

Effective date
May 2020



Extended Warranty Plan

Terms and Conditions

digiProtect

Extended Warranty Plan includes*:



Replacement

If Your Product's Original Purchase Price was under \$1,000 and stops functioning, there's no fuss. We'll simply replace it.



Surge protection

We will cover Your Product if it suffers a break down caused by electrical interference, power surge or voltage fluctuation.



21 day repair

We'll do our very best to have Your Product back in Your hands within 21 business days.



Freight & service calls

We'll cover all freight costs and service calls during the claims process for an Eligible Fault.



No lemon guarantee

If You're unlucky enough to require two separate repairs and You incur a third fault, relax. We'll simply replace Your Product.



Transferable

This is a real bonus. Simply call us and You can transfer Your Plan to the new owner if You gift or sell Your Product.



Worldwide coverage

It doesn't matter where You travel in the world, We've got You covered.

*Subject to digiProtect Extended Warranty Plan Terms and Conditions and the ACL.

Thank You for choosing digiProtect Extended Warranty Plan

A lot can happen to Your Product(s), and Our Extended Warranty Plan provides You with extra protection after Your Manufacturer's Warranty expires.

Please read these terms and conditions carefully for everything You need to know about what We will and won't pay and the extent of benefits provided.

Now You can sit back and enjoy the benefits set out below.

About digiProtect

digiProtect Extended Warranty Plan is not an insurance policy, nor are We insurers. A digiProtect Extended Warranty Plan is a service plan provided by the selling Retailer of the Product being Digital Imaging Express Pty Ltd trading as digiDirect (Us) in respect of the Product We sell.

If You need to contact Us for any reason, please call 1300 889 148. Our hours are Monday to Friday 9:00am to 5:00pm, Saturdays 9:00am to 12:00pm AEST (excluding public holidays) or email digiprotect@digidirect.com.au.

Your Rights and Remedies under Australian Consumer Law

The Australian Consumer Law ("ACL") protects consumers by automatically giving them basic, guaranteed rights for goods they purchase ("Consumer Guarantees") at no charge. For example, the ACL requires that, taking account of the nature of goods, the price, any representations made by the supplier or manufacturer and other relevant circumstances, the goods must be free of defects, do what they are meant to do, be safe, durable and acceptable in appearance and finish, be fit for any particular purpose that the consumer makes known and comply with any description given or any demonstration model used.

In the event of a breach of a Consumer Guarantee where there is a major failure of the goods, consumers are entitled to reject the goods and choose a replacement or refund and claim compensation for any reasonable foreseeable loss or damage suffered by consumers as a result of the failure. Where the failure does not amount to a major failure, consumers are entitled to have the supplier repair or replace the goods (at the supplier's choice). Whether a specific failure breaches a Consumer Guarantee and a consumer is entitled to a remedy under the ACL will depend on the circumstances.

Consumer Guarantees have no set time limit but generally last for an amount of time that is reasonable to expect in the circumstances, given factors including the cost and quality of the goods, the use made of the goods or any representation made by the supplier or manufacturer. Consumer Guarantees may continue even at the expiry of the Manufacturer's Warranty for the goods or this digiProtect Extended Warranty Plan. The exact amount of time that Consumer Guarantees last in the case of a specific purchase varies depending on the circumstances.

Consumers with a claim for breach of a Consumer Guarantee should contact the supplier of the goods at first instance. If You are unable to reach resolution with the supplier as to the remedy, You should seek independent advice and/or contact the ACCC (contact details below) or Your state/territory fair trading body.

Comparison of Your rights

The following table is a summarised comparison of Consumer Guarantees and the protections offered by this digiProtect Extended Warranty Plan. Please note that this table is a summary only and is not a substitute for obtaining legal advice on the ACL and reading the full Terms and Conditions of the digiProtect Extended Warranty Plan contained in this document, as certain limitations and exclusions apply in certain circumstances, including an exclusion if You fail to use Your Product in accordance with the manufacturer's care instructions or if the Product is accidentally damaged. In addition, You can visit www.accc.gov.au for more information on the Consumer Guarantees. Please note that, in addition to the protections below, You may have additional rights against a manufacturer under a Manufacturer's Warranty.

Protection	ACL Rights and Remedies	Benefits Under digiProtect Extended Warranty
Am I protected if the Product is defective?	Protection where the product is not of 'Acceptable Quality', 'Fit for Purpose', or does not 'match the description'. This includes protection against defects such as mechanical or electrical failure.	Protection (beyond the Manufacturer's Warranty) for Eligible Faults of electronic, mechanical or electrical failure.
How long does the protection against defects last?	<p>A reasonable period from the date of delivery until the defect becomes apparent. What is reasonable will depend on the circumstances including nature of the product, the price, the way it is used and any statements or representations made about the product.</p> <p>In certain circumstances, taking into account the factors listed above, this reasonable period may cover the period of time that protection is available under the digiProtect Extended Warranty Plan.</p>	The number of years of protection available to You (beyond the Manufacturer's Warranty) in the digiProtect Extended Warranty Plan. This may be two or three years for the relevant Product You seek to Cover.

Protection	ACL Rights and Remedies	Benefits Under digiProtect Extended Warranty
What remedies are available if the Product is defective?	Repair, refund, replacement and/or damages for consequential loss. The exact remedy will depend on the specific circumstances.	Repair of Your Product or a replacement if Your Product is uneconomical to repair. Replacement if the Original Purchase Price of Your Product is less than \$1,000. No Lemon Guarantee - replacement if Your Product requires more than two (2) repairs.
Who is obliged to provide the remedy for a defective Product?	Retailer (if seeking a repair, refund or replacement, or claiming damages). Manufacturer (if claiming damages).	digiDirect is the Retailer and can be contacted on 1300 889 148 or by emailing digiprotect@digidirect.com.au
Cost of coverage	No cost.	The cost of the digiProtect Extended Warranty Plan.
Is a Technical Assistance Helpline available to help with my Product?	Not required under the ACL but some suppliers and manufacturers do provide a helpline.	Yes. We will provide You with advice on technical problems relating to Your Product. You can access this by calling 1300 889 148. Technical assistance is limited to support in relation to hardware and/or software supplied with Your Product.
Is there a guarantee that any repair will be carried out in a reasonable time?	The product must be repaired within a reasonable time or You are entitled to a replacement or a refund.	We will do our very best to have Your Product repair completed within 21 business days.
What happens if I receive a remedy for a faulty Product?	Any repaired product continues to be covered.	Any repaired Product continues to be covered. If You receive a replacement Product or any payment for the replacement of Your Product the digiProtect Extended Warranty Plan ends.

Additional benefits under the digiProtect Extended Warranty Plan not available under the ACL

We appreciate that You may want the certainty of knowing that if Products You buy are faulty they are protected for a specific time period.

When You purchase the digiProtect Extended Warranty Plan You are obtaining certainty as to the Warranty Term and the remedy You will receive and the convenience of having the repair and/or replacement process managed for You under the digiProtect Extended Warranty Plan.

You will be entitled to the benefits set out below that are not available under the ACL, subject to the terms of Your digiProtect Extended Warranty:

- Certainty as to the exact Warranty Term You have for Your Product;
- Certainty of a replacement (or refund) for an approved claim where the Original Purchase Price of Your Product is under \$1,000 for a failure of a minor nature (as defined in the ACL);
- Even if the failure is minor, when the Original Purchase Price of Your Product is \$1,000 or more, You have certainty of a replacement (or refund) should Your Product have been repaired for two (2) Eligible Faults, and it fails again;
- Specific repair time guarantee;
- If Your Product while in Your possession suffers a failure while You are temporarily overseas, for an eligible claim We will authorise You to arrange for Your Product to be repaired while overseas at Our cost;
- You are protected if Your Product suffers a failure due to a power surge;
- Your Plan is transferable. Simply call us if you sell or gift Your Product.

The ACCC's contact details

Australian Competition and Consumer Commission
1300 302 502
Indigenous Infoline: 1300 303 143
www.accc.gov.au

Important information

This document sets out the protection provided if You purchase digiProtect Extended Warranty Plan in conjunction with the purchase of Your Product.

This digiProtect Extended Warranty Plan is a service plan sold by Us in respect of some Products We sell new (excludes seconds and refurbished Products), which may also be subject to change at Our sole discretion. This Plan may not be available for all Products. Check in-store for details.

Your digiProtect Extended Warranty Plan is not an insurance policy, nor are We insurers.

If You have purchased more than one Product on the same purchase Receipt, then Your digiProtect Extended Warranty Plan will only protect those Products specifically described on Your Receipt as being covered.

A separate digiProtect Extended Warranty Plan must be purchased for each Product You require to be protected under Your Plan.

Please ensure that You keep Your Receipt to describe and validate the purchase of Your Product. The Receipt constitutes proof of the purchase and in the event of a claim, the Receipt may need to be produced.

You have a 21 day 'cooling off' period to let You review the benefits under this Plan and to decide if it is right for You. If You do not believe You require this Plan, You will be eligible to cancel Your Plan for a full refund within this 'cooling off' period, provided You have not made a claim under Your Plan or You have exercised any of Your rights or powers under Your Plan within the 21 day 'cooling off' period.

After the expiry of the 21 day 'cooling off' period, You will not be eligible for any refund if You elect to cancel Your Plan.

To cancel Your Plan, You can return to the retail store where You purchased Your Plan with your purchase Receipt. You can also cancel Your Plan by contacting Us on: 1300 889 148.

The benefits of digiProtect Extended Warranty Plan

The benefits described below are subject to the Terms & Conditions, Exclusions and Definitions set out in Your digiProtect Extended Warranty Plan. These benefits will provide You with extra protection in the event that Your Product suffers an Eligible Fault during the Warranty Term.

There are two different types of Plans provided. The applicable protection depends on the purchase price of Your Product. If the Original Purchase Price is less than \$1,000, Your Plan will be a Product Replacement Plan. If the Original Purchase Price is \$1,000 or more, Your Plan will be a Product Repair Plan.

Terms & Conditions

Product Replacement Plan

Eligibility: This Product Replacement Plan applies on Products where the Original Purchase Price is less than \$1,000.

The benefit: In the event Your Product suffers an Eligible Fault under this Product Replacement Plan, We will replace Your Product rather than repair it.

Your Product Replacement Plan comes to an end if We settle Your claim by replacing Your Product or by paying You what it would cost Us to replace Your Product to its nearest equivalent. The value of any cash settlement that We give You under Your Plan will not exceed the Original Purchase Price.

Product Replacement Terms: If Your Product suffers an Eligible Fault as determined by Us, we will organise for Your Product to be replaced. We will take into account features, quality and specifications of the original item as well as availability of the technology. The replacement item is chosen at Our sole discretion and may be new or refurbished in accordance to suitability and availability of supply.

Due to changes in Product technology and availability, the replacement product We supply under Your Plan may have a lower purchase price and is not limited to the original manufacturer brand of Your original Product. We will not refund to You any difference between the Original Purchase Price and the current replacement cost.

When a suitable replacement is not available, We will issue a store credit or give You a cash settlement for what it would cost Us to replace Your Product. If the current replacement cost exceeds the Original Purchase Price, the most We will pay is the Original Purchase Price of Your Product.

Payment to You or replacement of Your Product shall constitute fulfilment of Your Plan and cover will not transfer to a new Product. The Warranty Term will then cease.

If Your Product is approved for replacement, a store credit or cash settlement, then Your Product will become Our property and You agree to assign all of Your rights in relation to Your Product You claimed for to Us. Your Product will need to be collected by Us prior to Your replacement Product, store credit or cash settlement being retrieved by You, unless We advise otherwise.

Product Repair Plan

Eligibility: This Product Repair Plan applies on Products where the Original Purchase Price is \$1,000 or more.

The benefit: Under the Product Repair Plan, if Your Product suffers an Eligible Fault at any time during the Warranty Term, Your Product will be repaired to normal working order. Protection applies even in circumstances where the need to repair Your Product arises due to normal wear and tear.

Where the failure is a result of a faulty accessory, which is not listed as an Exclusion, and came with Your Product when purchased new, We will either repair or replace the accessory only.

The decision to repair or replace the accessory is at Our sole discretion.

Product Repair Terms: If Your Product suffers an Eligible Fault as determined by Us, we will organise for Your Product to be repaired. In repairing Your Product the parts used by the repairer may be new, used or refurbished in accordance to suitability and availability of supply. All parts used will hold a minimum guarantee period regardless of Warranty Term.

If Your Product is not economically repairable, or if it requires more than two (2) repairs, We will, at Our sole discretion replace Your Product under the same terms set out under the Product Replacement Terms above. In the event that We replace Your Product in accordance with the Product Replacement Terms outlined in this document, this shall constitute fulfilment of Your Plan. The Warranty Term will then cease.

The repair period commences on either the day the repairer receives Your Product for repair (if applicable) or is able to attend the premises in order to repair and ends on the date the repairer returns Your Product to You or makes Your Product available to You (Repair Period). The Repair Period will not include any period where You are unavailable for Product assessment, pick-up, in-home repair or delivery or any other delay caused by You.

Warranty Term

Your agreement with Us (Your Plan) is valid from the date You purchase Your Plan.

The protection commences from the expiry of the Product Manufacturer's Warranty for Your Product. If Your Product is replaced by the manufacturer or by Us as the retailer, Your Plan and the expiry date of Your Plan remains the same.

Your Plan ends when the Warranty Term ends. The Warranty Term will end at the earlier of:

- Two (2) or three (3) years (as applicable – Your Receipt will identify which period is applicable) from the expiry of the Product Manufacturer's Warranty;
- Maximum of five (5) years from the original date You purchased Your Product; or
- The time Your Plan otherwise ends (for example, if Your Plan is cancelled by You or Your Product is replaced under Your Plan in accordance with the Product Replacement Terms outlined in this document).

Your protection under Your Plan is for Eligible Faults that occur after the expiry of the Product Manufacturer's Warranty. The protection will not apply to the extent Your Product is otherwise covered and able to be claimed under the applicable Product Manufacturer's Warranty.

Additional benefits

We will provide the following additional benefits as part of Your Extended Warranty Plan during the Warranty Term.



No lemon guarantee

This benefit is only applicable to a Product Repair Plan.

If Your Product has had two (2) claimed repairs for Eligible Faults under Your Plan and Our Authorised Repairer confirms that Your Product will require another repair under Your Plan during the Warranty Term, We will replace Your Product in accordance with the Product Replacement Terms outlined in this document (see page 7).

For the purposes of the 'no lemon guarantee', preventative maintenance checks, consumer requested alignments, cleaning, Product diagnosis, customer education, troubleshooting/telephone diagnosis, accessory repairs/replacements, mouse repairs/replacements, computer software related problems, 'no fault found' diagnosis and returns to Our Authorised Repairer within 30 days are not considered to be repairs.



Transferable

If You sell or give away Your Product, You can transfer Your Plan to the new owner at no charge, by notifying Us within seven (7) days of gifting or selling Your Product. This is a one-time transfer between You (as the original purchaser of Your Plan) and the new owner of Your Product and Your Plan. No further on-transfers will be permitted. Simply call Us on 1300 889 148.



Wear and tear

We will protect You under Your Plan if Your Product fails as a result of reasonable wear and tear, and it affects the functionality or operation of Your Product, subject to an assessment authorised by Us.



Freight & service calls

If We request for Your Product to be sent to one of Our Authorised Repairers, We will pay any freight costs associated with the handling of Your Product, during the claims process.

Where possible We may ask You to deliver Your Product to one of Our Authorised Repairers.

If Your Product requires a service call under Your Plan, We will pay for all service call fees for an approved claim.



Surge protection

We will cover Your Product under Your Plan if it suffers a break down caused by electrical interference, power surge or voltage fluctuation.



21 day repair

This benefit will only apply to repairs completed in Australia.

If We are unable to complete the repair of Your Product within 21 business days, We may choose to replace Your Product in accordance with the Product Replacement Terms outlined in this document.

The repair assurance commences from the date which Our Authorised Repairer receives Your Product and ends on the date upon which Our Authorised Repairer sends to You or makes available to You, Your Product, after completing the repair.

Any period where You are unavailable for Your Product to be repaired, picked up or delivered will not form part of the repair guarantee (see page 8 Product Repair Plan for full details).



Worldwide protection

If Your Product is of a portable nature and is in Your personal custody it remains protected anywhere in the world, even if You are travelling outside of Australia. We require You to contact Us by email at digiprotect@digidirect.com.au before arranging repairs.

If You are in Croatia, Ireland, Malaysia, New Zealand, Singapore or Slovenia We will advise You of where to take the Product to be repaired. Outside these countries You may be required to locate a suitable and convenient repairer and pay for the repair and claim the cost back from Us. You will be required to show an itemised invoice of the repair costs in order to have Your reimbursement approved under Your Plan.



Technical assistance

We will provide You with advice on technical problems in relation to Your Product during the hours of 9:00am to 5:00pm AEST Monday to Friday (excluding public holidays). You can access this advice by calling 1300 889 148.

Technical assistance is limited to support in relation to hardware and/or software supplied with Your Product as part of the original purchase of Your Product. We may outsource the technical assistance service to suitably qualified technicians according to Your Product type.

The assistance You receive will be based on the latest technical knowledge available to Our agents at the time of Your enquiry. The technical assistance available to You will not include the engagement of any other parties to carry out work or to conduct further testing.

Data storage

If Your Product is capable of storing User Generated Data, it is possible that this data may be lost during the repair of Your Product. We recommend You back up Your data. We take no responsibility for any lost or destroyed data.

How to make a claim?

If Your Product breaks down during the Manufacturer's Warranty period (i.e. before the commencement of the Warranty Term), contact the manufacturer to remedy the fault under the terms of the Manufacturer's Warranty. You may also be entitled to alternative rights and remedies from the selling retailer and/or the manufacturer under ACL.

If You are claiming under Your Plan during the Warranty Term, before You call please conduct a basic check of Your Product, check the manufacturer's Product manuals and instructions, as this will often pinpoint what is wrong and advise You how to remedy the issue.

If the problem persists, You can choose either to:

- Call Us on 1300 889 148 Monday to Friday 9:00am to 5:00pm, Saturdays 9:00am to 12:00pm AEST (excluding public holidays). One of Our friendly team will verify Your details and assist You with Your claim. Please have Your Receipt ready before phoning.
- Enforce Your rights and remedies against Us if there has been a breach of a Consumer Guarantee under the ACL (for details of Our returns policy contact Us).
- You must call Us prior to arranging repair or replacement of Your Product, any costs associated with repair, removal or installation of Your Product will not be paid unless approved by Us.

We will require Your Product to be assessed to determine if it has suffered an Eligible Fault. This may be done by Us or one of Our Authorised Repairers, otherwise arrangements will be made for a service agent to contact You. We will advise You if We need an assessment and how that assessment will be made.

Where We determine that the claimed failure is not protected by Your Plan, You will be responsible for any costs associated with the dismantling of Your Product (including but not limited to any diagnosis, reassembly, repair and/or replacement costs).

How complaints/disputes are resolved

If a problem does arise, please call Us on 1300 889 148 or email digiprotect@digidirect.com.au.

Your concern will be investigated by an officer with full authority to deal with the complaint and We will inform You of the outcome within 15 working days of receiving Your complaint.

Jurisdiction and choice of law

Your Plan is governed by the laws of Australia. Any dispute relating to Your Plan shall be submitted to the exclusive jurisdiction of an Australian court within the State or Territory in which Your Plan was issued.

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 or to investigate, assess and settle claims under Your Plan.

For these purposes, You acknowledge and consent to Us, Our agents 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 and offers about Products and services offered by Us, Our agents and Our related entities.

If You do not want to receive any marketing information You can opt out by contacting Us on the numbers set out on the back cover of this document.

For full details of Our Privacy Policy, please visit: www.digidirect.com.au/privacy.

Exclusions

What is not covered

Nothing in this digiProtect Extended Warranty Plan excludes, restricts or modifies Your rights under the ACL.

Your Plan does not cover:

1. Faults that entitle You to a remedy for a 'major failure' under the ACL;
2. Claims where No Eligible Fault can be found;
3. Any Product with a Manufacturer's Warranty period of less than 12 months;
4. Any part/s of Your Product that are supplied with a Manufacturer's Warranty period of less than 12 months;
5. Your Product if it is used partly or wholly for Commercial Use (rather than domestic, household or personal and personal business use) e.g. Products used for rental (a camera loaned out for public use). A camera owned by a professional photographer constitutes personal use as there is only one person using it;
6. Faults or failures covered by the manufacturer during the Manufacturer's Warranty period under the Manufacturer's Warranty terms;
7. Your Product if it has had the manufacturer's serial number removed or altered;
8. Defects or design faults that are covered by the original Product manufacturer or distributor whether or not through the process of a Product recall;
9. Repairs carried out by repair agents that are not authorised by Us;
10. Repairs or replacements that have been organised without following the claims procedure listed in this document or without Our authority;
11. Except where specifically mentioned in Your Plan, costs associated with freight, transportation or delivery of Your Product;
12. Service calls, repair costs or replacement costs where the fault is not an Eligible Fault under Your Plan;

13. Except where specifically mentioned in Your Plan, costs associated with installation, uninstalling, dismantling, or re-installation of Your Product;
14. Costs associated with any failure that occurs during transportation, installation, uninstalling, dismantling or re-installation of Your Product unless by Our Authorised Repairer;
15. Consequential losses or damage of any type, including loss of enjoyment, loss of intellectual or sentimental value of Your Product;
16. Costs associated with routine maintenance and servicing such as cleaning, adjustments, lubrication, alignments, reprogramming, tuning or upgrades;
17. Accidental damage of any type or from any cause that is not one of the Eligible Faults expressed to be protected under Your Plan;
18. Any additionally purchased accessories, which did not come with Your Product;
19. The following accessories, irrespective of whether they came with Your Product: headphones, microphones, cords and cables, ancillary controllers, memory cards, cases & site bags;
20. Any faults or failures of Your Product caused by:
 - 20.1 negligence, accidental or deliberate misuse or unauthorised alterations;
 - 20.2 liquid penetration;
 - 20.3 infestations of vermin, pests, insects or animals including domestic pets;
 - 20.4 cosmetic damage or accidental damage from any cause;
 - 20.5 rust, corrosion or mould;
 - 20.6 abnormal wear and tear including any exclusions as outlined in the manufacturer's specifications regarding excessive personal and domestic usage;
 - 20.7 use of Your Product outside of Manufacturer's operation and care instructions as well as failure to conduct proper or adequate maintenance and servicing of Your Product as described within the Manufacturer's guidelines;
21. Consumption or failure of any consumables, including but not limited to user replaceable batteries, bulbs, globes, LED's, lamps, user replaceable elements, toners, drums and print heads;
22. Visual displays as a result of burned phosphor, screen burn or finger prints;
23. Speakers as a result of overloading;
24. Software, data or removable data medium caused by the Mechanical Failure or Electronic Failure of Your Product;
25. Any single claim amount which exceeds the Original Purchase Price of Your Product;
26. Any failure of Your Product to properly operate outside the Warranty Term of Your Plan;
27. Theft or loss of Your Product.

You will not be entitled to a replacement or repair of Your Product under Your Plan and You may incur charges with Your claim, such as freight and assessment costs, if Your Product is found to not have an Eligible Fault.

Definitions

Accidental: means an event You did not intend or expect to happen.

Australian Consumer Law or ACL: means Schedule 2 of the Competition and Consumer Act 2010 (Cth).

Business Use: means for personal use and for use in the management and daily running of Your business but is not used for any other Commercial Use.

Commercial Use: means to perform a direct or directly related service or function for others or to be used by others in exchange for commercial gain or reward (including, but not limited to, rental or hire).

Consumer Guarantee: means a consumer guarantee relating to the supply of product(s) or services as provided by Division 1 of Part 3-2 of the ACL.

Electronic or Mechanical Failure: means a sudden or unforeseen failure of:

- a component that forms part of or is connected to the electrical or electronic system within Your Product (such as micro-processors, capacitors and resistors and transformers); or
- a moving or stationary part of Your Product that is not directly connected to the electrical or electronic system (such as levers and cams);
- a powered (which can be either electrical, air powered, fuel powered or gas powered) or motorised unit(s) of Your Product, unless otherwise excluded.

Eligible Fault: means a breakdown of Your Product as a result of:

- Electronic or Mechanical Failure;
- power surges;
- electrical interference;
- normal wear and tear that affects the functionality or operation of Your Product; or
- environmental factors such as dust, overheating, internal humidity or condensation;

unless otherwise excluded.

Manufacturer's Warranty: means the original in box warranty coverage provided by the manufacturer of the Product.

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

Original Purchase Price: means the amount shown on the Receipt being the cost of Your Product (inclusive of GST and any discounts).

Our Authorised Repairer: means a repairer We nominate who is capable of repairing Your Product at the time of the fault or failure. Please contact Us to locate Our Authorised Repairer nearest to You.

Product: means the Product that:

- You purchased new (except when Your Plan was transferred to a new owner of the protected Product as stated in this document);
- is used solely for domestic, household, personal or personal Business Use;
- was purchased in Australia
- is named on the Receipt;
- is shown to be protected under Your Plan.

Product Repair Terms: means the paragraphs in this document under the heading 'Product Repair Terms'.

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

Receipt: means the Receipt and/or tax invoice for the purchase of Your Product and Your Plan.

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

Warranty Term: means the period during which Your Product is protected under Your Plan as set out under the heading Warranty Term.

We, Us, Our, Retailer: refers to the digiDirect whose name appears on the original purchase Receipt and/or Tax Invoice as the supplier.

You, Your: means the person or persons or business named as the purchaser on the original purchase Receipt and/or Tax Invoice.

Your Plan, Your digiProtect Extended Warranty: means the digiProtect Extended Warranty plan that You have purchased with Your Product and is made up of this document and the Receipt.

How to contact us

If You need to contact Us for any reason about Your Plan, You can by;

Phone: 1300 889 148

Our hours are Monday to Friday 9:00am to 5:00pm, Saturday 9:00am to 12:00pm AEST (excluding public holidays); or

Email: digiprotect@digidirectcom.au



Got questions? We'd love to chat.

1300 889 148

digidirect.com.au/digiprotect

digiDirect™
where everything clicks