

**THE GOOD GUYS®**

# MOBILE EXTRAS

Issued by **square  
trade**



✓ **Swap Anytime.**

*Mobile phone replacement for any reason.*

✓ **Upgrade Anytime.**

*Trade-in for a store credit towards a new phone.*

✓ **And Lots More.**

*Mobile security, cloud storage & exclusive rewards.*

## MOBILE EXTRAS

*Today, your mobile is so much more than just your phone. It's your keys, wallet, camera, video library, store, and connection to anyone, anytime, anywhere.*

***Mobile Extras  
helps you get  
more out of  
your mobile.***



***Hi, friend!***

## PLAN BENEFITS

**Mobile Extras is packed with features and benefits** to keep you connected to your digital life – we like to think of it as a friend for your mobile.

- **Support** for setting up a new phone, troubleshooting common issues, and more.
- **Security Software** to help keep the content on your mobile safe.
- **Swap Anytime** - Replace your phone for any reason stress-free. (Subject to payment of a service fee.)
- **Upgrade** your phone by trading it in and receive a store credit towards the purchase of a new phone.
- **Screen Replacement** - Low fixed-priced screen replacements for any reason (Selected plans only).
- **256GB Cloud Storage** to securely back up your photos, videos, and other content (Monthly subscription plans only).

## CONCERGE REWARDS

**Add Mobile Extras** to your mobile phone purchase and become a The Good Guys Concierge Member, with access to exclusive rewards:

- **Bonus Store Credits** sent by invitation.
- **VIP Offers**, competitions, giveaways and member-only sale events.
- **Opportunities to Try, Review and Keep** exciting products.
- **Plus, for Mobile Extras customers only**, when you Swap or Upgrade, receive 20% off accessories.

*For more information, refer to Benefits Explained, pages 6-7.*

# Choose the friend that's right for you.\*

## PLAN OPTIONS

### Plan Price

#### 24/7 Tech Support

Get help setting up a new phone, transferring data, or general troubleshooting with expert support available 24/7.

#### Mobile Security

Access to Trend Micro Security Software for protection against malware, spyware and banking fraud.

#### Upgrade Anytime

Trade-in your phone and get a trade-in credit towards the purchase of any new phone model.<sup>†</sup>

#### Swap Anytime - New

Swap your mobile for any reason to receive a new phone replacement – same or similar model.<sup>‡</sup>

#### Swap Anytime - Refurbished

Swap your mobile for any reason to receive a refurbished phone replacement – same or similar model.<sup>‡</sup>

#### \$45 Fixed Screen Replacement

Available from SquareTrade authorised technicians for any reason, for one low fixed price.

#### 256GB Cloud Backup

To help safely store and access photos, videos and other content from any compatible phone.

#### AppleCare Service & Support

Contact Apple for tech support, screen and refurbished phone replacements for iPhones.

#### The Good Guys Concierge Rewards

Access Bonus Store Credits, VIP sale events, discounts on gift cards, plus more.

\*The summary of features above is subject to the full terms and conditions of The Good Guys Mobile Extras as o

<sup>†</sup>To trade-in your device, you will need to provide valid photo identification and be 18 years or older.

<sup>‡</sup>If the same model is not available, then a similar model to your device will be provided. Service Fees and Limits. The AppleCare Services logo is a trademark of Apple Inc., registered in the U.S. and other countries.



	Monthly Subscription	1-Year Upfront Phones \$500 & Over	1-Year Upfront Phones Under \$500
	\$12.99/monthly	\$99/year	\$49/year
	✓	✓	✓
	✓	✓	✓
	✓	✓	✓
	✓	✓	✓
	✓	✓	✗
	✓	✓	✗
	✓	✗	✗
		✗	✗
	✓	✓	✓

as outlined in the Product Disclosure Statement.

† Limits Apply. See Page 7.

### BENEFITS EXPLAINED\*

#### **Swap your phone anytime, for any reason**

Exchange your registered mobile phone in any condition, for a new phone replacement (same or similar model) subject to payment of a service fee. Some plans have the option of a refurbished phone replacement, which is available at a lower Service Fee. In all cases, you will be required to send your old phone to SquareTrade, to complete the phone swap.

#### **Upgrade anytime to a new make or model**

When you're ready to upgrade your phone to a new make or model, contact SquareTrade who will provide you with a trade-in value for your registered mobile phone. If you accept the offer and complete transfer requirements, SquareTrade will organise a The Good Guys store credit equal to the value of the trade-in value, which you can put towards the purchase of your new mobile phone.

#### **Certainty with fixed priced screen replacement**

Monthly subscriptions and \$99 1-Year Upfront plans include fixed priced screen replacement for \$45, for any reason. Sometimes a screen replacement may not be possible, we'll let you know, and you can consider a phone swap at the applicable service fee.

iPhone customers on Monthly subscriptions only, can contact Apple or an Apple Authorised Service Provider for a screen replacement.

#### **Secure your digital life**

Mobile Extras includes access to the Trend Micro Mobile Security app, which helps keep your personal content secure from hackers and phishing attacks. Bank, shop and browse on the go with confidence. Activate in minutes using the code in your Mobile Extras confirmation email.

#### **Secure your content and restore a back up**

Monthly subscriptions include 256GB of cloud storage. Download the SquareTrade Cloud app to your mobile phone to back-up content such as photos, videos and contacts.

\*The summary of features is subject to the full terms and conditions of The Good Guys Mobile Extras as outlined in the Product Disclosure Statement.

## 24/7 live tech support

Get help setting up your new mobile phone by speaking to a live tech specialist. Our team can help sync your contacts, emails, calendars, and cloud storage, and assist with general troubleshooting including network and mobile phone connectivity, application installations and battery performance.

Monthly subscriptions with questions about their registered Apple phone, can also access Apple experts at 1300 321 456.

## Service Request Limits and Fees

SERVICE REQUEST LIMITS	Monthly Subscription	1-Year Upfront Phones \$500 & Over	1-Year Upfront Phones Under \$500
<b>Swap Anytime - New</b> Same or similar model phone replacement	Up to 2 service requests per year†	1 service request‡	1 service request
<b>Swap Anytime - Refurbished</b> Same or similar model phone replacement			Not Available
<b>Screen Replacement</b>			Not Available

‡ A maximum of 1 service request between Swap Anytime and Screen Replacement features in a 12 month period for Fixed Term Plans (Phones \$500 & Over). There is no access to Apple or Apple Authorised Service Providers for phone or screen replacements.

† Up to a maximum of 2 service requests between Swap Anytime and Screen Replacement features in a 12-month period starting on the Commencement date and each anniversary of the commencement date, whilst your monthly subscription remains current. The maximum quota includes Service Requests accessed through Apple Service channels.

SERVICE FEES	Monthly Subscription	1-Year Upfront Phones \$500 & Over	1-Year Upfront Phones Under \$500
<b>Swap Anytime - New</b> Same or similar model phone replacement	\$249	\$249	\$129
<b>Swap Anytime - Refurbished</b> Same or similar model phone replacement	\$149	\$149	Not Available
<b>Screen Replacement</b>	\$45	\$45^	Not Available

^ \$149 service fee if screen is not able to be replaced and replacement device provided instead.

1 Year Upfront Fixed Term plans automatically terminate upon the trade-in of your mobile phone to SquareTrade.

Plans automatically terminate upon the trade-in of your phone to SquareTrade being completed, but if you purchase a new Monthly Subscription Plan for your new phone the first 3 months Membership Fees for the new Monthly Subscription Plan will be waived.

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## Phone Swap or Screen Replacement

Visit [squaretrade.com.au](https://squaretrade.com.au) anytime, 24/7  
Select 'File a service request'

## Upgrades & Tech Support

1800 430 832

## Apple Service & Support

(Monthly subscription customers only)  
1300 321 456



Scan to learn more  
about Concierge  
Rewards



Scan to view the  
Product Disclosure  
Statement

STIMEV1 AUGUST 2021

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