Thank you for choosing to protect Your Product with a Harvey Norman® Product Care Plan.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits under Your Harvey Norman® Product Care Plan are in addition to Your rights and remedies under the Australian Consumer Law. You are not required to pay for Your rights and remedies under the Australian Consumer Law.

Nothing in this Harvey Norman® Product Care Plan excludes, restricts or modifies Your rights under the Australian Consumer Law.

Please ensure that You keep Your Original Documents that record the purchase of both Your Product and this Harvey Norman® 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.

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

TERMS AND CONDITIONS

GENERAL
If You have purchased more than one product on the same purchase receipt, then Your Harvey Norman® Product Care Plan will only cover those products specifically described on the purchase receipt and/or Tax Invoice as being covered. Harvey Norman® Product Care is only available from Harvey Norman® on the day of purchase of Your Product.

TERM
The term of Your Plan will be clearly stated on Your Original Documents and is effective from the expiry date of the manufacturer’s warranty of Your Product.

For all products purchased with a purchase price over $400 the term of Your Plan may be:
- 2, 3 or 4 years as specified on Your Original Documents.
- 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 Harvey Norman® Product Care Plan equals 6 months.

In all cases, protection for products costing more than $400 is limited to 7 years (excluding plasma televisions, which is limited to 5 years) under Your Plan inclusive of any manufacturer’s warranties provided.

If Your Product has a purchase price under $400 the term of Your Plan will be 24 months effective from the expiry of the manufacturer’s warranty of Your Product.

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) Electrical, electronic and mechanical failure protected under Your Product’s manufacturer’s warranty.

b) A defect in materials or workmanship

c) Normal wear and tear

d) Dust, internal overheating, internal humidity or condensation

If Your Product cost more than $400 We will protect you against these faults under Your Plan until the expiry date of Your Plan, or until Your Product is replaced with a new product.

In the event that Your Product cost less than $400 We will always replace with a new product rather than repair under Your Plan.

The maximum amount payable by Us under Your Plan will be the Original Purchase Price of Your Product (inclusive of GST) per claim.

REPLACEMENT TERMS
If Your Product cost more than $400 and it is not economical for Us to repair Your Product and at Our sole discretion, under Your Plan We may replace Your Product with a new product that is its nearest equivalent. In the event that We replace Your Product under Your Plan, 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 under Your Plan 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.

Under Your Plan, if we cannot repair Your Product or offer a suitable replacement, We may give You a store credit or cash settlement. The value of any store credit or cash settlement that We give You under Your Plan will not exceed the Original Purchase Price of Your Product.

The decision to repair, replace, offer a store credit or cash settlement under Your Plan is always at Our sole discretion.

Claims Hotline
1300 810 118
If Your Product cost less than $400, and We cannot offer a suitable replacement, we may give You a store credit or cash settlement under Your Plan. The value of any store credit or cash settlement that We give You under Your Plan will not exceed the Original Purchase Price of Your Product. The decision to replace, offer a store credit or cash settlement under Your Plan is always at Our sole discretion.

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

NO LEASE GUARANTEE

If You have purchased a product costing more than $400 and the same component fails three or more times during the term of Your Harvey Norman® Product Care Plan, We will replace Your Product under Your Plan in accordance with the Replacement Terms above.

If You have purchased a product costing less than $400, We will replace Your Product under Your Plan the first time it fails in accordance with the Replacement Terms above.

FREIGHT

If You have purchased a product costing more than $400 and Your Product requires servicing, under Your Plan We will cover freight both to and from Our designated service centre.

If You have purchased a product costing less than $400, 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.

FOOD SPOILAGE

If You are a refrigerator or freezer, under Your Plan We will cover You up to a value of $250 for any food spoilage that might occur as a result of a defect as stated in the coverage section.

LAUNDRY

If Your Product is a washing machine or dryer, under Your Plan We will cover the cost of replacing any faulty parts, labour, freight and/or delivery of a new Product.

If You have purchased a product costing less than $400, freight and/or delivery of a new Product.

if You have purchased a product costing less than $400, and We cannot offer a suitable replacement, we may give You a store credit or cash settlement under Your Plan. The value of any store credit or cash settlement that We give You under Your Plan will not exceed the Original Purchase Price of Your Product. The decision to replace, offer a store credit or cash settlement under Your Plan is always at Our sole discretion.

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

If You have purchased a product costing more than $400 and the same component fails three or more times during the term of Your Harvey Norman® Product Care Plan, We will replace Your Product under Your Plan in accordance with the Replacement Terms above.

If You have purchased a product costing less than $400, We will replace Your Product under Your Plan the first time it fails in accordance with the Replacement Terms above.

DEFINITIONS

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

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

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

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

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

User Generated Data: All data generated by You and stored on or in Your Product. For example, songs, photos, telephone numbers and electronic documents.

TRANSMITTING YOUR HARVEY NORMAN® PRODUCT CARE PLAN

Your Plan as it applies to Your Product can be transferred to a new owner provided the advice from You or the new owner is given to Our customer service centre. Please provide a copy of the Original Documents to the new owner on Transfer.

Our customer service hotline on 1300 810 118, during Our operating hours as set out below or mail Your advice to the address below.

PRIVACY STATEMENT

We comply with the Privacy Act 1988 (Cth) (as amended). The information We collect will be used for the purpose of providing Your Plan to You to investigate, assess and pay claims under Your Plan.

For these purposes, You acknowledge and consent to Us, Our agents, Our related entities and Our related entities collecting Your personal information and disclosing Your personal information to Our agents, Our related entities or Our service providers.

You also acknowledge and consent to Us, Our agents and Our related entities collecting and using Your personal information to contact You for market research or to provide You with information about products and offers provided by Us, Our agents and Our related entities.

If You wish to receive any marketing communications, You may opt out by contacting Us on the numbers set out in this document.

15 DAY FREE LOOK

If You wish to cancel Your Harvey Norman® Product Care Plan within 15 days from the purchase date of Your Product, the Retailer will refund the amount You paid for Your Plan.

Your Harvey Norman® Product Care Plan cannot be cancelled after the 15 day free look period.

CLAIMS PROCEDURE

Before calling please conduct a basic check of Your Product.

Is Your Product plugged in?
• Does Your Product require new batteries?
• 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 Harvey Norman® Product Care Plan.
• Please have Your Original Documents ready before phoning.

• Please make sure that you have your product model and serial numbers available before calling.

ATTACH PURCHASE INVOICE HERE

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