

12 Month Extended Warranty For Apple Devices



Definition:

Any cell phone supplied by Cellucity or affiliate companies which has been approved for redistribution by TRIC. Pre-owned is considered previously used handset. Whether the handset was returned to the retailer within the allowed period or has actually been used, then the handset is considered to be a previously used device.

What is covered?

Your device is covered by the this warranty and provided an additional 12 months cover post the warranty provided by the retailer – Your device is covered for mechanical and electronic failure arising from a defect in materials and components or from poor workmanship or assembly for 12 months from the date the retailers warranty ends.

Please note that a repair warranty and does not automatically entitle the Client to a replacement of the device or a refund. These terms and conditions will not bypass or replace any rights of the Client in terms of the Consumer Protection Act of 2008.

a) Eligibility

For the Client to be eligible for this extended warranty, registration of the warranty must be initiated from the date the device is issued to a customer. This registration process must be completed within the first 30 calendar days following the date of purchase as stated on the original invoice. Coverage will not be provided if the registration is not completed within this 30-day timeframe.

Upon the conclusion of the standard 12-month TRIC warranty for the device detailed on the invoice (which serves as proof of purchase), the extended warranty coverage will automatically come into effect.

b) Period of cover

The purchase date of the unit indicates the start warranty date and will provide cover for an additional 12 months from date of the manufacturers warranty cover ending of the device as explained in (a) to my point above.

What is not covered?

This extended warranty is subject to the terms and conditions of a standard manufacturer's warranty. Therefore, this extended warranty, will not respond to a claim where there is indication of any of the following:

Acts of God – e.g. flood	War or public violence	Any form of liquid damage
Fire or heat damage	Lightning damage or power surge or incorrect power usage	Deliberate or accidental damage
Normal wear and tear	Infestation by insects	Theft or Accidental loss of unit
Improper cleaning products, methods	Faulty/Incorrect installation	Misuse/abuse or incorrect operation
Use of faulty or leaking batteries	Altered or removed serial number	Signs of unauthorised repairs
Software related problems (no hardware fault)	Failure to properly maintain the laptop.	Damage caused by viruses or malicious software
Faulty, expired or non-compatible software drivers	Any other damage that is not attributed to a manufacturer fault or failure	Batteries are excluded from the extended warranty cover

Claims process

The Client is required to bring the cellphone into a Administion Plus branch of his/her choice should the cellphone require repair during the term of the warranty period.

A Proof of purchase is required to submit the Cellphone for a warranty claim.

Administion Plus will notify the Client that the product is available for collection once the repairs have been completed. Any goods not collected within three months of notification, will be sold to defray costs.

Should it not be possible to repair the cellphone during the extended warranty period, Administion Plus will:

- Replace the faulty cellphone with the same or higher specification or provide a store credit to the value of the original purchase price as stated on the invoice;
- The replacement cellphone will be covered by a new warranty provided it has been successfully activated as per clause (a)
- The warranty of the replacement cellphone will start from the date of replacement; and
- The replacement unit will not be covered by this extended agreement.

Please note that any store credits cannot be exchanged for cash. The client is not entitled to a higher store credit than the original purchase price paid, regardless of any specials or promotions that were applied to the original purchase.

The warranty is an exclusive offering to Administion Plus clients and will be registered to the original purchaser. It is therefore not transferable nor refundable.

For any queries please contact Administration Plus (Pty) Ltd on 021 403 9177