

Effective
September 2025

PRODUCT CARE[®]

Discover all the benefits of
Product Care

Available at Harvey Norman[®]
Insured and powered by **Allianz**  | Allianz
Partners

PRODUCT CARE®

Discover all the benefits of Product Care *



Protection

With Product Care You can relax knowing Your purchase comes with additional protection. Product Care covers all parts, labour and call out fees for repairs. Product Care will only use an authorised repairer network which means the job is done right the first time.



Support

Our range of support options ensure You experience an easy and hassle-free process when You need to talk to Us about Your Product Care Policy. If You are experiencing a fault, We will provide You with guidance and support, every step of the way.



Advantage

Having Product Care with Your purchase means that We will help You to enjoy Your new product even more, through such benefits as cover for Accidental Damage for the first 12 months of owning Your Product and surge protection.

* All of the above subject to terms and conditions.

Exclusions apply. The terms and conditions of Your Policy start at page 8.

PROTECTION



2, 3 or 4 Year Protection Terms Available

You can choose the length of Your Brightcover Policy to add additional benefits and breakdown cover for Your Product from the end of the manufacturer's warranty.

Choose from either 2, 3 or 4 years.

- If the Original Purchase Price of Your Product is €200 and over - You can choose from either 2, 3 or 4 years Mechanical & Electrical Failure cover.
- If the Original Purchase Price of Your Product is under €200 - You will get 2 years Mechanical & Electrical Failure cover.

All terms above come with Accidental Damage cover for the first 12 months owning Your Product.



New for Old Replacement

If We cannot fix the product, We'll replace it. SPEC for SPEC. If no equivalent replacement product is available, a store credit or cash settlement may be provided at Our discretion.



Coverage for Wear & Tear & Environmental Factors

Product Care covers wear and tear*, defects in materials and workmanship. It also covers breakdowns caused by dust and internal overheating.

*Exclusions to wear and tear may apply, see page 11 for exclusions.



Transferable

If You sell Your Product, or provide it as a gift to someone, Your cover and any unredeemed entitlements can be transferred to the new owner. Simply contact the Customer Care Team to arrange transfer of ownership.



International Coverage

Product Care covers Your Products anywhere in the world for up to €300.

Terms and conditions apply to international coverage, see page 13 for more details.

SUPPORT

You have access to a range of support options to ensure You get the most out of Your purchase.



Customer Care Team

Customer service and administration of Your Policy, including claims handling, enquiries and complaints is handled on Our behalf by Frith Service Contracts Ltd, Business Number 373654 (trading as Brightside), located at Unit 85/86, First Floor Boardwalk, Omni Shopping Centre, Santry, Dublin 9, who is registered and regulated by the Central Bank of Ireland under No C51103.

Call **1800 200 503** to speak with the Ireland-based Customer Care Team who are available to help You with any enquiries or questions You may have.

The Customer Care Team are available:

Monday to Friday: 9:00am to 5:30pm

Closed Weekends and Public Holidays.



Easy Claim Process

Making a claim is simple and the Customer Care Team are here to help You through every step of the process. Simply:

1. Register Your claim online at www.productcareclaims.ie or call the Customer Care Team on **1800 200 503**.
2. Have Your original purchase receipt handy to register the details of Your claim.
3. Please have a description of Your fault ready for the Customer Care Team.
4. Let the Customer Care Team take care of the rest.

For all enquiries, to transfer ownership
or to lodge a claim contact the
Customer Care Team on:

1800 200 503

Monday to Friday 9.00am to 5.30pm

(Excluding public or bank holidays)

or email customerservice@brightsideco.ie

You can also register Your claim online,

24 hours a day, by visiting

www.productcareclaims.ie

International Enquiries

AUSTRALIA	1300 880 459
NEW ZEALAND	0800 848 444
SINGAPORE	1800 438 6393
MALAYSIA	1800 81 0658
SLOVENIA	08 01 018
CROATIA	0800 200 129
NORTHERN IRELAND	084 5301 5409

ADVANTAGE

Take advantage of exclusive benefits that are only available to Product Care policyholders.



Accidental Damage Cover*

Product Care covers You for accidental drops, spills, cracked screens and unintentional accidents for 12 months from the Purchase Date of Your Product.



Food Spoilage Cover*

If Your Product is a fridge or freezer, Product Care will cover up to €500 for any food spoilage that occurs as a result of a covered fault.



Laundry Cover*

If Your Product is a washer or dryer, Product Care will cover up to €150 for laundry expenses if Your Product is out of service for more than 10 days from the time You notify Us of the fault.



No Lemon Guarantee*

If Your Product costs more than €200 and has had two qualified service repairs and requires a third during the term of the Policy, Your Product will be replaced.



Surge Protection Cover*

Product Care offers cover against breakdowns from electrical interference, power surges or voltage fluctuations.

* Subject to terms and conditions.

Exclusions apply. The terms and conditions of Your Policy start at page 8.

Frequently Asked Questions

- Q** **What are my rights as a consumer?** In the event of a problem with Your Product, You may have rights at law against the seller or manufacturer of the product under warranties or guarantees expressed or implied by mandatory provisions of law. Your Product Care Policy does not replace these rights or make them void. However, You can choose to claim under Your Policy and Your claim will be handled quickly and efficiently by the Customer Care Team. For further information about Your legal rights We suggest You contact the Competition and Consumer Protection Commission at Bloom House, Railway Street, Dublin 1, D01 C576, Consumer helpline 1890 432 432 or visit www.ccpc.ie
- Q** **How do I make a claim?** Making a claim is simple. You can register Your claim online at www.productcareclaims.ie or call 1800 200 503. All You need is Your original purchase receipt.
- Q** **What if I have lost my receipt?** If You contact Your original store of purchase, they will be able to provide You a printed copy of Your receipt. If You cannot recall what Your original store of purchase is, contact the Customer Care Team on - 1800 200 503 for assistance.
- Q** **What if there is no fault found?** Occasionally, faults can be caused by the use of the product outside of the operating instructions provided by the manufacturer. If You suspect a fault with Your Product, We always recommend referring back to the original documentation provided with Your Product and performing troubleshooting prior to registering a claim. You may incur charges with Your claim if Your Product is found to not have a fault.
- Q** **Should I take my product back into the store of purchase?** We recommend that You contact the Customer Care Team prior to transporting Your Product. You may not be required to transport Your Product, particularly as We cover some costs of freight. The Customer Care Team can talk with You about what options You have to get Your Product assessed as quickly as possible. Contact the Customer Care Team on 1800 200 503.

Frequently Asked Questions

You can lodge a claim or make an enquiry 24/7 at www.productcareclaims.ie

- Q** **What faults am I protected against?** You are protected against all electrical, electronic and mechanical faults Your Product may suffer. For Product Care customers We also cover faults caused by dust, internal humidity, wear and tear (not including batteries in Hearables or User Replaceable Batteries in cordless vacuums), Accidental Damage for 12 months from the date You purchased Your Product, and any defects in materials and workmanship.
- Q** **When does my cover start?** The date that Your cover starts will depend on the Purchase Date of Your Product. Your Accidental Damage Cover starts from the Purchase Date of Your Product. Your extended warranty cover will start at the day after the manufacturer warranty on Your Product expires.
- Q** **What information should I have handy before I register my claim?** In order to provide You with an easy and hassle-free claim registration process, We ask that You have the following items at hand when calling the Customer Care Team:
- A copy of Your original proof of purchase;
 - Your Product brand, model and serial number;
 - A description of the fault and/or details of the damage; and
 - Your contact details, including phone and/or email.
- Q** **Am I covered overseas?** Your Product is covered in any country where a Harvey Norman®, Domayne® or Joyce Mayne® store exists. These countries include Ireland, Australia, New Zealand, Singapore, Malaysia, Slovenia and Croatia*. If you are in any other country and Your Product suffers a failure or fault as stated in the coverage section, we will cover it if the cost of repair is €300 or less*.
- Q** **What faults are not covered?** Your Product Care does not include cover for faults or failures covered by the manufacturer during the manufacturer's warranty period and does not include cover for accessories such as, but not limited to, wired headphones, microphones, cords and cables, ancillary game controllers and memory cards and faults with User Replaceable Batteries (including but not limited to battery wear and tear). For a complete list of exclusions please read page 11 of this booklet.

* All of the above subject to terms and conditions.

Exclusions apply. The terms and conditions of Your Policy start at page 8.

Terms and Conditions of Your purchase of Your Product with Product Care

Thank You for choosing to protect Your Product with a Product Care Policy.
Please ensure that You keep Your Original Documents that record the purchase of both Your Product and this Product Care Policy. The Original Documents constitute proof of the purchase, and in the event of a claim the Original Documents may need to be produced.

Your Product Care Policy is underwritten and provided by AWP P&C S.A. – Dutch Branch, trading as Allianz Partners Europe, located at Poeldijkstraat 4, 1059 VM Amsterdam, the Netherlands, Corporate identification No 33094603, is registered at the Dutch Authority for Financial Markets (AFM) No 12000535 and is authorised by L'Autorité de Contrôle Prudentiel et de Résolution (ACPR) in France and authorised by the Central Bank of Ireland for conduct of business.

The administrator of Your Product Care Policy is Frith Service Contracts Ltd, Business Number 373654 (trading as Brightside), who is registered and regulated by the Central Bank of Ireland under No C51103.

Product Care is provided by Us and made available for You to purchase by the Retailer.

The protection provided to You under Your Product Care Policy is subject to the terms and conditions specified below.

If You have purchased more than one product on the same purchase receipt, then Your Product Care Policy will only cover those products specifically described on the purchase receipt and/or Tax Invoice. Product Care is only available at the time of purchase of Your computer or electrical goods.

Your Eligibility

You must be 18 years or older to purchase a Product Care Policy.

Statement of Suitability

This Product Care Policy is typically suitable for customers who wish to insure their personal electronic device and/or household electrical appliance against Accidental Damage and/or Mechanical or Electrical Failure.

This Product Care Policy does NOT cover everything. You should read this policy carefully and make sure it provides the cover You need. In particular, please read the 'What is not covered under Your Policy' section on page 11.

You may already possess alternative insurance for some or all of the features and benefits provided by this insurance product. It is Your responsibility to investigate this.

The Retailer has not provided You with any recommendation or advice on the suitability of this insurance product. You have come to Your own decision as to whether this product meets Your particular demands and needs.

Availability of Service & Parts

We always try to complete repairs in the shortest amount of time possible. However, We are not responsible for delays caused by factors beyond Our control such as manufacturer delays in supplying parts. We may use refurbished parts where available to complete the repair.

Terms and Conditions

	Accidental Damage cover	Mechanical & Electrical Failure cover
When Your Policy starts and ends	<p>Accidental Damage cover commences on the date You purchase Your Product Care Policy.</p> <p>You will not be able to claim further under Accidental Damage cover when:</p> <p>1) 12 months have elapsed from the date You purchased Your Product Care Policy; or</p> <p>2) You receive a replacement item where Your Product is replaced following a valid claim under Accidental Damage cover (Note that the whole Policy including Mechanical and Electrical Failure cover will also come to an end); or</p> <p>3) You have made 2 valid claims for repair of Your Product under Accidental Damage cover.</p> <p>Your cover under Accidental Damage and Mechanical and Breakdown Failure cover will end if Your Product is replaced by Us with a Replacement Item under Your Accidental Damage cover.</p> <p>If we repair Your Product once under Accidental Damage cover, Your Policy will continue and You may claim during the rest of term, subject to the terms and conditions of Your Policy. If We repair Your Product twice under Your Accidental Damage cover and the whole Policy will end.</p>	<p>The term of Your Policy will be clearly stated on Your Original Documents and begins from the day after the manufacturer warranty on Your Product ends. Mechanical and Electrical Failure cover also starts on the day after Your Product's manufacturer warranty expires.</p> <p>If Your Product is replaced under Your Mechanical & Electrical Failure cover, Your Policy will considered fulfilled and ends.</p> <p>If Your Product has a purchase price of or under €200, the term of Your Policy will be 2 years starting from the expiry date of the manufacturer's warranty period.</p> <p>Additionally, if Your Product has a purchase over €200, the term of Your Policy will be the lesser of any of the following:</p> <ul style="list-style-type: none">• 2, 3 or 4 years as specified on Your Original Documents; or• 7 years from the date You purchase Your Product, inclusive of any manufacturer's warranties provided; or• For OLED televisions only: 5 years from the date You purchase Your Product, inclusive of any manufacturer's warranties provided; or• If the manufacturer's warranty is less than 12 months, then Your Policy will last for twice the length of the manufacturer's warranty. Example: A 3-month manufacturer's warranty means a 6-month Policy.

	Accidental Damage cover	Mechanical & Electrical Failure cover
Additional charges to pursue a claim	<p>You will be required to pay an applicable Excess Fee each time You make a claim under Accidental Damage Cover. The applicable Excess Fee is determined by the Original Purchase Price of Your Product:</p> <ul style="list-style-type: none"> • If Your Product's Original Purchase Price is more than €500 You will be required to pay an Excess Fee of €100; or • If Your Product's Original Purchase Price is between €500 and €200.01 You will be required to pay an Excess Fee of €50; or • If Your Product's Original Purchase Price is €200 or less You will be required to pay an Excess Fee of €25. 	No additional charges to pursue a claim.
What is covered under Your Policy	<p>If Your Product is accidentally damaged during the 12 months following the Purchase Date of Your Product, We will, at Our discretion, repair Your Product or replace Your Product, subject to any applicable Excess Fees, terms and conditions, exclusions and limitations of Your Product Care Policy.</p> <p>If Your Product is repaired, it may be repaired with new or refurbished parts. If in Our view it is not possible or economical to repair Your Product, then We will replace Your Product in accordance with the Replacement Terms below. Where only a part or parts of Your Product has been damaged, We will only pay for the repair or replacement of that particular part or parts.</p>	<p>Your Policy covers the cost of parts and labour to repair Your Product in the event Your Product fails to properly operate due to:</p> <ul style="list-style-type: none"> a) Mechanical or Electrical Failure; b) A defect in materials or workmanship; c) Normal wear and tear* that affects the functionality or operation of Your Product, including cover for wear and tear on Non-User Replaceable Batteries. d) Dust, internal overheating, internal humidity or condensation; e) Electrical interference, power surge or voltage fluctuation. <p>If Your Product costs more than €200, We will protect You against these faults until the expiry date of Your Policy, or until Your Product is replaced with a new product of Our choosing.</p> <p>In the event that Your Product costs less than €200, We will always replace with a new product of Our choosing rather than repair it.</p> <p>The maximum amount payable by Us under Your Policy shall not exceed the Original Purchase Price of Your Product (inclusive of VAT) per claim.</p> <p>*See page 11 for wear and tear exclusions.</p>

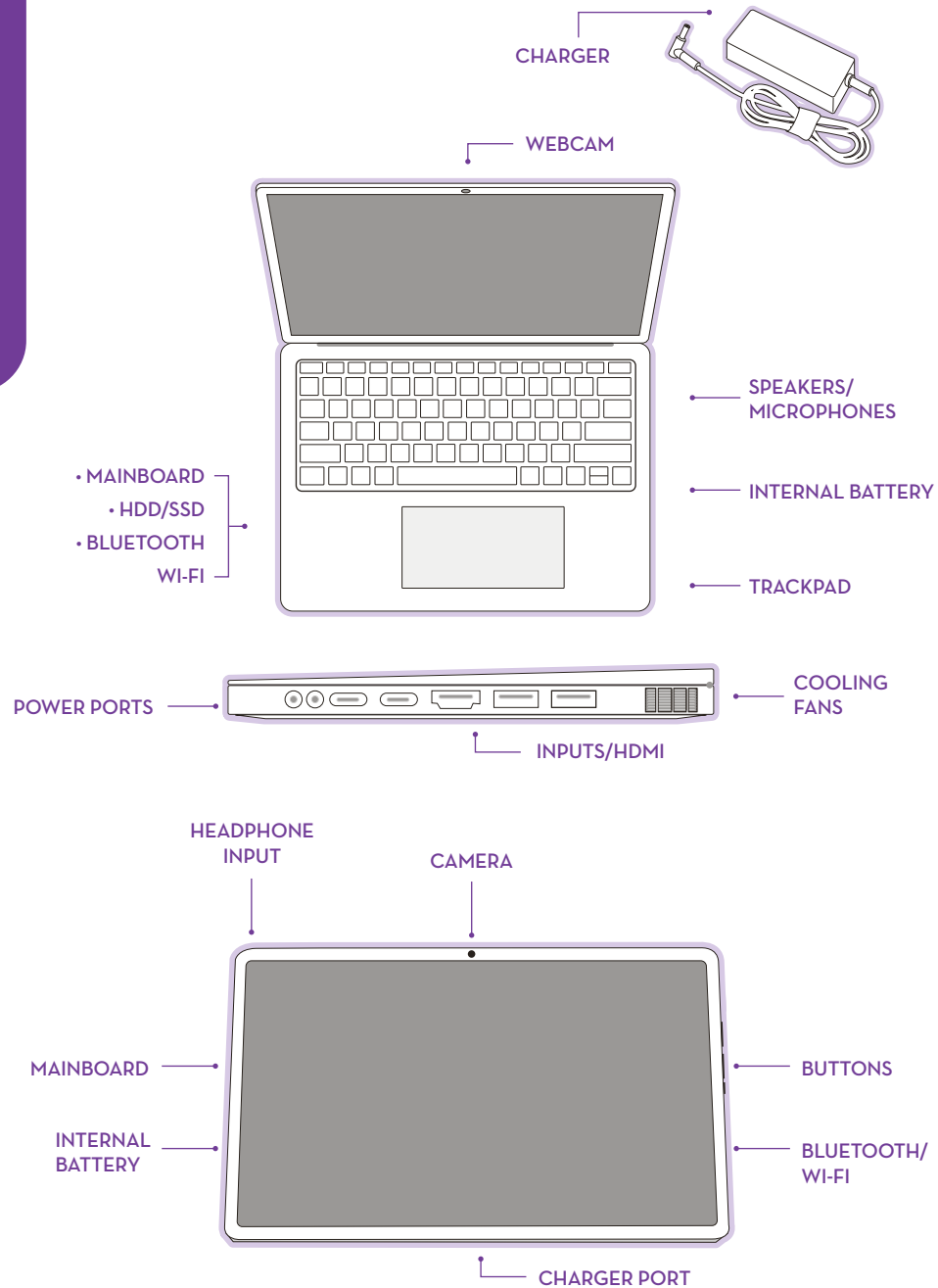
	Accidental Damage cover / Mechanical & Electrical Failure cover
What is not covered under Your Policy	<ol style="list-style-type: none"> 1. Faults or failures covered by the manufacturer during the manufacturer's warranty period. Including any and all Pre-existing Conditions that occur prior to the Purchase Date of Your Product; 2. Defects or design faults that are covered by the original product manufacturer or distributor whether or not through the process of a product recall; 3. Any single claim amount which exceeds the Original Purchase Price of Your Product; 4. Recovery or repossession of Your Product for any reason whatsoever; 5. Repairs or replacements that have been organised without following the claims procedure listed in this document or without Our authority; 6. Fraudulent or dishonest acts on Your part or carried out with Your consent; 7. Replacement of Your Product if it was stolen; 8. Replacement of Your Product where you have lost or misplaced Your Product; 9. Subject to law, consequential loss, including but not limited to loss of personal data, loss of profits and loss of enjoyment; 10. Any recovery or transfer of data stored on Your Product. We do not provide You any data recovery services under Your Policy; 11. Service call, repair costs or replacement costs where the fault is not covered under Your Policy; 12. Your Product if it is a mobile phone, e-scooter or drone; 13. Accidental Damage to Your Product, after 12 months from the Date of Purchase of Your Product; 14. Any Mechanical or Electrical Failure of Your Product outside the term of Your Policy; 15. Any damage to Your Product that is cosmetic only and does not affect its performance and/or functionality; 16. Costs, except where specifically mentioned in these terms and conditions; Cost exceptions include, costs associated with freight, transportation, delivery and routine maintenance, servicing or upgrading of Your Product; 17. Faults or damage caused from abuse, misuse, neglect, intentional introduction of foreign objects into Your Product, unauthorised modifications or alterations to Your Product; 18. Faults or damage caused by failure to follow the manufacturer's instructions with Your Product, for example, failure to comply with routine maintenance and cleaning procedures in Your Product's user manual; 19. Faults or damage caused by consumables and/or use of consumables not recommended by the manufacturer's guidelines; 20. Repairs or replacement of any consumables, including User Replaceable Batteries, fuses, filters, bulbs, user replaceable elements, toners, drums and print heads; 21. Repair or replacement of batteries in Hearables due to faults caused by wear and tear; 22. Repair or replacement of any software; 23. Repair or replacement of accessories, including microphones, cords and cables, ancillary game controllers and memory cards; 24. Faults or failures of User Replaceable Batteries in cordless vacuums, including faults caused by wear and tear; 25. Damage to Your Product caused by war, invasion or act of foreign enemy, hostilities, civil war, rebellion, riot, strike, labour disturbance, lockout, or civil commotion; 26. Damage caused by animals, insect infestation, fire or flood.

	Accidental Damage cover / Mechanical & Electrical Failure cover
Replacement Terms	<p>If Your Product costs more than €200 and it is not economical for Us to repair Your Product and at Our sole discretion, We may replace Your Product with a new product that is its nearest equivalent. In the event that We replace Your Product, We will take into account features, quality and specifications of the original item as well as availability of the technology.</p> <p>The value of the replacement product shall not exceed the Original Purchase Price You paid for Your Product. Due to changes in product technology and availability, the replacement product We supply may have a lower selling price and is not limited to the original manufacturer brand of Your original product. Replacement price differences, if any, will not be refunded.</p> <p>If We cannot repair Your Product or offer a suitable replacement, We may arrange for You a store credit for use with the Retailer or cash settlement. The value of any store credit or cash settlement that We give You will not exceed the Original Purchase Price of Your Product. The decision to repair, replace, offer a store credit or cash settlement is always at Our sole discretion.</p> <p>If Your Product is replaced, a store credit is given or a cash settlement is made, this shall constitute fulfilment of this Policy and the faulty product will become Our property.</p> <p>If Your Product cost less than €200 and We cannot offer a suitable replacement, We may arrange for You a store credit for use with the Retailer or cash settlement. The value of any store credit or cash settlement that We arrange for You will not exceed the Original Purchase Price of Your Product. The decision to replace, offer a store credit or cash settlement is always at Our sole discretion. If Your Product is replaced, a store credit is given or a cash settlement is made, this shall constitute fulfilment of this Policy and the faulty product will become Our property.</p>
Freight coverage	<p>If You have purchased a product costing more than €200 and Your Product requires servicing, under Your Policy We will cover freight both to and from the designated service centre where:</p> <p>a) The gross weight of Your Product is 5kgs or less; and b) You live more than 20km from the designated service centre.</p> <p>An example of items on which freight would be covered include, but is not limited to, notebook computers, tablets and connected health wearables. If You have purchased a product costing less than €200, under Your Policy We will cover any freight costs associated with the assessment or replacement of Your Product.</p> <p>In the case where Your Product weighs greater than 5kg, We will organise an in home inspection of the Your Product.</p> <p>In most circumstances, We will arrange and cover the cost of freight upfront. If Your Product is located outside the Republic of Ireland, We will not cover the cost of freight or delivery back to the Republic of Ireland.</p>

	Accidental Damage cover	Mechanical & Electrical Failure cover
No Lemon Guarantee	Applies only to Mechanical and Electrical Failure cover.	<p>If You have purchased a product costing more than €200 and Your Product has had 2 qualified service repairs under Your Policy and requires a 3rd qualified service under Your Policy, We will replace Your Product in accordance with the Replacement Terms above.</p> <p>If You have purchased a product costing less than €200, We will replace Your Product the first time it fails in accordance with the Replacement Terms above.</p>
Food Spoilage	<p>If Your Product is a fridge or freezer, We will cover You up to a value of €500 for any food spoilage that occurs as a result of a defect as stated in the What is covered under Your Policy section.</p> <p>You will be required to supply credible supporting documentation as proof of Your loss. The value of €500 is the limit of food spoilage cover during the term of Your Policy. The maximum amount payable on any single food spoilage reimbursement claim is €300.</p>	
Laundry	<p>If Your Product is a washing machine or dryer, We will cover You up to a value of €150 for any laundry cleaning services if Your Product is out of service for more than ten (10) consecutive days from the time that We have been notified of the failure.</p> <p>You will be required to supply an itemised list and receipts for each laundry reimbursement claim. The value of €150 is the limit of Laundry Cover during the term of Your Policy. The maximum amount payable on any single laundry reimbursement claim is €100.</p>	
Worldwide Coverage	<p>The product is covered by Product Care in the following countries; Australia, New Zealand, Singapore, Malaysia, Slovenia, Croatia, Northern Ireland and the Republic of Ireland. If You are in a country that is not listed and Your Product suffers a failure or fault as stated in the coverage section, We will cover it if the cost of repair is €300 or less. The coverage of repair in this case is available only one time, which means the cost of only one repair of the product is covered, up to €300.</p> <p>If Your Product has already been repaired in any of these countries, a new repair in any of these countries is no longer possible.</p> <p>You will need to pay for the repair and claim back the cost from Us. You will need to show an itemised invoice of the repair costs in order to have Your reimbursement approved. The maximum amount payable over the life of Your Policy is €300 or the Original Purchase Price of Your Product, whichever is the lower amount.</p>	

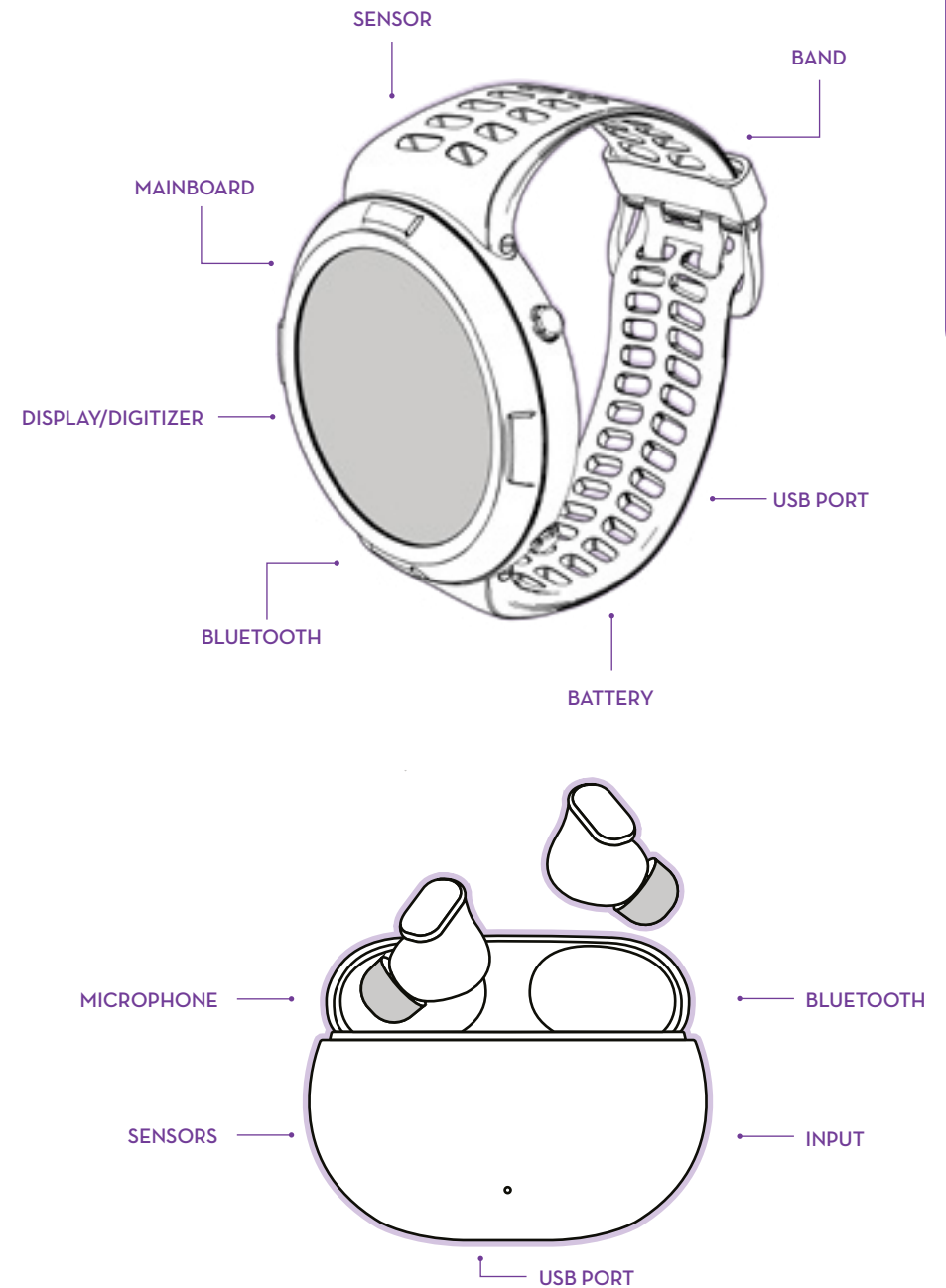
Components Covered Example – Laptops & Tablets

The following is a guide to cover only and is subject to the terms and conditions as set out from page 9 onwards.



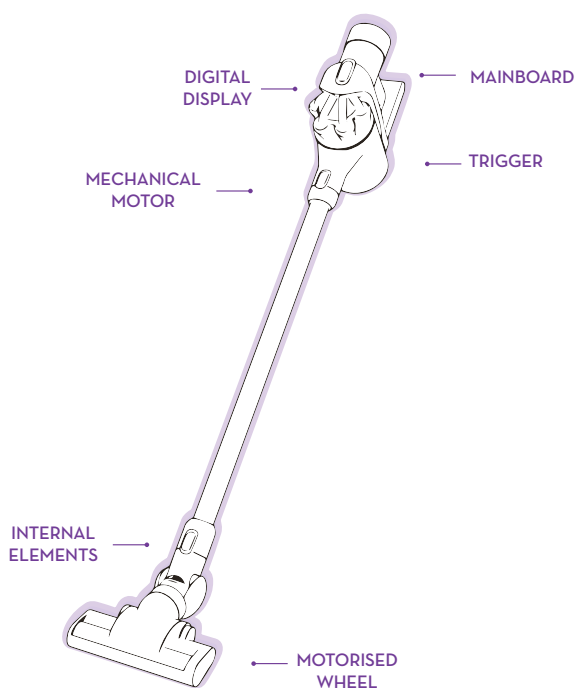
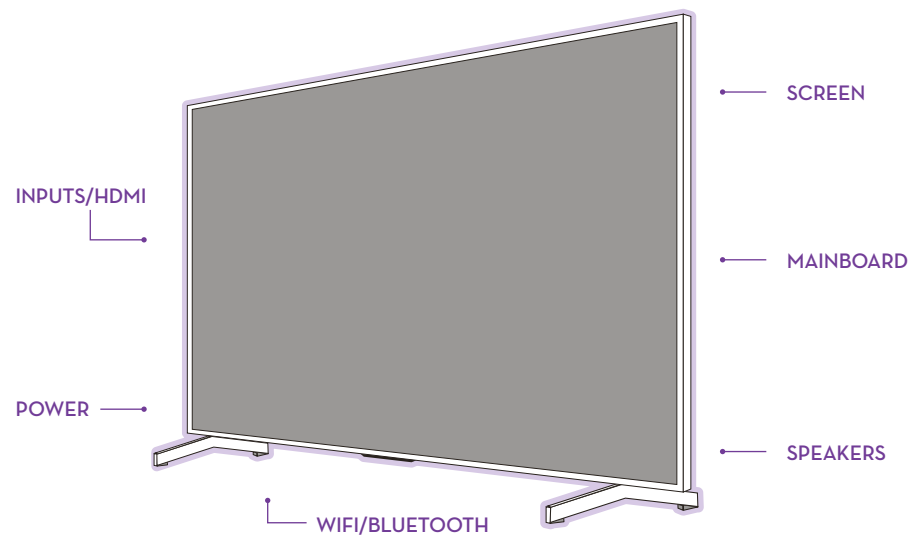
Components Covered Example – Wearables & Hearables

The following is a guide to cover only and is subject to the terms and conditions as set out from page 9 onwards.



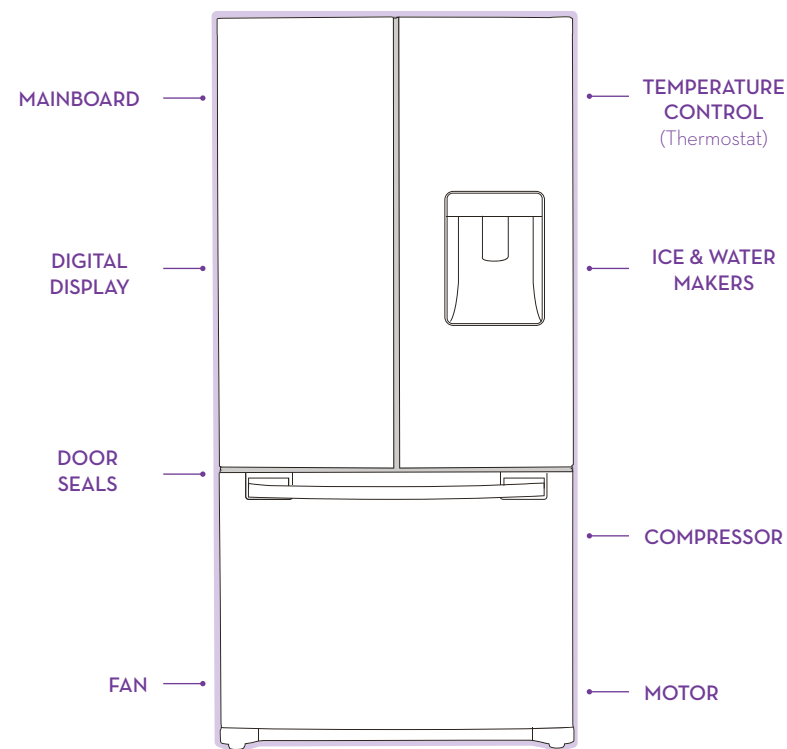
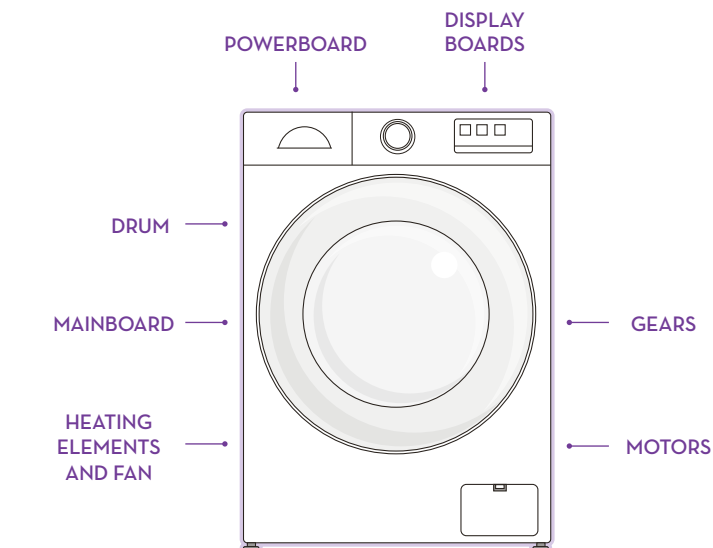
Components Covered Example – TV & Vacuum

The following is a guide to cover only and is subject to the terms and conditions as set out from page 9 onwards.



Components Covered Example – Laundry & Refrigeration

The following is a guide to cover only and is subject to the terms and conditions as set out from page 9 onwards.



Definitions

Accidental Damage: means physical damage which occurs as a result of a sudden, unforeseen and unexpected event. The event must arise from a single identifiable incident.

Excess Fee: means the amount You have to pay each time You make a claim which is accepted under Accidental Damage cover.

Customer Care Team: means Frith Service Contracts Ltd, Business Number 373654 (trading as Brightside), located at Unit 85/86, First Floor Boardwalk, Omni Shopping Centre, Santry, Dublin 9, who is registered and regulated by the Central Bank of Ireland under No C51103.

Hearable Device, Hearables: means electronic wireless headphone devices designed for multiple purposes ranging from wireless transmission (e.g. audio playback), communication objectives and fitness tracking.

Mechanical or Electrical Failure: means a sudden or unforeseen failure of Your Product arising from a mechanical, electrical or electronic fault.

Non-User Replaceable Batteries: refers to a battery or batteries that is not a User Replaceable Battery and can only be accessed by a qualified service agent.

Original Documents: means Your original purchase receipt and tax invoice issued by the Retailer which sold Your Product to You.

Original Purchase Price: means the amount shown on the purchase receipt and/or Tax Invoice being the cost of Your Product.

Pre-existing Condition: the Product covered under Your Policy, has suffered a fault and/or Accidental Damage before You purchased the Product.

Purchase Date: means the date shown on Your Original Documents as the date of purchase of Your Product.

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

Retailer: refers to the selling Retailer or an authorised agent of the selling Retailer of your Product whose name appears on the original purchase receipt and/or tax invoice as the supplier of Your Product.

User Replaceable Batteries: refers to a battery or batteries in a product that can be removed and replaced by You or a service agent, following instructions from the manufacturer or product manual. E.g. batteries in cordless vacuums.

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

Your Product: means the electrical or battery operated product that You purchased Your Product Care Policy on, as described in the purchase receipt and/or tax invoice.

Your Policy, Your Product Care Policy: means the Policy that You have purchased with Your Product as set out in these terms and conditions.

We, Us, Our: refers to AWP P&C S.A. – Dutch Branch, trading as Allianz Partners Europe, located at Poeldijkstraat 4, 1059 VM Amsterdam, the Netherlands, Corporate identification No 33094603, who is registered at the Dutch Authority for Financial Markets (AFM) No 12000535 and is authorised by L'Autorité de Contrôle Prudentiel et de Résolution (ACPR) in France and authorised by the Central Bank of Ireland for conduct of business (Allianz Partners Europe).

ATTACH INVOICE HERE

Starting the claims process is easy, just follow the steps below:

Harney Thomas Bathrooms
Retailer: Harney Thomas Bathrooms
Unit 70-2 Midgreen Retail Park, Rathfriland, Dublin 20
Phone: 01 491 5300 7501

Assistant: 0 701070 0100 Date: 05/08/24
Operator: 0 000000 000000 Time: 17:48:40
Customer: XXXXXXXXXX Location: 24
Device Type: 000000 Transaction: 0 000000

INVOICE INVOICE 2000001

Product: JRP Model: JRP

PRODUCT MODEL
Batch: 0000000000
Net @ 22.00% = XX.XX

PC VAT @ 8.90% = 0.00
Manufacturer Warranty of 12 Months
See Manufacturer's documentation for Warranty Details.
including 12 Months Product Care
Policy ID: PC-0012345678900
Extended Warranty Start: 04/08/2025
Extended Warranty End: 03/08/2027
Total: PRODUCT MODEL including Extended Warranty XX.XX

The details on this page is a summary only and is not a substitute for reading the full terms and conditions contained in this document. Limitations and exclusions apply with respect to Your Product Care Policy, including an exclusion if You fail to use Your Product in accordance with the manufacturer's instructions.



1. Conduct a basic check of Your Product

- Is Your Product plugged in?
- Does Your Product require new batteries?
- Have You checked the manufacturer's instruction booklet and/or website in respect of Your Product? The manufacturer's instruction booklets may contain "trouble shooting" tips which may assist You.

2. Have Your details ready

- Invoice number
- Product model
- Product Care number (referenced as 'Policy ID' on Your invoice)

If You cannot locate Your Original Documents, don't worry! You can still contact the Customer Care Team, who will try to assist You with Your claim.



3. Call the Customer Care Team or visit online to lodge Your claim

- Call Customer Care Team on 1800 200 503 during business hours;
- Lodge online at: www.productcareclaims.ie
- Visit Your nearest Retailer.



4. We will arrange to have Your Product assessed

- Your claim will be assigned to an authorised agent.
- Follow the instructions provided to You to complete the assessment.
- If You are claiming under Accidental Damage, You will have to pay an Excess Fee, details can be found on page 10.



5. We will review the assessment report and if Your Product is found to have an Eligible Fault, arrange a remedy.

- You will be contacted by one of the Customer Care Team and You will be provided with Your remedy options.

Transferring Your Product Care Policy

Your Policy can be transferred to a new owner of Your Product at any time during the term of Your Policy. If You wish to transfer Your Policy, please call the Customer Care Team on **1800 200 503**, during the operating hours as set out above.

Or You can email Your request to customerservice@brightsideco.ie.

Data Protection Notice

You should note that, by virtue of Your engagement or interactions with Us or by virtue of providing Us with personal information on You or individuals connected with You (for example directors, employees, representatives or clients), You will provide Us and Our related entities and agents with personal information which constitutes personal data within the meaning of the General Data Protection Regulation (Regulation 2016/679, the "Data Protection Legislation").

We as data controller, may collect, store and use Your personal data for the following lawful purposes: (i) to provide this product care Policy/warranty to You or to investigate, assess and pay claims under Your Policy (i.e. where this is necessary for the performance of the contract); (ii) where this is necessary for compliance with a legal obligation to which We are subject; and/or (iii) for direct marketing purposes (i.e. where this is necessary for the purposes of the legitimate interests of Us or a third party). Should We wish to use Your personal data for other specific purposes (including, if applicable, any purpose that requires Your consent), We will contact You.

Data Protection Notice continued...

Our full privacy notice, which outlines Our data protection obligations and Your data protection rights, is available on Our website, www.allianz-partners.com/en_IE/privacy-statement.html, and contains information on the following matters:

- the types of personal data We may collect and who We anticipate sharing it with;
- a description of the purposes and legal bases for which the personal data may be used;
- details on the transfer of personal data, including (if applicable) to entities located outside the EEA;
- details of data protection measures taken by Us;
- an outline of the various data protection rights of individuals as data subjects under the Data Protection Legislation;
- information on Our retention policy;
- contact details for further information on data protection matters.

Brightside's full privacy notice which contains similar information on data protection obligations can be found at www.productcareclaims.ie or at www.brightsideco.ie/privacy-statement/.

14 Day Cooling-Off Period

If You wish to cancel Your Product Care Policy within 14 days of the Purchase Date of Your Product Care Policy and You have not made a claim, the Retailer will refund the amount You paid for Your Policy. Your Product Care Policy cannot be cancelled after the 14 day cooling-off period.

Complaints Procedure - Customer Care

We at AWP P&C S.A. (trading as Allianz Partners Europe) take Our customer service and the customer service of Our partners seriously and want to hear about any problems that You may have had with Your claim or the level of service with which You have been provided. If a problem does arise, please call the Customer Care Team on **1800 200 503** or email customerservice@brightsideco.ie.

If the matter cannot be determined to Your satisfaction, please write to:

Frith Service Contracts Limited
The Claims Manager
Unit 85/86, First Floor Boardwalk,
Omni Park Shopping Centre Santry, Dublin, D09 P8K3.

The Customer Care Team will confirm the receipt of Your complaint within 48 hours of receiving it and will endeavour to have a resolution to Your complaint within 5 working days. If You are not satisfied with the outcome of Your complaint, You may refer the matter to the Financial Services and Pensions Ombudsman for independent arbitration. Visit www.fsppo.ie or write to

Financial Services and Pensions Ombudsman,
3rd Floor Lincoln House, Lincoln Place, Dublin 2, D02 VH29,
Phone: **(01) 567 7000** or email info@fsppo.ie.

Your Legal Rights

In the event of a problem with Your Product, You may have rights at law against the seller or manufacturer of the product under warranties or guarantees expressed or implied by mandatory provisions of law. Your Product Care Policy does not replace these rights or make them void. However, You can choose to claim under Your Policy and Your claim will be handled quickly and efficiently by Our customer service team. For further information about Your legal rights We suggest You contact the Competition and Consumer Protection Commission at **Bloom House, Railway Street, Dublin 1, D01 C576**, Consumer helpline **1890 432 432** or visit www.ccpc.ie. If You have any questions or queries about Your Product Care Policy, please don't hesitate in contacting Us.

Your Product Care Policy is underwritten and provided by AWP P&C S.A. - Dutch Branch, trading as Allianz Partners Europe, located at Poeldijkstraat 4, 1059 VM Amsterdam, the Netherlands, Corporate identification No 33094603, is registered at the Dutch Authority for Financial Markets (AFM) No 12000535 and is authorised by L'Autorité de Contrôle Prudential et de Résolution (ACPR) in France and authorised by the Central Bank of Ireland for conduct of business and administered in Ireland by Frith Service Contracts Ltd, Business Number 373654 (trading as Brightside), who is registered and regulated by the Central Bank of Ireland under No C51103.