

Frequently Asked Questions Warranty Holder

Extended Warranty Service Agreement

Q In 'broad terms' what does the Coverit Extended Warranty cover?

A Equipment bearing the Coverit Warranty Tag, but not any detachable items, will be covered in accordance with the terms of the Coverit Extended Warranty Service Agreement for hardware failures provided the equipment specifications have been declared by the Assembler/Reseller and the applicable premium paid.

Q Is a copy of the WFD Extended Warranty Service Agreement & financial Services Guide available if required? Who should be contacted for any questions regarding these documents?

A These documents should be included with all new equipment being supplied with Coverit warranty. A copy of these documents may be printed from our website at www.coverit.com.au For any questions, call Coverit on 1300 653 355 or email your question to clientrelations@coverit.com.au

Q Why do ASIC require third party warranty providers to hold an Australian Financial Services Licence?

A Simply stated, ASIC is aiming to protect consumers, the end users of the extended warranty. Extended warranty is deemed to be a financial product and if a company deals in a financial product they are required to have an Australian Financial Services Licence.

Q Does Coverit have an AFS Licence?

A Yes, WFD Management Services Pty Ltd trading as Coverit holds Australian Financial Services Licence Number 312098.

Q What happens to the Warranty Holder's warranty if an Assembler/Reseller goes bankrupt or ceases to operate?

A Provided the Assembler/Reseller has paid Coverit for the applicable warranty, Coverit will honour that warranty and handle any claims up until the expiry of the warranty period.

Q What happens to the Warranty Holder's warranty if Coverit goes bankrupt or ceases to operate?

A Coverit has purchased insurance from a specialist warranty insurer who would takeover the management of all claims.

Q What happens if there is a complaint about Coverit itself, an Authorised Repairer or repairs in general?

A Either call Coverit on 1300 653 355 and ask to speak to the client relations department or email us at clientrelations@coverit.com.au. Please let us know as soon as possible so that we can take the necessary action without delay. Details of the complaints procedures are also provided on page 3 of the Extended Warranty Service Agreement

Q Who is the Banking and Financial Services Ombudsman and what are they there for?

A WFD Management trading as Coverit is a member of the financial services industry. If any issues remain unresolved after contacting Coverit, complaints can be referred through the external dispute resolution scheme run by the Banking and Financial Ombudsman.

General Warranty Information

Q What if an Assembler/Reseller has not submitted a Warranty Holder's warranty information to Coverit but the Assembler/Reseller has been paid for the warranty?

A Coverit will not be aware of the existence of an individual warranty until the Assembler/Reseller has submitted details to Coverit. Also, Coverit will not provide service under the warranty until it is submitted and paid for by the Assembler/Reseller. The Assembler/Reseller is responsible for the cost of any repairs until Coverit have received payment for the warranty.

Q Does the Warranty Holder need to keep a copy of their purchase invoice and warranty documents for the full period of the warranty?

A Yes, a copy of the purchase invoice may be requested to confirm ownership or sale date and the inability to produce the invoice may result in a claim being rejected.

Q Who should complete the Service Agreement Activation details and how is this done?

A The owner of the equipment (Warranty Holder) should provide their details as soon as possible after purchase of the equipment. They should complete the Service Agreement Activation Form received with the equipment and post or fax it to Coverit. Alternatively, they can activate it on line at www.coverit.com.au. Activation must be received by Coverit prior to a claim for repair being booked with Coverit. If there any changes in the Warranty Holder's contact details, contact Coverit on 1300 653 355 or email your details to coverit@coverit.com.au

Q What if there is no Coverit Tag Number sticker on the equipment?

A The Coverit Tag has a unique number and bar code which validates that extended warranty has been provided by Coverit. Without this Tag, Coverit is unable to verify that the owner of the equipment is entitled to the benefits of the Coverit extended warranty service agreement. If extended warranty has been purchased, contact the Reseller to ensure the Coverit Tag is provided.

Q Where is the closest Coverit Warranty Authorised Repairer and what happens if there isn't a Coverit Authorised Repairer in my area that will do onsite repairs?

A For information on Authorised repairers call Coverit on 1300 653 355. If a local repairer is not available, Coverit will pay for your equipment to be shipped to the most appropriate Authorised Repairer and pay for the cost of returning the equipment after repair.

Q How do I know when my warranty has expired?

A Coverit offer a 1 or 3 year warranty and the applicable period should be stated on the purchase invoice. For confirmation of the warranty period, call Coverit on 1300 653 355.

Q Can the warranty be extended after the initial period has expired?

A Coverit does not currently offer an option to extend your warranty period.

Q Can I pay Coverit direct to put my equipment under extended warranty?

A At present, Coverit distributes its warranty service only via Assemblers/Resellers.

Q If the Warranty Holder sells the equipment to somebody else during the warranty period does the warranty go with it?

A No, the Coverit warranty is available only to the original owner of the equipment.

Q Does the Warranty Holder need to keep a copy of their purchase invoice and warranty documents for the full period of the warranty?

A Yes, a copy of the purchase invoice may be requested to confirm ownership or sale date and the inability to produce the invoice may result in a claim being rejected.

Q What happens if the equipment is stolen?

A Contact Coverit, the equipment will be listed as stolen and anyone trying to log a call will be contacted by the police.

Q What happens to the extended warranty if the equipment is damaged beyond repair by something not covered under the warranty (e.g. fire or water damage)?

A Contact Coverit and the equipment will be listed as unrepairable and the warranty will cease. The warranty Holder should contact their insurer to ascertain whether the damage is covered by insurance.

Q Are the monitor, printer, scanner or other items sold with the computer covered under the warranty?

A Any detachable items on a computer system are not covered under the extended warranty. Only the internal components in the computer box are covered under warranty.

Q Do I need to have my computer regularly serviced (looked at once a year) even if there doesn't appear to be anything wrong with it? Does this Service need to be done by a Coverit Authorised Repairer?

A It is the Warranty Holder's responsibility to maintain the equipment in proper working order. The warranty will be void if any repair to the system is performed by any persons who have not been authorised by Coverit.

Service under Warranty

Q When does the warranty start?

A The warranty starts from the date of purchase by the Warranty Holder as evidenced by the receipt for payment.

Q What is the DOA period?

A The DOA or Dead on Arrival period is the 14 day period from the date of purchase by the Warranty Holder during which time the responsibility regarding any equipment faults sits with the seller of the equipment and not with Coverit.

Q How do I get my equipment fixed under warranty and who can book the repair?

A You, the Warranty Holder, are required to report any problem direct to Coverit on 1300 653 355. Do not report the problem to anyone else as any repair done or expense incurred without Coverit's approval may invalidate any claim you may have.

If the problem is claimable, Coverit will arrange for an Authorised Repairer to contact you to organise the repair.

Q What is the “obsolescence clause” in the Extended Warranty Service Agreement?

A In some cases, generally with older equipment, it may not be possible to obtain a replacement part because it has become obsolete. In such cases Coverit will attempt to obtain a similar part which is compatible. However, Coverit will only cover the cost of the original part or equivalent and not the cost of an upgraded part.

Q Under what circumstances would a Warranty Holder have to pay towards a repair that is covered under warranty?

A This would not happen often, but may occur in circumstances as set out above where an upgraded part is required or where there has been previous claims and the limit of the cover, which is the declared value of your equipment, has been exhausted.

Q What happens when a problem with the equipment is not covered under warranty?

A If the equipment problem is not a hardware issue covered under warranty, the Warranty Holder will need to make their own arrangements for repair. Coverit may be able to provide details of potential repairers; however the end user will be responsible for arranging and paying for repairs.

Q Can we receive information regarding repairs performed?

A This information can be provided by the Authorised Repairer or Coverit.

Q Why are we required to sign the Coverit Service Request?

A This is how you confirm your agreement that any expenses not covered under the Coverit warranty will be met by you. A signature on completion of the repair is also required.

Q If the hard drive fails, will the extended warranty pay for the operating system and other programs to be put onto the new hard drive?

A No, the cost to reinstall the operating system, drivers or other programs will be charged to the Warranty Holder. The Authorised Repairer should provide a quote before commencing any software installation.

Q Does the warranty provide me with new parts for my computer when they fail?

A Coverit sources the most suitable parts for each repair which may include refurbished or second hand components.

Q Does Coverit extended warranty provide cover for loan equipment while mine is being repaired?

A Loan equipment is not provided, as stated in the Extended Warranty Service Agreement. Discuss the availability of loan equipment at your own cost with the Authorised Repairer.

Q What happens if I log a new warranty repair but I have not paid the Authorised Repairer for a previous repair that was not covered under warranty?

A Coverit have the right to withhold service until all reasonable charges have been paid.