

THE GOOD GUYS®

GOLD SERVICE EXTRAS



A best friend for you and your products

- ✓ *Stress-Free Product Care from Day One*
- ✓ *Access to Hundreds of Dollars in Store Credits*
- ✓ *Member Exclusive Rewards & Offers*



CONCIERGE REWARDS

Like a best friend, Gold Service Extras is there for you; with support when you need it most and rewards in between. Simply add Gold Service Extras to your eligible purchase to become a The Good Guys Concierge Member and receive:

- **\$20 Concierge Store Credits** sent to you 3 times each year for the life of your plan.
- **Exclusive Bonus Store Credits** sent by invitation on occasion.
- **Exclusive VIP Offers**, competitions, giveaways, and member-only sales events.
- **Access Discounts** on gift cards from a wide range of brands and retailers.
- **Price Guarantee:** Find a lower advertised price within 30 days of your purchase at The Good Guys or any approved competitor and we'll pay back 120% of the difference via store credit.
- **Exclusive Opportunities to Try, Review and Keep** exciting products.

For more information, refer to Benefits Explained, pages 4-7.



4,735,835

Concierge \$20 store credits issued in 2020.

PRODUCT CARE

Gold Service Extras includes access to the Concierge Team, dedicated to assisting you with stress-free product care including:

- **Stress-Free Support** from day one, for the life of your membership.
- **Comprehensive Personal Service** for any unexpected fault with your enrolled product.
- **Straightforward New Replacements** for faulty products valued under \$500.
- **\$100 Essential Appliance Store Credit** if your essential appliance can't be repaired within 10 business days.
- **Repair Guarantee** that we'll replace your product if a repair takes longer than 20 business days.
- **\$100 Food Spoilage and Laundry Reimbursement** allowances.

A Concierge when you need it

Your Concierge Team are available Monday to Saturday 9am to 6pm Melbourne Time for any assistance you may need. Give us a call on **1300 765 988** or visit **thegoodguys.com.au/concierge/concierge-contact-us**

In 2020, 103,801 members were supported with Repairs & Replacements.

10,658,616

Spend & Get invitations sent in 2020.

Members had a potential to earn an average of \$472 each in Store Credits from Spend & Get offers.

1,947,386

Try, Review, Keep invitations were sent in 2020.

Members who were selected after auditioning, were able to Try, Review & Keep one of hundreds of exciting new products. In 2020, members enjoyed Samsung TVs, Dyson vacuums, Bosch washers and many more.

HOW TO BUY

Gold Service Extras can be purchased with any eligible product from The Good Guys in-store or online. Gold Service Extras must be purchased at the same time as you purchase your product.

Available Plans

Product Type	3 Yr Plan	5 Yr Plan	7 Yr Plan
Products valued at \$500 or less	✓		
Products valued over \$500	✓	✓	
Split system air conditioners valued over \$500		✓	✓

BENEFITS EXPLAINED

Product care and all Gold Service Extras benefits are available starting on the date you purchased your product for the length of the plan term you've selected.

Three \$20 Store Credits Each Year

You'll receive three \$20 store credits via SMS or email every 12 months (starting from your purchase date) until your Gold Service Extras membership expires. Store credits can be redeemed online or at any of our stores across Australia.

30-Day Price Guarantee

Find a lower advertised price within 30 days of your purchase from either The Good Guys or any approved competitor and we'll pay back 120% of the difference. Competitors must be Australian-based and exclude eBay.

Concierge Exclusives Rewards

Gold Service Extras provides you access to our exclusive Concierge Rewards program. By being a Concierge member you can expect exclusive offers and giveaways, invitations to participate in member-

only sales events and Bonus Store Credit promotional offers. In addition, each Gold Service Extras membership you purchase offers 12 months of access to discounts on gift cards from a wide range of popular brands and retailers.

You'll also be invited to join our Try, Review, Keep program whereby members selected from an audition are able to Try, Review and Keep exciting products. Members keep the product they have reviewed.

Be sure to register your email address and mobile number when you purchase Gold Service Extras to ensure you have access to all the benefits your Concierge membership has to offer.

Concierge Support Team

Concierge Members have access to a dedicated support team who will look after any product assessments or repairs, arrange replacement products or automatic reimbursement claims, for the life of your membership.



Certainty

Gold Service Extras offers you the certainty of knowing that if the product you buy is faulty that it is covered for a specific period of time.

Simple Replacement of Products Valued at \$500 or Less

If your product is valued at \$500 or less and it's faulty, it will be replaced so you don't have to wait for it to be repaired. Simply call the Concierge Team and they will arrange for an assessment to verify the fault either at your local store for small appliances, or in your home for large appliances. Once the fault has been confirmed, a replacement product will be organised for you.

In-home Repairs for Larger Items

The Concierge Team will organise a repairer to come to your home to repair large appliances such as fridges, washing machines and TVs. If the repair can't be completed in your home, arrangements will be made to transport, fix and return the product to you once the repair is completed.

\$100 Essential Appliance Store Credit

A \$100 Store Credit is available on request if you have an essential appliance that can't be repaired within 10 business days of the product being assessed. This allowance is available for fridges, washing machines, TVs, dishwashers, ovens, cooktops and split system air-conditioners and is in addition to any other reimbursements you may be entitled to as part of Gold Service Extras.

Food Spoilage

A \$100 Payment Card is available on request for food spoilage caused by a verified fault with your fridge.

Laundry Allowance

\$100 Payment Card is available on request to cover laundry costs caused by a verified fault with your washing machine.

Transferable Service

If you decide to sell or give away your appliance, you can transfer the time remaining on your Gold Service Extras to another person at no cost. This excludes any store credit and Concierge Rewards owed to you. Simply call the Concierge team on 1300 765 988 and they will arrange the transfer for you.

Repair Period Guaranteed

If your product takes longer than 20 Business days from when we inspect it or receive it to repair, you'll be eligible to have it replaced with an equivalent product. If you'd prefer to continue with a repair you may request a \$100 Store Credit instead. The choice is yours!

Small Office Use

If you have a small business with a maximum of five (5) people, technology products can be covered under the regular Gold Service Extras Program at no additional cost.

No Lemon Guarantee

If your enrolled product requires repair more than twice during the life of your plan, we will offer you an equivalent replacement at your request.



IMPORTANT INFORMATION: YOUR RIGHTS IN RELATION TO FAULTY GOODS

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law (“**ACL**”). For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

Goods purchased from The Good Guys also come with a The Good Guys Voluntary Warranty, which is intended to provide you with remedies which are consistent with your rights under the ACL. The Good Guys Voluntary Warranty and your rights under the ACL generally provide protection if your product becomes faulty for longer than the standard manufacturer’s warranty even if you do not purchase The Good Guys Gold Service Extras.

The Good Guys Understanding Your Rights brochure (available from <https://www.thegoodguys.com.au/gold-service-extras-terms-and-conditions>) contains further information about The Good Guys Minimum Voluntary Warranty and your rights under the Australian Consumer Law.

Your Rights under the ACL

The ACL provides consumers’ basic, guaranteed rights for goods they purchase (“**Consumer Guarantees**”) at no charge. The ACL requires that, taking account of the nature of goods, the price and other relevant circumstances, the goods must be free of defects, do what they are meant to do, be safe, durable and acceptable in appearance and finish, be fit for any particular purpose that the consumer makes known, and comply with any description provided or demonstration model used.

Whether a consumer is entitled to a remedy under the ACL will depend on the circumstances. Consumer Guarantees have no set time limit but generally last for an amount of time that is reasonable in the circumstances, given factors including the cost and quality of the goods and the use made of the goods. Consumer Guarantees may continue even after the expiry of any Manufacturer's warranty for the goods. The exact amount of time that Consumer Guarantees last in the case of a specific purchase varies depending on the circumstances. Consumers with a claim for breach of a Consumer Guarantee should contact the retailer of the goods at first instance. If you are unable to reach resolution with the retailer or manufacturer as to the remedy, you should seek independent advice and/or contact the ACCC or your state/territory fair trading body.

Certain benefits You receive under Your The Good Guys Gold Service Extras are already available to You under Australian Consumer Law. Some of these benefits include the right to reimbursement of reasonable extra costs or reasonably foreseeable loss You can show resulted from a faulty product. Your The Good Guys Gold Service Extras does not seek to reduce, qualify or limit those rights in any way, but to make enforcement or recovery of these costs simpler and less stressful for You.



The Good Guys Gold Service Extras does not change or remove any rights that the Australian Consumer Law or a Manufacturer's Warranty may give You, but seeks to give You certain further benefits, that may include certainty of outcome.

ACCC Contact Details

Australian Competition and Consumer Commission

Infoline: 1300 302 502

Indigenous Infoline: 1300 303 143

www.accc.gov.au

Additional benefits under The Good Guys Gold Service Extras not available under the ACL

We appreciate that you may want the certainty of knowing that if items you buy are faulty they are covered for a specific time period. When you purchase The Good Guys Gold Service Extras, you are obtaining certainty and peace of mind as to the period of coverage and the remedy you will receive and the convenience of having the repair and/or replacement process managed for you under your The Good Guys Gold Service Extras membership. You will be entitled to the benefits set out below that are not available under the ACL, subject to the terms of your The Good Guys Gold Service Extras membership:

- Certainty as to the exact period of cover.
- Gold Service Extras member benefits of personalised service, store credits and rewards start from the date of purchase.
- Three \$20 store credits each year of your The Good Guys Gold Service Extras membership.
- 30 day price guarantee protection for pricing changes at The Good Guys and The Good Guys nominated competitors.
- \$100 essential appliance store credit if your television, refrigerator, dryer, washing machine, dishwasher, split system air-conditioner, oven or cooktop is not repaired within 10 Business Days from the date it is assessed. Available separately to food spoilage reimbursement for fridges and laundry costs reimbursement for washing machines.
- Specified 20 business day repair time guarantee.
- Convenience of having access to our approved network of experienced operational and technical staff to manage the repair and/or replacement process.

Comparing your consumer rights and features provided by Gold Service Extras

The following table (pages 12–15) is a summarised comparison of Consumer Guarantees and the protections offered by The Good Guys Gold Service Extras. Please note that this table is a summary only and is not a substitute for obtaining legal advice on the ACL. Reading the full Terms and Conditions of Gold Service Extras is recommended, as certain limitations and exclusions apply in certain circumstances, including an exclusion if you fail to use your appliance in accordance with the manufacturer's care instructions or if the appliance is accidentally damaged.

In addition, you can visit www.accc.gov.au for more information on Consumer Guarantees. Please note in addition to the protections listed on pages 12–15, you may have additional rights against a manufacturer under a manufacturer's warranty.



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Protection	ACL Rights and Remedies
<p>Am I protected if the product is defective?</p>	<p>Protection where the Product is not of 'Acceptable Quality', 'Fit for Purpose', or does not 'match the description'. This includes protection against mechanical or electrical failure resulting from a defect in the Product, and may include wear and tear arising from normal use of the Product.</p> <p>Protection available for commercial use where you are a consumer under the ACL.</p>
<p>How long does the protection against defects last?</p>	<p>A reasonable period from the date of delivery until the defect becomes apparent. What is reasonable will depend on the circumstances including the nature of the Product, the price, the way it is used and any statements or representations made about the Product.</p> <p>In certain circumstances, taking into account the factors listed above, this reasonable period may cover the period of time that protection is available under The Good Guys Gold Service Extras.</p>
<p>Cost of coverage</p>	<p>No cost.</p>
<p>What remedies are available if the product is defective?</p>	<p>Repair, refund, replacement and/or damages for consequential loss.</p> <p>The exact remedy will depend on the specific circumstances.</p> <p>Consequential loss may include the cost of collecting a large product from your home.</p>
<p>Is there a guarantee that any repair will be carried out in a reasonable time?</p>	<p>The product must be repaired within a reasonable time or you are entitled to a replacement or a refund.</p>

Gold Service Extras Benefits

Protection against mechanical and electrical failure including product failures due to wear and tear.

Not generally available for commercial use (except selected products for Small Office Use).

- 3 years for products valued at \$500 or less
- 3 or 5 years for all other eligible products
- 5 or 7 years for split system air conditioners

Subject to these Terms and Conditions, Gold Service Extras product protection continues for the period you've chosen if your product is repaired.

If your product is replaced, Gold Service Extras product protection will cease, although in certain circumstances you may be offered a credit equal to the original purchase price you paid for your The Good Guys Gold Service Extras membership. This credit can be applied to the cost of purchasing a new The Good Guys Gold Service Extras membership for your replacement product. You will also have ACL rights in relation to your replacement product.

Cost of The Good Guys Gold Service Extras plan.

\$500 and Under – Guaranteed replacement to a maximum of the original purchase price, of any faulty product valued at \$500 or less where there has been a verified mechanical electrical failure.

Over \$500 – Product assessed and either repaired or replaced with an equivalent product, up to a maximum of the original purchase price.

Your product will be replaced with an equivalent model if the repair takes longer than 20 business days from the date we assess it.

\$100 store credit is available at your request, for any essential appliances that are not repaired within 10 business days from the date it is assessed. Available for TVs, refrigerators, dryers, washing machines, dishwashers, ovens, cooktops and split system air-conditioners. This benefit is available in addition to the food spoilage reimbursement and laundry costs reimbursement below.

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Food Spoilage	Entitled to compensation for consequential loss caused by the defect, which may, in certain circumstances, include food spoilage.
Laundry Costs	Regardless of the value of the product, you are entitled to compensation for consequential loss caused by the defect, which may, in certain circumstances, include laundry costs.
Who is obliged to provide the remedy for a defective product?	The Good Guys (if seeking a repair, refund or replacement; or claiming damages). Manufacturer (if claiming damages).
Is a loan product available while my product is being repaired?	No. However, regardless of the value of the Product, if You decide to organise and obtain a loan product from a rental company or other company, the cost you incur may, in certain circumstances, be recoverable as a reasonably foreseeable consequential loss caused by the defect.
What happens if I receive a remedy for a defective product?	Any replacement product or repair will be covered for a reasonable period depending upon the circumstances in the same way described under the heading "How long does the protection against defects last?"
Is a Technical Assistance Helpline available to help with my product?	Not required under the ACL but some suppliers and manufacturers do provide a helpline.

<p>\$100 reimbursement is available at your request, for any claim where food spoilage is caused by the fault. No receipts are required.</p> <p>This reimbursement is in addition to the \$100 store credit available where an essential appliance (a TV, refrigerator, dryer, washing machine, dishwasher, oven, cooktop or split system air conditioner) is not repaired within 10 business days from the date it is assessed.</p>
<p>\$100 reimbursement is available at your request, where you have incurred laundry costs during the period your washing machine is not in working order. No receipts are required.</p> <p>This reimbursement is in addition to the \$100 store credit available where an essential appliance (a TV, refrigerator, dryer, washing machine, dishwasher, oven, cooktop or split system air conditioner) is not repaired within 10 business days from the date it is assessed.</p>
<p>The Good Guys Concierge Team can be contacted by phone 1300 765 988, 9am to 6pm Melbourne time, Monday to Saturday excluding national public holidays) or via The Good Guys website (www.thegoodguys.com.au/concierge/concierge-contact-us).</p>
<p>There is no specific Gold Service Extras benefit for a loan product.</p>
<p>Your Gold Service Extras product protection continues for the period you've chosen, if it is repaired.</p> <p>If your product is replaced with an equivalent replacement product Gold Service Extras product protection will cease, although in certain circumstances you may be offered a credit equal to the original purchase price you paid for your The Good Guys Gold Service Extras membership. This credit can be applied to the cost of purchasing a new The Good Guys Gold Service Extras membership for your replacement product. You will also have ACL rights in relation to your replacement product.</p>
<p>No, but your local store can offer support and assistance with your product.</p>

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Concierge Members have access to a fantastic range of Extras.

Concierge Members receive exclusive offers and giveaways, invitations to participate in member-only sales events and bonus store credit promotions. Plus, each Concierge Membership grants you access to discounted gift cards from a range of retailers and opportunities to receive free products through our Try, Review, Keep program. Learn more online.

Ensure you take advantage of everything your Concierge Membership has to offer. Register your Email and Mobile today!

What you need to do to access your benefits:



Register your
email address



Register your
mobile number

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For full terms and conditions please visit
thegoodguys.com.au/gold-service-extras-terms-and-conditions

For assistance you can contact the Concierge Team:
thegoodguys.com.au/concierge



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