

■ Yes, I would like to protect my Computer Technology product with an Extended On-Site Service Plan

Plan Description _____

Period of Service (yrs) 1 2 3 4 5 or 2yr upgrade

Plan Price inc GST _____

Please fill in the details below and mail with a copy of your invoice to:

United Electrical Engineering Pty Ltd
81-83 Archies Creek Road
Archies Creek, Victoria 3995

or fax to 03 5678 7096

Name _____

Company Name _____

Address _____

Suburb _____

State _____ P/code _____

Telephone _____

Please find enclosed my cheque/money order for

\$ _____ or

Pls. debit my Credit Card Visa Mastercard Bankcard

Cardholders Name _____

Card No _____

Expiry Date _____ / _____

Signed _____

Remember, we can only cover your equipment if we receive payment within 30 days of purchase

AUTHORISATION CODE

PRODUCT DESCRIPTION

Brand _____ Model _____

Serial Number _____

Retailer _____

Name _____

Address _____

Sales Representative _____

PROTECTING YOUR INVESTMENT...

The purchase of your computer product represents a considerable investment.

“Technology products are sophisticated, and can break down. The chances are your quality equipment will need some form of service attention at some point in the next few years. When this happens, the cost, inconvenience and frustration can be high”

- ON-SITE SERVICE
- NO SERVICE LIMITS
- ABSOLUTELY NO CHARGE
- NATIONWIDE COVERAGE
- NO REPAIR BILLS
- MONEY BACK GUARANTEE
- NO EXCESS

**Want to know more?
Ph 1800 786 331**



Computer Maintenance Specialists



United Electrical Engineering Pty Ltd

81-83 Archies Creek Road
Archies Creek, Victoria 3995
Sales: 1800 786 331
Head Office: (03) 5678 7104

EXTENDED ON-SITE SERVICE PLAN

Congratulations on the purchase of your new Computer Technology product

*Extended
On-Site
Service Plan*



You have made a smart consumer decision to purchase an
EXTENDED ON-SITE SERVICE PLAN

Want to know more?
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Which products are eligible?

This Plan covers products purchased as NEW manufactured for use in the Australia or New Zealand (the "Territory"), which at the time of purchase included the manufacturer's original written warranty valid in the Territory. In order to be eligible for a Plan, the manufacturer's warranty must provide at least 1 year parts and labour coverage. This Plan covers all mechanical and electrical defects that would normally be covered by the original manufacturer's written warranty, unless otherwise stated in the Exclusions section. Coverage only applies to products used non-commercially.



Period of cover

Coverage under this Plan shall commence immediately upon registration and is based upon the term of coverage, product description, and retail price limitations shown on the back of the United Electrical Extended Warranty Service Plan Brochure. The Period of Cover includes the Manufacturer's initial Warranty period.

What is covered under the Plan?

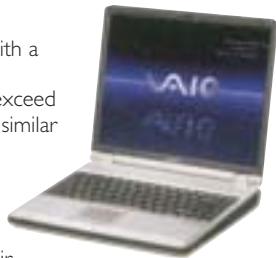
This Plan will furnish labour and replacement parts necessary to maintain your covered product in good operating condition as specified in the terms of this Plan. If service is needed because of product failure during normal usage, the Administrator has the option to repair or replace the defective product with a product of like kind and quality. A replacement part may be new or reconditioned of like kind and quality and may cost less than the original product purchased. No charges or refunds will be made based on the replacement product cost difference.

Replacement terms

We may replace the covered product with a new product when your product is not economically repairable or repair costs exceed the cost of replacement with a same or similar product.

Technological advances may result in a replacement product with a lower selling price than the original product. The most we will pay on any single repair or replacement is the price you originally paid for the product.

If we replace the product in its entirety with a product of equal value, our maximum liability has been met under this contract and there will no longer be coverage under the terms of this contract. Replacement products will include a manufacturer's warranty and the retailer has the option to offer an additional extended service contract on the replaced product. If the product is not repairable and a replacement product is not available, we will refund to you the product purchase price and this contract will be invalid and all obligations satisfied.



How much will it cost?

We would like to offer you the opportunity to upgrade your existing manufacturer's warranty to a comprehensive On-site Extended Warranty Service Plan for the period of your choice. United Electrical provides service cover under this plan for periods of 1-5 years.

Simply fill in the form and forward with payment within 30 days of purchase to United Electrical Audio Visual Pty Ltd or alternatively contact our call centre on 1800 673 771.

Can I cancel the service?

You may cancel this service contract by informing United Electrical of your cancellation request in writing. If you have not made a claim, we will refund the greater of the un-expired pro-rata amount of the Extended Warranty Service Plan, less a cancellation processing fee of \$30; or such other amount as required by a mandatory provision of law.

Disclaimer of certain liabilities

Under no circumstances shall your retailer; United Electrical or its Authorised Service Agent(s) be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, loss of data, and the like), even if any party has been advised of the possibility of such damages. This Plan will not cover any defects that are subject to a manufacturer's program of reimbursement.

This Plan is deemed a Service Contract. This Plan is not a warranty or insurance policy, and is not intended to create or limit any implied warranties concerning your product, which may or may not exist under applicable law.



Making a claim

Call our Customer Helpdesk on 1800 673 771 and register your request for service. Arrangements will be made for a service technician to inspect the fault on-site. If the fault cannot be rectified on-site we will arrange to ship the product to a designated service centre. If your product is still covered by the manufacturer's warranty, we will make claim for repairs on your behalf via an authorised repair agent for that manufacturer's products.

By signing this agreement you agree to assign your rights to United Electrical or their Authorised Service Agent(s) as your authorised representative for the purposes of making a claim in your name as the purchaser and owner of the covered product.

If your covered product experiences a defect or damage that is excluded from coverage under this section or in the event that no covered defect or damage is found, then you are responsible for all repair costs and the cost of on-site service.

Want to know more? Ph 1800 786 331



Exclusions

This Plan does not cover any loss or damage resulting from:

- Any exclusions outlined in the Manufacturer's Warranty;
- Improper installation of components or peripherals;
- Unauthorized repairs or modifications;
- Mechanical or Electrical Failure caused by:
 - inherent defect or design faults, pre-existing defects or recalls regardless of the manufacturer's ability or willingness to pay for such repairs
 - negligence, accidental or deliberate misuse or unauthorised repairs or modifications;
 - external sources including but not limited to electrical interference, power surges or voltage fluctuations
 - act of God; or
 - rust or corrosion
- Dropped product; collision with another object;
- Any result of a malfunction or damage of an operating part from failure to provide manufacturer's recommended maintenance;
- Theft, abuse, misuse, neglect, vandalism, or environmental conditions;
- Costs where no Mechanical or Electrical Failure is identified;
- Consequential loss of any type, data or other;
- Normal maintenance costs
- Other exclusions include but are not limited to:
 - Software, Loose cables (inside or outside), Speakers, Cords, Leads, Plugs, Batteries, CMOS Batteries, Locks, Keys, Removable HDD, Storage Devices, Stands, Mats, External Adaptors, Power Packs, UPS, Games Devices, Reseating Cards, Bent pins, Exterior case damage, Incorrect BIOS or driver settings, Incorrect port or switch settings, Tampering, Fair wear and tear, Damage or cosmetic items, Consumables such as, but not limited to: ribbons, ink cartridges, floppy disks, CDs Etc
- Incompatibility: System has been built and parts and parts have been replaced because they conflict with other parts inside system. Client should notify and take this up with the reseller.