

Now Optus offers you Extended Warranty.

Optus is now offering an optional 12-month extended warranty service for all newly purchased handsets. The extended warranty period commences at the end of the 12-month manufacturer's warranty period. During the 12-month extended warranty period, Optus will rectify handset faults that were covered by the manufacturer's warranty.

So now your handset can be covered by warranty for the duration of your contract.

12-month Extended Warranty Price:

\$39.99 (inc. GST) per mobile one-off payment

OR

\$3.33 (inc. GST) charged in 12 monthly payments

Application Form for Extended Warranty

Part A: APPLICANT DETAILS

Account Name: _____ Account Number: _____
Mobile Number: _____ Street Address: _____
City/State: _____ Postcode: _____
Mobile Phone Model: 1. _____ IMEI/ESN Number: 1. _____
2. _____ 2. _____
3. _____ 3. _____
4. _____ 4. _____

Part B: EXTENDED WARRANTY – 12-month Extended Warranty (tick as required)

Two payment options are available for the 12-month Extended Warranty:

- \$39.99 (inc. GST) one-off cost per service
- \$3.33 (inc. GST) in 12 monthly payments

Just say the word **'yes'**
OPTUS

How to make a claim on your Extended Warranty

1. Take the faulty handset to any authorised Optus Dealer and inform them that you are making a claim under the Optus Extended Warranty agreement.
2. Present your proof of purchase documentation (handset contract and extended warranty application form) to the Optus Dealer
3. The Optus Dealer will send the faulty handset to the Optus Mobile Repair Centre.
4. The Optus Mobile Repair Centre may contact you if they require any further information, particularly about your handset repair and the terms of your warranty.
5. Once the repair has been completed (average of five working days), the handset will be returned to the same Optus Dealer outlet that you left the faulty handset at.
6. Your chosen Optus Dealer outlet will then contact you to inform you that your handset is ready for collection.

Extended Warranty Validity:

From:

To:

Just say the word **'yes'**
OPTUS

Conditions apply, including: 1. Optus Extended Warranty is available to credit approved customers, who have an Optus Mobile account ('the Customer') 2. Faults "under warranty" are faults the handset manufacturer (or Optus in the case of Extended Warranty) has agreed to rectify for the customer at no charge during the applicable warranty period. Faults under warranty vary depending on the warranty terms applicable to the Customer's particular handset model. Faults not under warranty typically include faults caused by misuse, such as physical damage, liquid ingress or otherwise. The Trade Practices Act 1974 (Cth) and State and Territory fair trading laws may imply certain conditions or warranties into your agreement with Optus which are not excluded, restricted or modified by these terms and conditions. 3. Optus accepts liability to Customers under the Trade Practices Act and other laws, where it would be illegal not to do so, or would make any part of this agreement void or unenforceable. Otherwise, Optus excludes all conditions and warranties implied into the agreement and limits its liability for any non-excludable conditions and warranties, where permitted by law to do so, to (at Optus' option) repairing or replacing the relevant handset or paying the Customer the cost of doing so. 4. A Customer may choose to use the Services for handsets not under warranty. The customer should identify the fault as a "fault not under warranty" when the Customer contacts Optus. In such instances, the Customer will incur a service charge and the associated repair or replacement cost. For repairs, Optus will provide the Customer with an estimate of the cost prior to work being undertaken. For replacement handsets, the Optus Service Centre will advise the Customer of the associated cost when the Customer contacts Optus. 5. Charges for the Services including repair or replacement charges will be included in the Customer's mobile account. 6. Prices in brackets are GST inclusive unless otherwise indicated. **Extended Warranty:** 1. Extended Warranty is an Optus service which allows Customers to extend the handset manufacturer's original warranty by an additional 12 months ('Extension Period'). The Extension Period commences at the expiry of the handset manufacturer's original warranty. 2. The Extended Warranty service is restricted to the repair of the handset on the terms and conditions detailed in the manufacturer's standard warranty documentation received by the Customer at the time of purchasing the handset. 3. Extended Warranty only applies to handsets purchased from Optus or its authorised dealers, and does not cover repairs to handset batteries or accessories. 4. Customers can only purchase Extended Warranty at the time of purchasing the handset. 5. Extended Warranty does not apply to satellite handsets. 6. Repairs to handsets during the Extension Period under Extended Warranty can only be undertaken at an Optus Service Centre. 7. Extended Warranty is only transferable to an Optus refurbished handset where the original handset has been replaced with a refurbished handset by Optus in the 12 month period following its initial purchase. 8. The Customer must provide proof of purchase with all Extended Warranty claims. 9. If the Customer cancels its Optus Mobile Service within the first 12 months of the contract period, and it has selected the deferred payment option for Extended Warranty, a cancellation fee will be charged to the Customer's final Optus account in respect of the Extended Warranty product ('Cancellation Fee'). The Cancellation Fee is the amount outstanding under the deferred payment scheme. 10. If a Customer fails to make all payments in respect of Extended Warranty prior to the commencement of the Extension Period, or the Customer is in breach of a term of its Optus mobile services agreement, Optus is under no obligation to repair or replace the handset.

OPT2728/1079172 (02/04)

Application Form (continued)

Part C: AGREEMENT – To be completed by the applicant

By signing this form you agree your application for Extended Warranty is subject to the conditions above.

You acknowledge that you have read and understood the information and the terms & conditions above.

Signature

Date

OPTUS OFFICE USE ONLY - Tick applicable

Outlet Code: _____

Extended Warranty GWP

'Yes'

Salesperson: _____

If 'yes', Store Manager's Signature

Outlet Name: _____

Store Manager: _____