry Cover during the Term of Your Plan. The maximum amount payable on any single laundry reimbursement claim is €100.

Availability Of Service

We always try to complete repairs in the shortest amount of time possible. However, We are not responsible for delays caused by factors beyond Our control such as manufacturer delays in supplying parts.

Worldwide Coverage

Your Product is covered by Your Plan in any country where a Harvey Norman, Domayne or Joyce Mayne store exists. If You are in a country where a Harvey Norman, Domayne or Joyce Mayne store does not exist and Your Product suffers a failure or fault as stated in the coverage section, We will cover the cost of the repair up to the value of €300 or to the Original Purchase Price of Your Product, whichever is the lower value. You will need to pay for the repair and claim back the cost from Us. You will need to show an itemised invoice of the repair costs in order to have Your reimbursement approved. The maximum amount payable over the life of Your Plan is €300 or the Original Purchase Price of Your Product, whichever is the lower amount.

What Is Not Covered

Your Product Care Plan does not cover:

1. Faults or failures covered by the manufacturer during the manufacturer's warranty period.
2. Defects or design faults that are covered by the original product manufacturer or distributor whether or not through the process of a product recall.
3. Repairs carried out by repair agents that are not authorised by Us.
4. Repairs or replacements that have been organised without following the claims procedure listed in this document or without Our authority.
5. Costs, except where specifically mentioned in these terms and conditions, such as costs associated with freight, transportation or delivery for Your Product.
6. Service call, repair costs or replacement costs where the fault is not covered under Your Plan.
7. Costs associated with installation, uninstalling, dismantling, or re-installation of Your Product.
8. Costs associated with any damage that occurs during transportation, installation, uninstalling, dismantling or re-installation of Your Product.
9. Costs associated with routine maintenance and servicing such as cleaning, adjustments, lubrication, alignments, reprogramming, tuning or upgrades.
10. Accidental Damage of any type or from any cause that is not one of the specific events expressed to be covered under Your Plan.
11. Accessories such as, but not limited to, wired headphones, microphones, cords and cables, ancillary game controllers and memory cards
12. Mechanical or Electrical Failures of Your Product caused by:
 - Negligence, accidental or deliberate misuse or unauthorised alterations;
 - Liquid penetration after Your accidental cover has elapsed;
 - Infestations of vermin, pests or insects or animals including domestic pets;
 - Cosmetic damage from any cause;
 - Accidental Damage from any cause after 12 months have elapsed from when You purchased Your Plan;
 - Rust, corrosion or mould (with the exception of sulphur damage);
13. Repairs or replacement to any:
 - Consumables, including but not limited to User Replaceable Batteries, fuses, filters, bulbs, globes, lamps, user replaceable elements, toners, drums and print heads;
 - Monitors or televisions as a result of burned phosphor, screen burn or finger prints;
 - Speakers as a result of overloading;
 - Software, data or removable data medium caused by the Mechanical or Electrical Failure of Your Product.
14. If Your Product is under €200, the replacement of any accessories which may include head phones, remote controls or external devices.
15. Any single claim amount which exceeds the Original Purchase Price of Your Product.
16. Faults caused by consumables and/or use of consumables not recommended by the manufacturer's guidelines.
17. Repair or replacement of batteries in Hearables due to faults caused by wear and tear.
18. Faults or failures of User Replaceable Batteries in cordless vacuums, including but not limited to faults caused by wear and tear.

What Is Not Covered continued...

No cover is provided under Accidental Damage Cover for:

1. Any and all Pre-existing Conditions that occur prior to the Purchase Date of Your Product and/or any product sold used, damaged, or "as-is" from the Retailer, distributor and or manufacturer when it was first sold;
2. Recovery or repossession of Your Product for any reason whatsoever;
3. Fraudulent or dishonest acts on Your part or with Your consent;
4. Theft;
5. Failure of Your Product caused by mechanical or electrical breakdown not resulting from Accidental Damage;
6. Any recovery or transfer of data stored on Your Product. We do not provide You any data recovery services under this cover;
7. Any damage to Your Product that is cosmetic only or does not otherwise affect its performance and/or functionality;
8. Wear and tear;
9. The acquisition or destruction of Your Product by order of any government, public or statutory authority;
10. Your Product if it is a mobile phone, e-scooter or drone;
11. Your Product that is intentionally damaged. If We find evidence of intentional damage, We are not obligated to repair or replace Your Product;
12. Accidental Damage caused by war, invasion or act of foreign enemy, hostilities, civil war, rebellion, riot, strike, labour disturbance, lockout, or civil commotion;
13. Accidental Damage due to third party actions, fire, insects, animals, exposure to weather conditions, extreme temperature, windstorm, sand, dirt, flood, or acts of god;
14. Damage from abuse, misuse, neglect, introduction of foreign objects into Your Product, mechanical or electrical breakdown, unauthorized modifications or alterations to Your Product, failure to follow manufacturer's instructions;
15. Costs associated with the replacement of a sim card;
16. Hand controller where the product is a games console;
17. Costs associated with investigative services where no problem can be found or where the claim was found to be invalid.

Definitions

Accidental Damage: means physical damage which occurs as a result of a sudden, unforeseen and unexpected event. The event must arise from a single identifiable incident.

Administration Fee: means the amount You have to pay each time You make a claim which is accepted under Accidental Damage cover.

Administrator: Frith Service Contracts Ltd, Business Number 373654 (trading as Brightside), located at Unit 85/86, First Floor Boardwalk, Omni Shopping Centre, Santry, Dublin 9, who is registered and regulated by the Central Bank of Ireland under No C51103.

Hearable Device, Hearables: means electronic wireless headphone devices designed for multiple purposes ranging from wireless transmission (e.g. audio playback), communication objectives and fitness tracking.

Insurer: AWP P&C S.A. – Dutch Branch, trading as Allianz Partners Europe, located at Poeldijkstraat 4, 1059 VM Amsterdam, the Netherlands, Corporate identification No 33094603, is registered at the Dutch Authority for Financial Markets (AFM) No 12000535 and is authorised by L'Autorité de Contrôle Prudentiel et de Résolution (ACPR) in France and authorised by the Central Bank of Ireland for conduct of business.

Mechanical or Electrical Failure: means a sudden or unforeseen failure of Your Product arising from a mechanical or electrical fault.

Non-User Replaceable Batteries: refers to a battery or batteries that is not a User Replaceable Battery and can only be accessed by a qualified service agent.

Original Documents: means Your original purchase receipt and tax invoice issued by the Retailer which sold Your Product to You.

Original Purchase Price: means the amount shown on the purchase receipt and/or Tax Invoice being the cost of Your Product.

Pre-existing Condition: the Product covered under Your Plan, has suffered a fault and/or Accidental Damage before You purchased the Product.

Purchase Date: means the date shown on Your Original Documents.

User Replaceable Batteries: refers to a battery or batteries in a product that can be removed and replaced by You or a service agent, following instructions from the manufacturer or product manual. E.g. batteries in cordless vacuums.

Replacement Terms: means the paragraphs in this document under the heading "Replacement Terms".

Retailer: 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.

Your Product: means any electrical or battery operated product that You purchased as described in the purchase receipt and/or Tax Invoice.




Your Plan, Your Product Care Plan: means the Product Care Plan that You have purchased with Your Product.

We, Us, Our: refers to AWP P&C S.A. – Dutch Branch, trading as Allianz Partners Europe, located at Poeldijkstraat 4, 1059 VM Amsterdam, the Netherlands, Corporate identification No 33094603, who is registered at the Dutch Authority for Financial Markets (AFM) No 12000535 and is authorised by L'Autorité de Contrôle Prudentiel et de Résolution (ACPR) in France and authorised by the Central Bank of Ireland for conduct of business (Allianz Partners Europe) and / or Frith Service Contracts Ltd, Business Number 373654 (trading as Brightside), who is registered and regulated by the Central Bank of Ireland under No C51103 and administers Product Care on Allianz Partners Europe's behalf (including claims handling and premium collections).

ATTACH INVOICE HERE

Claims procedure:

Before calling, please conduct a basic check of Your Product.

-  Is Your Product plugged in and turned on?
-  Does Your Product require new User Replaceable Batteries?
-  Have You checked Your manufacturer's instruction booklet? Many manufacturer's instruction booklets contain "trouble shooting" tips.

If the problem persists follow Our simple claims procedure to make a claim under Your Product Care Plan. Please have Your Original Documents ready. You can raise a claim by either:

-  Going online at www.productcareclaims.ie
-  Calling Us on **1800 200 503** from Monday to Friday, 9:00am to 5:30pm (excluding public or bank holidays).
-  One of Our friendly customer service representatives will verify Your details and assist You with Your query.

Transferring Your Product Care Plan

Your Plan can be transferred to a new owner at the sale of Your Product providing advice from You is given to Our customer services centre. Please call Our customer services Hotline on **1800 200 503**, during Our operating hours (as set out below) or mail Your advice to the address below.

Data Protection Notice

You should note that, by virtue of Your engagement or interactions with Us or by virtue of providing Us with personal information on You or individuals connected with You (for example directors, employees, representatives or clients), You will provide Us and Our related entities and agents with personal information which constitutes personal data within the meaning of the General Data Protection Regulation (Regulation 2016/679, the "Data Protection Legislation").

We as data controller, may collect, store and use Your personal data for the following lawful purposes: (i) to provide this product care plan/warranty to You or to investigate, assess and pay claims under Your Plan (i.e. where this is necessary for the performance of the contract); (ii) where this is necessary for compliance with a legal obligation to which We are subject; and/or (iii) for direct marketing purposes (i.e. where this is necessary for the purposes of the legitimate interests of Us or a third party). Should We wish to use Your personal data for other specific purposes (including, if applicable, any purpose that requires Your consent), We will contact You.

Data Protection Notice continued...

Our full privacy notice, which outlines Our data protection obligations and Your data protection rights, is available on Our website, www.productcareclaims.ie or at www.brightsideco.ie, and contains information on the following matters:

- the types of personal data We may collect and who We anticipate sharing it with;
- a description of the purposes and legal bases for which the personal data may be used;
- details on the transfer of personal data, including (if applicable) to entities located outside the EEA;
- details of data protection measures taken by Us;
- an outline of the various data protection rights of individuals as data subjects under the Data Protection Legislation;
- information on Our retention policy;
- contact details for further information on data protection matters.

14 Day Cooling-Off Period

If You wish to cancel Your Product Care Plan within 14 days of Your Plan commencement date and You have not made a claim, the Retailer will refund the amount You paid for Your Plan. Your Product Care Plan cannot be cancelled after the 14 day cooling-off period.

Complaints Procedure – Customer Care

We take Our customer service seriously and want to hear about any problems that You may have had with Your claim or the level of service with which You have been provided. If a problem does arise, please call Us on **1800 200 503** or email customerservice@brightsideco.ie. If the matter cannot be determined to Your satisfaction, please write to:

**The National Warranty Manager
Unit 85/86, First Floor Boardwalk,
Omni Park Shopping Centre Santry, Dublin, D09 P8K3.**

We will confirm the receipt of Your complaint within 48 hours of receiving it. We will endeavor to have a resolution to Your complaint within 5 working days. If You are not satisfied with the outcome of Your complaint, You may refer the matter to the Financial Services and Pensions Ombudsman for independent arbitration. Visit www.fsppo.ie or write to

**Financial Services and Pensions Ombudsman,
3rd Floor Lincoln House, Lincoln Place, Dublin 2, D02 VH29,
Phone: (01) 567 7000 or email info@fsppo.ie.**

Your Legal Rights

In the event of a problem with Your Product, You may have rights at law against the seller or manufacturer of the product under warranties or guarantees expressed or implied by mandatory provisions of law.

Your Product Care Plan does not replace these rights or make them void.

However, You can choose to claim under Your Plan and Your claim will be handled quickly and efficiently by Our customer service team. For further information about Your legal rights We suggest You contact the Competition and Consumer Protection Commission at **Bloom House, Railway Street, Dublin 1, D01 C576**, Consumer helpline **1890 432 432** or visit www.ccpc.ie. If You have any questions or queries about Your Product Care Plan, please don't hesitate in contacting Us.

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Appliance & Consumer Electronics Protection

Insurance Product Information Document

Company: AWP P&C S.A. – Dutch Branch, trading as Allianz Partners Europe, located at Poeldijkstraat 4, 1059 VM Amsterdam, the Netherlands, Corporate identification No 33094603, is registered at the Dutch Authority for Financial Markets (AFM) No 12000535 and is authorised by L'Autorité de Contrôle Prudentiel et de Résolution (ACPR) in France and authorised by the Central Bank of Ireland for conduct of business and administered in Ireland by Frith Service Contracts Ltd, Business Number 373654 (trading as Brightside), who is registered and regulated by the Central Bank of Ireland under No C51103.

Product: Product Care

This document only provides a basic summary of policy cover. The full terms and conditions of the contract are shown in the policy document, which You should read carefully to ensure You have the cover You need.

What is this type of insurance?

Product Care is an appliance protection insurance and includes the following covers and exclusions:



What is insured?

- ✓ Breakdowns from mechanical, electrical and electronical faults
- ✓ Costs associated with repairing Your Product, including call out charges, parts and labour
- ✓ Faults caused by dust and overheating
- ✓ Faults caused by normal wear and tear
- ✓ Faults caused by electrical surge
- ✓ Food spoilage cover up to €500
- ✓ Laundry cover up to €150
- ✓ New-for-old replacement
- ✓ Defects in materials or workmanship
- ✓ 12 months Accidental Damage for breakdowns caused by liquid spills, liquid penetration, cracked screens and dropped units
- ✓ Worldwide coverage
- ✓ Freight of Your faulty product, within the Republic of Ireland, to the authorised service centre



What is not insured?

- ✗ Faults to Your Product during the manufacturer's warranty
- ✗ Repairs not authorised by Us or faults not covered by Us
- ✗ Accidental Damage after the first 12 months
- ✗ Accessories
- ✗ Intentional or cosmetic damage
- ✗ Loss, consequential loss or theft
- ✗ Cost associated with maintenance, cleaning or adjusting Your Product
- ✗ Consumables or faults caused by consumables
- ✗ Faults or damage due to negligence
- ✗ More than 2 valid repairs under Accidental Damage in the first 12 months
- ✗ Repairs to battery faults in Hearable Devices caused by wear and tear
- ✗ Faults to User Replaceable Batteries, including but not limited to faults caused by wear and tear, e.g. User Replaceable Batteries in cordless vacuums



Are there any restrictions on cover?

- ! To claim under Accidental Damage, an Administration Fee must be paid directly to the Administrator on behalf of the Insurer. This fee depends on the Original Purchase Price of Your Product, as outlined below
- ! Original Purchase Price below €200 is a €25 Administration Fee
- ! Original Purchase Price between €200 and €500 is a €50 Administration Fee
- ! Original Purchase Price over €500 is a €100 Administration Fee



Where am I covered?

- ✓ The product is covered by Product Care in the following countries; Australia, New Zealand, Singapore, Malaysia, Slovenia, Croatia, Northern Ireland and the Republic of Ireland. If You are in a country that is not listed and Your Product suffers a failure or fault as stated in the coverage section, We will cover it if the cost of repair is €300 or less. The coverage of repair in this case is available only one time, which means the cost of only one repair of the product is covered, up to €300. If Your Product has already been repaired in any of these countries, a new repair in any of these countries is no longer possible.



What are my obligations?

- ✓ In the case of a claim, the insured must contact the Insurer to file the claim immediately after an event occurs, in concordance with the terms and conditions, and provide the Insurer with all supporting documents to enable the claim to be processed.
- ✓ At all times You must keep Your Product in a sound state of repair, and install, maintain and use Your Product as set out in the manufacturer's instruction manual.



When and how do I pay?

The premium is a single premium and immediately due after purchasing the insurance product.



When does the cover start and end?

The insurance cover starts immediately after purchasing the insurance product and ends after the agreed period.



How do I cancel the contract?

If You wish to cancel Your Product Care plan within 14 days of Your Plan commencement date and You have not made a claim, the Retailer will refund the amount You paid for Your Plan.