Extended Warranty Coverage & Single Screen Cover

Definitions detailed on the policy wording which can be a:

1. **Device**: Refers to cellphones, tablets, laptops, and any other electronic equipment that the Insurer may include from time to time.
2. **Sum Insured:** The value of the Device inclusive of VAT at the time of inception of the policy.
3. **Theft or Stolen:** The unlawful act of taking possession of the Device with the intention of permanently depriving the Customer of that Device.
4. **Accidental Damage:** Physical damage or destruction of the Device caused by an accident.
5. **Excess**: The amount payable by the insured in the event of a claim.

What is covered on my AVO Warranty:

- **Period of Coverage:** This extended warranty provides an additional 12 months of cover from the date of purchase after the manufacturer's warranty ends.
- **Inclusions:** The warranty covers mechanical and electronic failures due to defects in materials, components, or workmanship. This includes:
  - The device listed on the policy schedule
  - Cover against defects in materials or workmanship/component malfunction whilst the device is used for its designed purpose.
  - Internal component malfunctions.
  - Battery failure (excluding wear and tear).
  - Software-related issues resulting from hardware failures.

Exclusions:

- Acts of God (e.g., flood, earthquake).
- War or public violence.
- Liquid damage of any kind.
- Fire or heat damage.
- Lightning damage or power surge.
- Deliberate or accidental damage caused by the user.
- Normal wear and tear.
- Infestation by insects.
- Theft or accidental loss.
- Improper cleaning products or methods.
- Faulty or incorrect installation.
- Misuse or abuse of the device.
- Unauthorized repairs or modifications.
- Software-related problems that do not result from hardware faults.
- Failure to maintain the device properly.
- Damage caused by viruses or malicious software.
- Use of faulty or leaking batteries.
- Components with altered or removed serial numbers.
- Claims covered under the manufacturer's warranty.
- Scratches & damage to the outer surface areas and externally exposed parts that are due to normal customer use.

Claims Process:

- **Notification**: First register your claim online at www.**TBC**.co.za.
  - Bring the device to an Administration Plus approved repairer for assessment and repair during the warranty period.
  - Claims must be reported to Administration Plus as soon as possible after the loss or damage.
  - Relevant information and details of the claim must be supplied within thirty (30) days of reporting the loss.
  - Claims must be reported to the police within forty-eight (48) hours and documented evidence provided
- **Documentation**: Provide proof of purchase to validate the warranty claim.
- **Repair** :
  - If the device cannot be repaired, it will be replaced with the same but not higher specification model.
  - The replacement device will be covered by a new warranty starting from the date of replacement.

AVO In association with:
Insurer: Renasa Insurance Company Ltd – Reg. No. 1998/000916/06– Authorised Non-Life Financial Services Provider (FSP No. 15491)
Underwriting Manager: Administration Plus (Pty) Ltd is an authorised financial services provider (FSP 36841) Ts & Cs apply

Extended Warranty Coverage & Single Screen Cover

General Conditions:
- This insurance is only available for items purchased from an authorized AVO retailer or an affiliated retailer.
- The user(s) of each insured item must be named on the policy schedule.
- The user must apply for cover within thirty (30) days of purchase.
- The user must be twenty-one (21) years or older to qualify for this policy.
- The extended warranty is subject to the terms and conditions of the standard manufacturer’s warranty.
- This warranty is non-transferable and is only valid for the original purchaser of the device.

Period of Insurance:
- Cover is provided for the month in which the premium is paid and up to date.
- Coverage is for items within the boarders of RSA and any cross boarder travel extends up to a maximum of three (3) consecutive months while traveling abroad.

First Amount Payable (Service Fee):
- An service of R1000 is payable on each approved claim for the user of the device.

Processing and Settlement:
- Administration Plus will manage all claims on behalf of the insurer.
- Damaged or stolen devices that are replaced become the property of the insurer.
- In the event of a dispute, the insurer must provide reasons for rejecting a claim in writing.

Cancellation and Dual Insurance

Cancellation:
- Either party may cancel the policy with thirty-one (31) days’ written notice.
- The insurer may cancel the policy with thirty - one (31) days’ notice if three or more claims are lodged within a twelve (12) month period.

Dual Insurance:
- If another insurance policy covers the same device for the same event, the insurer will only be liable to pay their rateable portion of the claim.

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Extended Warranty Coverage & Single Screen Cover

Screen Repair/Replacement Coverage Details:
Inclusions: This policy covers one (1) screen repair due to accidental unforeseen damage to the device listed on your policy schedule within a 12-month period from the date of purchase. The conditions of this policy applies to devices purchased from AVO and whereby a screen replacement policy was inclusive of your purchase.

Exclusions:
- Acts of God (e.g., flood, earthquake).
- War or public violence.
- Liquid damage of any kind.
- Fire or heat damage.
- Lightning damage or power surge.
- Deliberate or accidental damage caused by the user.
- Normal wear and tear.
- Infestation by insects.
- Theft or accidental loss.
- Improper cleaning products or methods.
- Faulty or incorrect installation.
- Misuse or abuse of the device.
- Unauthorized repairs or modifications.
- Software-related problems that do not result from hardware faults.
- Failure to maintain the device properly.
- Damage caused by viruses or malicious software.
- Use of faulty or leaking batteries.
- Components with altered or removed serial numbers.
- Claims covered under the manufacturer's warranty.
- Scratches & damage to the outer surface areas and externally exposed parts that are due to normal customer use.

First Amount Payable (Service Fee):
- An service of R1000 is payable on each approved claim for the user of the device.

Claims Process:
- Online Registrations: Visit the online portal at www.TBC.co.za and submit your details
- What documents do I need to claim?
  - Please ensure that you submit the following information and documentation according to your claim:
  - Claim form.
  - Photo of the box of the device showing the IMEI numbers.
  - Please send your supporting documents with your claim number in the subject line to: claims@adminplus.co.za.
  - Assessment: Administration Plus will confirm the insurance coverage and provide guidance on the necessary steps for the screen repair.
- **Repair**: The device must be taken to an authorized repair centre specified by Administration Plus.

General Conditions:
- Only one screen repair is covered within the 12-month coverage period.
- Repairs must be conducted at authorized repair centre's to ensure the validity of the claim.
- The customer must provide proof of purchase when making a claim.
- AdminPlus may use rebuilt, reconditioned, or new parts or components when repairing any Product or replace the Product with a rebuilt, reconditioned, or new Product.

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