

MOBILE

Effective
February 2021

PRODUCT CARE™

Discover all the benefits of
Product Care

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

Product Disclosure Disclaimer

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

Please ensure that You keep Your Original Documents that record the purchase of both Your Mobile Device and this Product Care Mobile 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 Mobile 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 Mobile is provided by the Retailer of the product.

Your Eligibility

You must be 18 years or older and a resident of the Republic of Ireland to purchase a policy.

Demands and Needs Statement

Product Care Mobile Plan is typically suitable for customers who wish to protect their mobile phone against the risk of Accidental Damage and/or breakdown.

Product Care Mobile Plan does NOT cover everything. You should read this policy carefully and make sure it provides the cover You need.

You may already possess alternative insurance for some or all of the features and benefits provided by this mobile insurance product. It is Your responsibility to investigate this.

Harvey Norman Ireland has not provided You with any recommendation or advice on the suitability of this insurance product. You have come to Your own decision as to whether this product meets Your particular demands and needs.

Summary Of Cover

What You Are Covered For

Replacing or repairing Your registered Mobile Device in the event of:

- 12 months Accidental Damage, including liquid damage, screen damage and any damage that causes a Mechanical or Electrical Failure of Your Mobile Device.
- Breakdown (including faults)

Your Mobile Device must be purchased from a Harvey Norman Ireland Retail Store to avail the Product Care Mobile Plan.

What You Are NOT Covered For

- You need to pay a contribution every time You make a successful claim for Accidental Damage, this is the Administration Fee. Your Administration Fee depends on Your Mobile Device and is payable for every accepted claim and must be paid before Your claim is settled. For full details of how much Administration Fee is payable, please refer to 'Accidental Damage Cover' in the terms and conditions below.
- Theft;
- Loss;
- Consequential loss of any kind; including Unauthorised Call Abuse;
- More than 2 valid claims for repair under the Accidental Damage Cover;
- Accidental Damage to Your Mobile Device outside of the Republic of Ireland;
- Any Accidental Damage or loss during Your No Cover Period.

For full details of what's NOT covered in Your Plan please see below in the 'Exclusions' Section.

The protection provided to You under Your Product Care Mobile Plan is subject to the terms and conditions specified on page 6.

PROTECTION



1 Year Accidental Damage Protection

Product Care Mobile covers You for Accidental Drops, spills, cracked screens and unintentional accidents for 12 months.



1 Year Extended Warranty Cover

Product Care Mobile will cover Your Device for manufacturers defects for the 12 months commencing at the expiry of the manufacturer's warranty period.



Replacement*

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



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.

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 5pm

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. Let Us take care of the rest!

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

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

Terms and Conditions

General

If You have purchased more than one Mobile Device on the same purchase receipt, then Your Product Care Mobile Plan (Your Plan) will only cover those Mobile Devices specifically described on Your Original Documents as being covered. Product Care Mobile is only available to purchase from Harvey Norman Ireland on the date of purchase of Your Mobile Device.

Term

The term of Your Plan will be clearly stated on Your Original Documents and is effective from the Purchase Date of Your Mobile Device.

For all mobile devices purchased with a purchase price over €200 the term of Your Plan may be:

- 1 year Accidental Damage Cover and 1 year Extended Warranty Cover as specified on Your Original Documents; 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 Mobile Plan equals 6 months.

In all cases, protection for Mobile Devices costing more than €200 is limited to 3 years, inclusive of any manufacturer's warranties provided.

What Is Covered Extended Warranty Cover

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

- a) Mechanical or Electrical Failure;
- b) A defect in materials or workmanship;

If Your Mobile Device costs more than €200, We will protect You against these faults until the expiry date of Your Plan, or until Your Mobile Device is replaced with a new device of Our choosing.

The maximum amount payable by Us under Your Plan will be the Original Purchase Price of Your Mobile Device (inclusive of VAT).

If Your Mobile Device is repaired under Extended Warranty it may be repaired with new or Refurbished Stock.

Accidental Damage Cover

If Your Mobile Device is accidentally damaged during the first 12 months (excluding during the No Cover Period) following the Purchase Date of Your Mobile Device, We will, at Our discretion, repair or replace Your Mobile Device, subject to any applicable Administration Fee, No Cover Period, terms and conditions, exclusions and limitations of Your Product Care Mobile Plan. If Your Mobile Device is repaired it may be repaired with new or refurbished parts. If in Our view it is not possible or economical to repair Your Mobile Device then We will replace Your Mobile Device in accordance with the Replacement Terms below. Where only a part or parts of Your Mobile Device 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 Mobile Device:

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

Subject to the No Cover Period, Accidental Damage Cover commences on the date You purchase Your Product Care Mobile Plan.

You will not be able to claim further under Accidental Damage Cover when:

- (i) 12 months (save for the No Cover Period) have elapsed from the date You purchased Your Product Care Mobile Plan;
- (ii) You receive a Replacement Item where Your Mobile Device is replaced following a valid claim under Accidental Damage Cover (Note that if Your Mobile Device is replaced, this shall constitute fulfilment of this Plan and the faulty item will become Our property)
- (iii) You have made 2 valid claims for repair of Your Mobile Device under Accidental Damage Cover.

Your Cover under Accidental Damage and Your Product Care Mobile Plan will end if Your Mobile Device is replaced by Us with a Replacement Item. You should note that in such circumstances, the term of Your Plan concludes.

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

Accidental Damage Cover is for hardware only. Accidental Damage cover does cover items such as chargers, docking stations, external speakers, externally-attached devices, components, cases or wiring classified by Us as 'accessories' or 'consumables' and not built in or on the base unit, such as mounting kits, memory disks or disk, disposable memory devices, sim cards, 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 14 days from the date You purchase Your Plan. If Your Mobile Device suffers Accidental Damage during the No Cover Period, this is considered to be a Pre-existing Condition and renders the Mobile Device ineligible for cover under Accidental Damage Cover.

Any applicable No Cover Period should not affect Your coverage under a manufacturer's warranty.

If, during the No Cover Period, Accidental Damage renders the Mobile Device ineligible for the cover under Accidental Damage Cover, We will cancel Your Plan and provide You with a full refund of the Product Care Mobile Plan You have paid.

Replacement Terms

If Your Mobile Device costs more than €200 and it is not economical for Us to repair Your Mobile Device at Our sole discretion, We may replace Your Mobile Device with a new device that is its nearest equivalent. We may, at Our sole discretion, replace Your Mobile Device with Refurbished Stock. In the event that We replace Your Mobile Device, 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 device shall not exceed the Original Purchase Price You paid for Your Mobile Device. Due to changes in product technology and availability, the replacement device We supply may have a lower selling price and is not limited to the original manufacturer brand of Your original Mobile Device. Replacement price differences, if any, will not be refunded.

If We cannot repair Your Mobile Device 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 arrange for You will not exceed the Original Purchase Price of Your Mobile Device. The decision to repair, replace, offer a store credit or cash settlement is always at Our sole discretion.

If Your Mobile Device is replaced, a store credit is given or a cash settlement is made, this shall constitute fulfilment of this Plan and the faulty item will become Our property.

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.

Exclusions

Your Product Care Mobile Plan does not cover:

1. Faults or failures covered by the manufacturer during the manufacturer's warranty period.
2. Mobile Phones with a value under €200 or more than €1700 at the time of purchase.
3. Refurbished or Second Hand Mobile Phones
4. Theft and/or loss of Your Mobile Device or any consequential loss, including Unauthorised Call Abuse
5. Defects or design faults that are covered by the original product manufacturer or distributor whether or not through the process of a product recall.
6. Repairs carried out by repair agents that are not authorised by Us.
7. Repairs or replacements that have been organised without following the claims procedure listed in this document or without Our authority.
8. Costs, except where specifically mentioned in these terms and conditions, costs associated with freight, transportation or delivery for Your Mobile Device.
9. Service call, repair costs or replacement costs where the fault is not covered under Your Plan.
10. Costs associated with installation, uninstalling, dismantling, re-installation of Your Mobile Device.
11. Costs to replace any data including but not limited to software, games, wallpapers, logos, videos, ringtones or downloads stored on the Mobile Device, SIM card, memory card, any other storage component of the Mobile Device, We do not provide You any data recovery services under this cover;

12. Costs associated with any damage that occurs during transportation, installation, uninstalling, dismantling or re-installation of Your Mobile Device.
13. Consequential losses or damage of any type, including but not limited to loss of enjoyment, loss of intellectual or sentimental value of Your Mobile Device.
14. Costs associated with routine maintenance and servicing such as cleaning, adjustments, alignments, reprogramming, tuning or upgrades.
15. Accidental Damage of any type or from any cause that is not one of the specific events expressed to be covered under Your Plan.
16. Accessories such as, but not limited to chargers, headphones, microphones, cords and cables, SIM cards and memory cards.
17. Mechanical or Electrical Failures of Your Mobile Device caused by:
 - Negligence, accidental or deliberate misuse or unauthorised alterations;
 - Liquid penetration; Outside of the Accidental Period
 - 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);
 - Electrical interference, power surges or voltage fluctuations;
 - Wear and tear including but not limited to home buttons and power buttons;
18. Repairs to any:
 - Consumables, including but not limited to user replaceable batteries;
 - Speakers as a result of overloading;
 - Software, data or removable data medium caused by the Mechanical or Electrical Failure of Your Mobile Device.
19. Any single claim amount which exceeds the Original Purchase Price of Your Mobile Device.
20. Any Mobile Device which has had its serial or IMEI number removed, defaced or altered;
21. Any claim where the insured event occurs during the No Cover Period or outside the term;
22. Claims where at the time of purchasing the policy, You were aware of something that would give rise to You making a claim;
23. Losses arising from electro-magnetic pulse, whether man made or naturally occurring;
24. Any mobile devices that are manufactured in a way to resemble devices made by another company in breach of copyright laws;

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 Mobile Device and/or any Mobile Device sold used, damaged, or “as-is” from the Retailer, distributor and or manufacturer when it was first sold;
2. Recovery or repossession of Your Mobile Device for any reason whatsoever;
3. Fraudulent or dishonest acts on Your part or with Your consent;
4. Any damage to Your Mobile Device, where the incident causing the damage occurred outside of the Republic of Ireland;
5. Failure of Your Mobile Device caused by mechanical or electrical breakdown not resulting from Accidental Damage;
6. Costs to replace any data including but not limited to software, games, wallpapers, logos, videos, ringtones or downloads stored on the Mobile Device, SIM card, memory card, any other storage component of the Mobile Device, We do not provide You any data recovery services under this cover;
7. Accessories such as, but not limited to chargers, headphones, microphones, cords and cables, sim cards and memory cards.
8. Any damage to Your Mobile Device that is cosmetic only or does not otherwise affect its performance and/or functionality;
9. Wear and tear, including but not limited to home buttons and power buttons;
10. Repairs carried out by repair agents that are not authorised by Us.
11. The acquisition or destruction of Your Mobile Device by order of any government, public or statutory authority;
12. Your Mobile Device that is intentionally damaged. If We find evidence of intentional damage, We are not obligated to repair or replace Your Mobile Device;
13. Accidental Damage caused by war, invasion or act of foreign enemy, hostilities, civil war, rebellion, riot, strike, labour disturbance, lockout, or civil commotion;
14. Accidental Damage due to third party actions, fire, insects, animals, exposure to weather conditions, seepage, pollution, extreme temperature, windstorm, sand, dirt, Flood, acts of god or consequential loss of any nature;
15. Damage from abuse, misuse, neglect, introduction of foreign objects into Your Mobile Device, mechanical or electrical breakdown, unauthorized modifications or alterations to Your Mobile Device, failure to follow manufacturer’s instructions;
16. Costs associated with the replacement of a SIM card;
17. Costs associated with investigative services where no problem can be found or where claim was found to be invalid.
18. Claims as a result of You acting illegally or breaking any government prohibition or regulation.

Transferring Your Product Care Mobile Plan

Your Plan can be transferred to a new owner at the sale of Your Mobile Device 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 shown on page 12 or mail Your advice to the address on page 12.

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.

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 Mobile Plan within 14 days of the purchase date of Your Plan and You have not made a claim, the Retailer will refund the amount You paid for Your Plan.

Cancellation Of Your Plan

By You

You can cancel Your Plan by calling the Brightside Cover team on 1800 200 503. You may request to cancel Your Plan at any time without any cancellation fee. Any unused Premium that You have already paid at the time of cancellation will be refunded by the Retailer. We will cancel Your Plan at the monthly anniversary of the date You purchased Your Plan. If there is a refund applicable, the Retailer will provide a pro rata refund of any remaining complete months of Your annual premium.

By Us

We may cancel Your Plan, without notice, if:

- You do not pay Your premium; or
- You make a claim We believe to be fraudulent; or
- For any other reason allowable at law.

In the event We cancel Your Plan We will provide You 30 days written notice to Your last known address or by way of email correspondence to the email address You provided. The reasons We may cancel Your Plan include, but not limited to: significant adverse claims experience, inflation, economic and environmental factors, and changes in legislation.

What You Must Do

You must do the following things. If You do not, We may refuse to pay a claim, reduce the amount that We pay and/or cancel Your Plan.

- You must keep Your Mobile Device in a sound state of repair at all times.
- You must take reasonable precautions to prevent damage of Your Mobile Device at all times.
- Accidental Damage claims must be made within 10 days of the occurrence of any event.
- Where a claim is settled with a replacement Mobile Device, You pass all rights, title and ownership of the claimed Mobile Device to Us.
- If You make a claim, You agree to cooperate fully with the requirements of the claims processes set out in 'Making a Claim' and supply any additional information that may be required to settle Your claim.

Definitions

Accidental Damage: means physical damage which occurs as a result of a sudden, unforeseen and unexpected event that affects Your Mobile Device so it no longer functions normally. The event must arise from a single identifiable incident. This includes liquid damage, screen damage and mechanical and electrical Accidental Damage.

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.

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 Mobile Device arising from a mechanical or electrical fault.

Mobile Device: the mobile telephone We have agreed to insure as shown on the original purchase receipt and tax invoice issued by the Retailer.

No Cover Period: You are not entitled to make a claim for any benefits for the first 14 days from the start of Your Plan.

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

Original Purchase Price: means the amount shown on the purchase receipt and/or Tax Invoice being the cost of Your Mobile Device. Purchase Date: means the date shown on Your Original Documents.

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

Refurbished Stock:

Grade A: The part or mobile is in immaculate condition with minimal signs of use. In most cases it will have no signs of use at all.

Grade B: The part or mobile is in very good condition. There will be signs of scratches but will not include deep scratches and no significant signs of heavy wear and tear. This will not affect the functions of the phone.

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.

Unauthorised Call Abuse: the cost of unauthorised calls made from Your Mobile Device.

You, Your: means the person or persons named as the purchaser on the Original Documents.

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

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 Mobile on Allianz Partners Europe's behalf (including claims handling and premium collections).

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.

To notify Us of these issues, please collect all the relevant information on Your query and direct it to

**The National Warranty Manager at
85/86, 1st Floor Boardwalk,
Omni Shopping Centre, Santry, Dublin 9.**

We will confirm the receipt of Your complaint within 48 hours of receiving it. We will endeavour 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.fspo.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@fspo.ie

You can also refer the matter to the Central Bank of Ireland, 73 North Wall Quay, North Dock, Dublin. PO Box 559, Dublin 1.

Phone: 01 224 6000.

Your Legal Rights

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

Your Product Care Mobile 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 Mobile Plan, please don't hesitate in contacting Us.

For all enquiries, to transfer ownership or to lodge a claim contact Us on: **1800 200 503**

Monday to Friday: 9.00am - 5.30pm

(Excluding public or bank holidays)

customerservice@brightsideco.ie

Product Care Mobile is provided by the Retailer of the product.

Claims procedure

Before calling please conduct a basic check of Your Product.



Is Your Mobile Device charged and turned on?



Have You checked Your manufacturer's instruction booklet? Many manufacturer's instruction booklets contain "trouble shooting" tips.

If the problem still 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.

Making A Claim

You are not entitled to claim for any benefits for the first 14 days of Your Plan. This is known as the No Cover Period.

Before calling please conduct a basic check of Your Mobile Device.

- Is Your Mobile Device charged and turned on?
- Have You checked Your manufacturer's instruction booklet? Many manufacturer's instruction booklets contain "trouble shooting" tips.

If the problem still persists follow Our simple claims procedure to make a claim under Your Product Care Mobile Plan.

Please have Your Original Documents ready before phoning.

- Call Us on **1800 200 503** during Our business hours.
- One of Our friendly customer service representatives will verify Your details and assist You with Your query.