

THIS EW SERVICE CONTRACT IS NOT AN INSURANCE POLICY. IT IS A SERVICE CONTRACT PROVIDING REPAIRS FOR COVERED DEFECTS. IT DOES NOT RELATE TO ANY GUARANTEE OR PROMISE RELATING TO THE NATURE OF THE MATERIAL, WORKMANSHIP OR PERFORMANCE OF THE COVERED PRODUCT.

This EW Service Contract is not transferable. In the event, the Product covered under this EW Service Contract is replaced directly by the manufacturer due to manufacturer's recall, the customer must submit to PERTAMA/HARVEY NORMAN the manufacturer's delivery receipt and serial number of the new product within 15 days of the replacement. The EW Service Contract is not refundable in any circumstances.

ENTIRE AGREEMENT

Together with the sales order confirmation/tax invoice, these will form the entire agreement between PERTAMA/HARVEY NORMAN and the Purchaser of this EW Service Contract and no other oral or written representations are valid.

CLAIMS FOR EW SERVICE CONTRACT REPAIRS

1. If the Manufacturer's Warranty Period for the Product has **NOT EXPIRED**, contact the Manufacturer or their Authorised Repairer directly.
2. If the Manufacturer's Warranty Period for the Product has **EXPIRED**, and this EW Service Contract is in EFFECT, CALL **1800 438 6393 (or +65 6572 9760 if you are calling from overseas)** during office hours for repair authorisation. Repairs without PERTAMA/HARVEY NORMAN's prior authorisation will not be covered. Repairs must only be carried out by the Authorised Repairer as directed by PERTAMA/HARVEY NORMAN. Your claim will be denied if you fail to notify PERTAMA/HARVEY NORMAN within 30 days of the Product failure.
In Australia, phone Toll Free 1800 810 118. In New Zealand, phone Toll Free 0800 848 444. In West Malaysia, phone Toll Free 1800 88 2238. In Ireland, phone Toll Free 1800 200 503. In Slovenia, phone Toll Free 080 10 18. In Croatia, phone Toll Free 0800 200 129.
3. If food items are spoiled due to a faulty refrigerator covered under the Contract, we will reimburse you for such food spoilage up to a total of S\$150 per incident. Provided that, the food spoilage has been verified and inspected by an Authorised Representative sent by PERTAMA/HARVEY NORMAN and properly documented.
4. For **ALL CLAIMS**, this **EW SERVICE CONTRACT** and the **PERTAMA/HARVEY NORMAN SALES INVOICE** for the Product must be **PRESENTED**.
5. Consult your manufacturer's instructions to determine if the failure to operate is due to circumstances that may be corrected by yourself. If the breakdown is not covered by this EW Service Contract, you will be charged for the cost of the repair. A diagnostic /service fee will be imposed if you decide not to proceed with the repair or when no fault is found.

Harvey Norman

Harvey Norman

**EXTENDED
WARRANTY
SERVICE
CONTRACT**

**HOTLINE:
1800 438 6393**

**Hours: Monday to Friday 8:30am to 6:30pm
excluding public holidays.
www.onlinewarrantyclaims.com**

COVERAGE

1. This Extended Warranty Service Contract ("EW Service Contract") provides the coverage for the repair of the Product listed on the sales order confirmation/tax invoice for electrical, electronic or mechanical defects only for a further period commencing on the expiry of the Manufacturer's Warranty and ending on the Extended Warranty Expiry Date in accordance with the Extended Warranty Term selected as listed on the sales order confirmation/tax invoice.
2. This means that, inclusive of the Manufacturer's Warranty period, the Product will have a total of Three Years to Five Years Coverage from the date of purchase of the Product, subject to payment of the applicable fee for the Extended Warranty Term selected.
3. Repairs cover the cost of parts and labour. On-site service charges for repairs are only covered for non-portable Products provided the original Manufacturer's Warranty states on-site service. Otherwise, on-site service charges will be paid by the customer.

EXTENDED WARRANTY SERVICE CONTRACT - COVERAGE SCHEDULE

PRODUCT ELIGIBILITY

This EW Service Contract may only be purchased at point of sale upon purchase of a Product and only covers a Product which:

1. Is purchased new from PERTAMA Merchandising Pte Ltd ("PERTAMA/HARVEY NORMAN");
2. Is manufactured for use in Singapore (and/or Australia, New Zealand, West Malaysia, Ireland, Slovenia, Croatia);
3. Included at the time of purchase, the complete and original Manufacturer's Warranty which is valid in Singapore (and/or Australia, New Zealand, West Malaysia, Ireland, Slovenia, Croatia);
4. In the case of consumer products such as electronics and major appliances, the usage is limited to domestic and personal use only. Office products such as facsimile machines, copiers and computers are also covered for home office use by the customer;
5. This EW Service Contract does not cover a Product utilised for commercial, rental or for profit generation purpose, and does not cover a Product utilised in a multiple users organization or for commercial use in housing areas.

EXCLUSIONS

1. Products that are still covered under the term of the original Manufacturer's Warranty or any other warranty in effect.
2. Defects not covered under the scope of the original Manufacturer's Warranty.
3. Inherent design and manufacturing defects, and defects which are subject to a manufacturer's recall or which are covered under a manufacturer's program of reimbursement.
4. The exterior, cosmetic or non-operating items of the Products including, but not limited to rusting or warping of parts and structures; paint, colour or product finishes; plastic and decorative parts; hoses and pipes; wiring, cables, cords and connectors, sockets, plugs, chargers, AC adaptors; and breakable items such as glass, bulbs, globes and lenses.
5. Consumables including but not limited to built-in/detachable batteries, ribbons, toner, tapes, diskettes, tape heads, printer heads, belts, drums and filters.
6. Accessories used in or with the Product including, but not limited to remote control unit, styli.
7. Add-on options, upgrades and software are not covered. The EW Service Contract holder is responsible for backing up all software and data prior to any repair.
8. Defects resulting directly and/or indirectly from software installation and/or removal are excluded. Repairs related to installation operating system and software (such as office suites), or hardware added after the original purchase, and loss or damage to stored data are not covered.
9. Reception or transmission problems resulting from external causes.
10. Breakdown caused by computer virus, virus prevention, or realignments to the Product.
11. The following are not covered regardless of the original Manufacturer's Warranty coverage: damage to any set-up information, program, or data resident in any storage media and/or devices (such as memory chips, hard devices, diskettes, tapes, CD-ROMs) resulting from a defect in the Product, or resulting from any repairs or replacement under this EW Service Contract.

12. Failure to comply with the Manufacturer's installation operation, or maintenance instructions, unauthorised modifications, or servicing/repairs by unauthorised repairers will result in denial of coverage.
13. Products with removed or altered serial numbers are not covered.
14. Cost of removal and re-installation, cost when no covered defect is found; products on loan during the repair process.
15. Pressure test, routine maintenance and servicing of the Product such as cleaning, top-up gas, lubrication, adjustments or alignments are not covered.
16. Wear and tear including but not limited to hinges, gaskets, seals.
17. Any loss or damage covered by property insurance.
18. Any loss or damage due to theft, burglary, accidental or intentional damage, transportation damage, neglect, misuse, abuse, cracks, corrosion, spillage of liquids, malicious damage, aircraft, physical impact, battery leakage, power outages, surges or burns, inadequate or improper voltage or current, animal or insect infestation.
19. Any loss or damage resulting from an act of nature including but not limited to earthquake, storm or typhoon, sand, water, flood and lightning.
20. For waterproof cameras, inspection and maintenance are required in order to preserve the water resistance feature. Charges related to such inspection and maintenance are not covered.

LIMITATION OF LIABILITY

PERTAMA/HARVEY NORMAN will not, under any circumstances, extend to direct or indirect loss or injury to a person or loss or damage to property or any incidental, contingent, special or consequential damages including but not limited to loss incurred due to any delay in rendering any services related to this Contract and/or loss of use during the period that your product is at an authorised repairer and/or while awaiting replacement parts.
PERTAMA/HARVEY NORMAN, at its sole discretion, may replace your Product with one of a like kind and quality if the Product is not repairable due to part obsolete or beyond economic repair. Due to technological advances, the replacement product may be of lower retail value than the original Product. Replacement parts will be original or non-original manufacturer's parts that perform to factory specifications of the Product and shall be determined at our discretion. We reserved the right to pay you the original purchase price of the product if we are unable to replace you with a product that matches the quality and specifications of the faulty product.
Faulty parts and/or set must be returned and becomes the property of PERTAMA/HARVEY NORMAN. Transport, installation fees will be borne by the customer. Any such replacement will immediately terminate this EW Service Contract.

TERMINATION

This EW Service Contract shall terminate immediately with no refund of the EW Service Contract Fee if any of the following events occur:

1. Upon expiry of the term of the Contract; or
2. When the Product has been replaced; or
3. Disposal, subsequent sale, lost or repossession of the Product; or
4. Unauthorised repair or modification of the Product; or
5. Discovery of fraud or misrepresentation; or
6. Violation of any of the terms and conditions of this EW Service Contract; whichever is earlier.