



# SMARTCOVER WARRANTY

WITH PRICE PROTECTION

Warranty that takes care of all the things that can go wrong with one call.

**BOND+BOND**



# You'll love the extra protection of SmartCover, the product warranty that takes care of all the things that can go wrong.

With a SmartCover Warranty, any electrical or mechanical breakdown is covered. That means never having to worry about expensive repair bills. SmartCover extends your manufacturer's warranty beyond its normal expiry period, up to a total period of 2, 3, 5 or 7 years. Refer to your purchase invoice for details of the warranty and warranty period purchased by you.

## Here's what's covered.

- Mechanical and electrical faults for parts and labour costs
- Home callout fees for televisions 32" and over, and all whiteware excluding microwaves.
- Damage from power surges or spikes (excluding lightning)
- Normal wear and tear
- Food spoilage up to \$250 per claim in any freezer or fridge where the spoilage was caused by or was attributable to a fault that is the subject of a valid claim unless already covered by the manufacturer.

## And here's what's not covered

- As you can see, SmartCover provides extensive protection against things that can go wrong. But it does not cover everything. For a full list of exclusions please refer to the Terms and Conditions.

## Before you make a claim...

- See if you can find the answer to your problem in the manufacturer's instructions. This is important because if you do make a claim and the product is found to be in working order (i.e. not faulty or the fault found is not one that is covered under SmartCover or a user operational issue), you will be responsible for any call out and service charges.

## Making a claim

1. When logging your claim please have your purchase invoice handy, as we will need proof of purchase of the product and the SmartCover Warranty.
2. If the fault persists and your manufacturer's warranty period has ended please Log onto [www.nzclaim.com/bondandbond](http://www.nzclaim.com/bondandbond) the web provides 24-hour 7-day automatic claims handling. Instant repairer selection for your claim, with full details provided to you. Instant notification to repairer of your claim once you complete the web based process. Log on using your claim number during the repair process to track your repair and send messages to the repairer or the claims administrator.

Or

**Contact the service centre between 8.30am and 7.00pm Monday to Friday, excluding Public holidays on 0800 22 88 80.**

## What happens if my product can't be repaired?

If your product can't be repaired, or we choose not to repair it, we will either offer a replacement of similar, like kind and quality, with the nearest compatible features and benefits for you or offer a Bond and Bond gift card equal to the cost of the replacement product offered. Occasionally a reconditioned product may be supplied.

Your SmartCover warranty ends when we replace the product or a gift card is provided, except under the Small Appliance Replacement Warranty.

## Terms and conditions (please read carefully)

### Can I use my product for business or commercial purposes?

Yes, except products:

- Covered under the SmartCover Small Appliance Replacement Warranty.
- Operated by multiple users (including products intended for public rental or communal use).
- Purchased predominantly to generate revenue.
- Operating the Product outside of the manufacturer's specifications

### SmartCover Small Appliance Replacement Warranty

This replacement warranty cover applies to a specific range of new Small Appliances valued under \$650. This Small Appliance Warranty cover will replace the item as often as necessary until the expiration of the term of cover. The maximum period of cover is 3 years from the original date of purchase; however SmartCover Small Appliance Replacement Warranty does not cover replacement of a product during the original manufacturers warranty period.

If no equivalent or alternative model is available and no acceptable substitute available, we will give you a Bond and Bond Gift Card to the value equal to the original purchase price.

### Help us help you.

When you make your purchase make sure the details of both the SmartCover Warranty type and duration are correctly recorded on your receipt/invoice. Because if you do need to make a claim you'll need to provide us with a proof of purchase document that details your product as well as the SmartCover Warranty you have purchased. Each product covered must have a separate SmartCover Warranty listed on the purchase document. If you have any questions please ask us and we'll ensure you have the right cover.

This SmartCover Extended Warranty is provided by Noel Leeming Group Ltd (NLG).

It is a Service Contract between You and NLG. It is not insurance. NLG's SmartCover warranty program is underwritten by American Home Assurance Company (New Zealand Branch) incorporated with limited liability in the USA, trading as AIG New Zealand, a member of American International Group (AHAC). International Underwriters Group Limited (IUG) acts solely as administrator to the Extended Service Plan as an agent for AHAC.

#### 1. Exclusions

- Repair costs that have not been approved.
- Damage or breakdown due to flood, wind, lightning, other severe weather conditions and Acts of God.
- Damage to your product caused by accident, neglect, abuse, willful act, misuse, theft, sand, liquid damage (other than in product deemed to be watertight or waterproof), corrosion or rust, battery leakage, infestation, mildew and mould.
- Any cost that can be or could have been recovered under the manufacturers or suppliers warranty or product recall; and, any problems, malfunctions, defects, adjustments of any part or assembly of your product which are not covered by the manufacturers or suppliers warranty.
- Routine maintenance, cleaning, lubrication, adjustments or alignments to the product
- Problems or malfunctions caused by unauthorised modifications, or, failure to follow the manufacturers' installation instructions, operation or maintenance instructions.
- On site warranties. SmartCover does not provide for home callout fees or extend on site warranties with the exception of televisions over 32" and whiteware excluding microwaves. If a manufacturer provides an on site warranty then this expires when the manufacturer warranty expires.
- Non operating or cosmetic damage where it does not affect the operation or safety of the product, paint or product finish, accessories used in or with a product unless covered under a separate Contract, batteries of any kind, whether built in or separate, cables, cords, cartridges and styli, toners and drum rolls, tapes, light bulbs or lamps, bulbs and globes whether internal or external to the product, as well as add-on-options incorporated in a product where such options are not essential to the basic functioning of the product.
- Wear and tear of VCR's heads 3 years after date of purchase.
- Screen burn and re-gassing of plasma televisions or LCD/LED Technology products or, faults where the Product operates within the normal range of the manufacturer's performance specifications (for instance, specifications in relation to normal, standard brightness reduction or fan noise).
- Costs of removal or reinstallation of the Product unless otherwise agreed by both parties. This includes reception and transmission problems resulting from external causes; along with faults in any wiring, electrical connection or plumbing not related to the Product.
- Mouse or track ball devices, TV remote controls, SIM cards, hand controllers for games consoles, any support relating to operator error, reformatting, installation or recovery of data, software, viruses, Spyware/Adware and any fault arising there from.
- Any loss suffered because you can't use the product, or any loss other than repair or replacement.
- Inoperability of a product caused by withdrawal of services by a third party.
- Failure of the Product to perform as expressly or implicitly warranted or advertised other than as a result of product failure.
- Loss or damage to a person or other property, direct, consequential or incidental, arising from use of or inability to use the product to the extent that such may be disclaimed by law.
- Freight costs of getting the Product to the designated repair agent here in New Zealand or overseas.
- Commercial use for products covered by SmartCover Small Appliance Warranty.

#### 2. Transfer of warranty.

So long as you apply to us and we approve in writing, you may transfer the unexpired portion of the SmartCover Warranty to a new owner. (Important to give the new owner a copy of the original purchase document/invoice).

#### 3. Settlement or Replacement.

Where settlement or replacement or Gift cards is provided, the original product becomes the property of AHAC either directly or indirectly via it's agent IUG and this SmartCover Warranty is cancelled. The value of any settlement or replacement or Gift cards will not exceed the original purchase price of the Product.

#### DISCLAIMER OF LIABILITY

This SmartCover Warranty is subject to the provisions of any applicable New Zealand law at all times. You agree that information collected in relation to it may be kept to support the Product to which it relates; and, to update or inform you (the purchaser) regarding products, services and the expiry date of this SmartCover Warranty. International Underwriters Group Limited (IUG) is the administrator of this Service Plan. Under no circumstances will coverage extend to any loss or damage to a person or other property, direct, consequential or incidental, arising from use of or inability to use the Product to the extent that such may be disclaimed by law. This Service Contract does not cover any defects, which are subject to a manufacturer's recall or are covered by the manufacturer's express warranty. This Service Contract is not a guarantee or promise relating to the nature of the material, workmanship or performance of the Product covered by the Contract. This Service Contract in no way affects or limits any right or remedies you may have under the Consumer Guarantees Act 1993.

# SmartCover – Price Protection

## What's Covered

Included with your SmartCover Warranty purchase on your appliance is the added benefit of "Price Protection". With Price Protection we will reimburse you with a Bond and Bond Gift Card for the difference between the price you paid for an item and a lower advertised price for the same item plus 10%.

### Limitations

The item must be the same brand, make, model name and/or number, and available from a competing retailer in New Zealand. The advertisement must be published within 30 days of your purchase. You must contact us within 14 days from the advertisement's publication.

### Exclusions

- Items for which the printed advertisement containing the lower price was published more than 30 days after the purchase.
- Products purchased by a person not resident in New Zealand.
- Purchases made by store employees or using employee discounts;
- Shipping and/or transportation costs or price different due to shipping, handling costs and sales tax;
- Internet only retailers will be excluded (but local appliance retailers web sites will be matched)
- Price comparisons to items purchased outside of New Zealand or in a Duty Free zone;
- Used, antique, recycled, previously owned, rebuilt, or remanufactured items, whether or not you knew the item was used, antique, recycled, previously owned, rebuilt, or remanufactured.
- Items advertised in or as result of "limited quantity," ex demo, trade in offers," going out-of-business sales," "cash only" or "close out" advertisements, parallel imported product, items shown on price lists or price quotes, cost savings as a result of package offer, manufacturer's coupons or free items, or where the advertised price includes bonus or free offers, special financing, installation or rebate, or one-of-a-kind or other limited offers;
- Any price difference found in an outlet not open to the public;
- Any price difference found with an item sold as a special deal available only to the members of specific organizations such as clubs, preferred suppliers, loyalty cards and associations.
- Item purchased for resale, professional, or commercial use.
- Items purchased subject to rebate, redeemable manufacturer's coupon, or any refund of any sort, in which case your purchase price will be determined by taking into account any such rebate or refund.
- Items on Lay by are excluded from this coverage

### Contact us at 0800 866 000 to obtain a claim form.

With the claim form you will be required to provide the following information within 14 days of notifying the claim;

- An original receipt showing payment and the original purchase invoice.
- The documents proving the difference in price between your item and the same, lower priced item; such as catalogues, seller's official notification, and advertisements, which identifies the item, the price and the manufacturer's or distributor's references, as well as the validity period of the advertised price.



Staple your invoice here.  
You'll need it if you need  
to make a claim.

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- What's it all about? • How to make a claim
- What's covered? • What's not covered?

**SMARTCOVER HELPLINE**  
**0800 22 88 80**

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