

Your Rights

Your rights and remedies under PB Care give to your rights over and above the Consumer Guarantees Act 1993 (CGA). Under the CGA:

All Products Must:

- be of acceptable quality (durable, safe, fit for purpose, free from defects, acceptable in look or finish)
- be fit for any particular purpose you have told the supplier
- match a description, sample or model shown to you
- have good legal title, e.g. be able to be sold and not have any security interests registered against them
- be a reasonable price if no price is set
- arrive on time (within a reasonable time if not agreed) and in good condition
- have spare parts and repair facilities available (manufacturer is responsible). This does not apply if you are told about limited availability before you buy.

If these guarantees are not met, the supplier must remedy the issue by either repair, replacement, or if neither are possible, then a refund of the purchase price.

CGA Act 1993 <http://www.legislation.govt.nz/act/public/1993/0091/latest/DLM311053.html>

Your Right to Cancel

You have right to cancel PB Care within 14 days of date of purchase. You can cancel it by going to any PB store national wide or contacting PB Customer Service Team contacting details below. If you decided to cancel, you will get full refund of the purchase price of your PB Care.

PB Customer Service

587 Great South Road, Manukau, Auckland 2025.

customer.service@pbtech.co.nz 0800 - 728 324

Warrantor's Details

PB Care is provided by PB Technologies Limited. It's address, telephone number and email address are:

587 Great South Road, Manukau, Auckland 2025.

customer.service@pbtech.co.nz 0800 - 728 324

If you have any questions about PB Care, please contact PB Customer Service or any of our branches

Features	PB Care Benefit	Consumer Guarantees Act
Type of good or service covered	Applies to products sold by PB Technologies where proof of purchase is provided	Applies to goods or services ordinarily acquired for personal, domestic or household use
Repair or replacement of faulty components with components of the same value or comparable quality	Yes	Yes
Term	As selected in this document	A 'reasonable period of time' depending on the nature of the product
You can decide to repair or replace a component or a product	Yes - if the product has failed 3 times	Yes - in the case of substantial failure the consumer has the choice of remedy
Cover applies to replacement item	Yes - the remaining term under the PB Care cover will transfer to the replacement item	Yes - for a 'reasonable' period
Cover for consequential losses	Yes - if they are reasonably foreseeable as a result of the failure (excluding loss of profits)	Yes - if they were reasonably foreseeable as a result of the failure
Fair Wear and Tear	Yes - if the customer has taken all due care to protect the good	Yes - if it fails before it might reasonably have been expected to
Loan unit (available on Laptop , smartphone)	Yes	No
Priority scheduling for services and repairs	Yes	No
Accessories cover (Power Adapter, Battery, Cables)	Yes - 3 years	Yes - if Act Applies for 'reasonable' period
Hardware Cover	Yes - 3 years	Yes - if Act Applies for 'reasonable' period

Price Protection, within 30 days	Yes - 30 days	No
30% discount on labour charge for non-warranty covered problems	Yes	No
FREE check-up once per year (hardware only)	Yes	No
Commercial Use	Yes	Yes - if Act Applies and is not contracted Out
Operation System Reinstallation and MS Update (OS)	Yes	No - unless reasonably foreseeable as a result of the failure
Free Insurance Report (If insurance Claim needed)	Yes	No

PB Care Benefits

- Loan unit (available on Laptop, smartphone)

Should PB Tech need to keep your portable device on-site for inspection, overnight testing, repairs or servicing, we will loan you a unit to replace the absence of your laptop or smartphone for the duration of your service.

- Priority scheduling for services and repairs

If you need to bring your device or computer back to PB for servicing or a repair, your item will jump to the top of our queue and be the first product looked at by our expert technician team

- Accessories cover (Power Adapter, Battery, and Cables)

PB Care will cover your power adapter & Laptop battery or other accessories which were included in your original package.

- Hardware Cover

This means your new tech is covered from the day of purchase to the end of your warranty in the unlikely event that any faults appear within the hardware.

- Price Protection, within 30 days

PB Care guarantees our Customer get the best price in PB Tech Ltd for 30 days following the purchase date (set out above). If the product is sold at a lower price within 30 days of the purchase date, then the Customer will be credited the difference between the original price and the lower price upon request.

- 30% discount on labour charge for non-warranty covered problems

If we find a fault with your tech that isn't covered by warranty conditions, PB Care gives you a 30% discount on the normal price of repair or servicing the issue, should you wish for our technicians to solve the problem

- FREE check-up once per year (hardware only*)

PB Tech offers an annual complimentary hardware check-up on your device or computer for the duration of your PB Care warranty period

- Commercial Use

PB Care will cover the warranty even under commercial usage

- Operation System update (OS)

PB Care will help you to upgrade your operating system to the newest version, by customer enquire only

- Free Insurance Report (If insurance Claim needed)

PB care will help you to issue insurance report when you need to claim from insurance company.

PB Care Terms & Conditions

1. The PB Care covers the item(s) specified in the Invoice and purchased as new, which at the time of purchase included the manufacturer's original written warranty. In order to be eligible for the PB Care, the manufacturer's warranty must provide at least 1 year parts and labour coverage. The PB Care covers all mechanical and electrical defects that would normally be covered by the manufacturer's written warranty, unless otherwise stated in the following terms and conditions.
2. PB Technologies reserves the right to claim under any relevant manufacturer's warranty, and PB Technologies will deal with the manufacturer as required in order to meet its PB Care obligations.
3. The PB Care commences from the date of purchase, and extends the manufacturer's 1 or 2 year warranty to 2 or 3 years as specified in the PB CARE option you select (3 months to 1 year warranty for Off-lease/Ex-lease Products).
4. The PB Care is only valid for the product with the serial number recorded in the original proof of purchase (Invoice).
5. PB Care is for the repair or replacement of faulty components with components of the same value or comparable quality. The decision to repair or replace a component or a product during the PB Care period will be made solely by PB Technologies in respect of an initial product failure. However, if the product fails 3 or more times, the client can request a replacement product, rather than a repair..
6. PB Technologies will provide services during normal business hours and business days and therefore will be closed on Weekend and Public Holidays.
7. PB Technologies will ensure that service is completed as quickly as possible, we are not responsible for delays caused by factors beyond our control, including but not limited to manufacturer's delays in providing parts, and general manufacturer availability of parts.
8. The original proof of purchase must be provided by clients to claim the warranty/services. Clients will be charged a service fee for the services rendered if such documentation is not available.
9. Clients are responsible for delivery of the warranted item to PB Technologies so it can be inspected and repaired or replaced unless the warranted item is a Television (50" and over only) and you are located within 30km of a PB Technologies store in which case PB Technologies will either cover the cost of an onsite service call to carry out an inspection / repair or arrange collection of the item.
10. The PB Care covers failure from fair wear and tear, provided the client has taken all reasonable steps to maintain and care for the product.
11. The PB Care does not cover repairs for the replacement of parts due to incompatibility.
12. PB Care only covers components that were present at the time of purchase. The PB Care does not cover any components that have been fitted after the original purchase.
13. Damage to the item or its components, caused by power surges or spikes, including but not limited to, mains power and telecommunication connections, or to other unspecified sources, voltage fluctuations, rust or corrosion are not covered by PB Care. Clients should take all reasonable steps to protect against damage caused by power surges, such as purchasing a surge protector that complies with

local standards.

14. PB Care does not cover damage to the item caused by overheating as a result of sitting or positioning the item without adequate ventilation for cooling or a dust free environment.

15. PB Technologies does not accept liability for items lost, damaged or stolen as a result of freight, courier or storage.

16. PB Care only covers hardware faults, and makes no provision for consequential loss of data of any type. It is the responsibility of the client to make regular backups of all data.

17. PB Care will cover the cost of reloading operating systems and MS Updates. However, PB Care does not cover the cost of reloading application software and data. Reloading services are available and will be charged to the client.

18. PB Technologies may replace the same, similar or slightly better item when the faulty item is not economical to repair. Technological advances may result in a replacement item with a lower selling price than the original. The replacement cost shall not exceed the original purchase price of the item.

19. If the item is replaced, any remaining term under PB Care will transfer to the new item.

20. PB Care does not cover loss or damage due to accidental or deliberate damage, negligence, abuse, wilful act, misuse, accident, theft, sand, liquid, rust, battery leakage, flood, fire, earthquake, electrical storms or any other act of god, war or terrorism.

21. The following are not covered under PB Care: 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; costs where no mechanical or electrical failure is identified; consequential loss of any type; normal maintenance costs.