

CONCIERGE™

GOLD SERVICE EXTRAS

Your advantage



\$20 STORE CREDIT

3 times each year



EXCLUSIVE

Discounts, offers, sales & giveaways



PERSONAL

Comprehensive product service

Your advantage

GOLD SERVICE PRODUCT CARE PLUS LOTS OF EXTRAS

CONCIERGE GOLD SERVICE EXTRAS

Adding Concierge Gold Service Extras to your product purchased from The Good Guys, automatically registers you as a The Good Guys Concierge Member.

Concierge Member-only* benefits include;

LOADS OF EXTRAS!

Concierge Members receive store credits, access to exclusive member-only offers, sales, giveaways and a range of discounts on extras like gift cards, groceries, movie tickets and more!

- **\$20 Concierge store credits** sent to you 3 times each year (via SMS or email)
- Invitation only offers for **Bonus Store Credit promotions** sent to members from time to time.
- **Exclusive VIP offers, competitions, giveaways and member only sales events**
- Access to a **range of discounts** on items such as gift cards, movie tickets, sporting events and more from a range of well known brands
- 30 Day Price Guarantee store credit if the price of your product drops at either The Good Guys or any approved competitor within 30 days of purchase
- Exclusive opportunities to Try, Review and Keep exciting products from The Good Guys
- \$20 service credit to put towards any home installation, appliance repair or air-conditioning cleaning service offered by The Good Guys Home Services

*See pages 4-7 for details.

GOLD SERVICE PRODUCT CARE

Concierge Members have exclusive access to the Concierge Team – dedicated to assisting you with stress-free product care including replacements, repairs or exchanges from day one.

Gold Service Product Care – for when the unexpected happens

- Comprehensive personal service** for products registered in the program
- Your appliances are protected from day one for the lifetime of your membership
- Access to the Concierge Team dedicated to stress-free assistance with any unexpected product faults
- Straightforward replacement of products valued at \$500 or less
- \$100 eftpos card if your essential appliance can't be repaired within 10 days
- \$100 Food Spoilage allowance

A Concierge when you need it

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

GOLD SERVICE EXTRAS FEATURES AND BENEFITS

How to Buy

Concierge Gold Service Extras can be purchased with any eligible product from The Good Guys in store or online.

Concierge 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
Tech Products	✓		
All other products valued at \$500 or less	✓		
Products valued over \$500	✓	✓	
Split system air conditioners valued at \$500 or less	✓		
Split system air conditioners valued over \$500	✓	✓	✓

Support from day one

Your appliances are protected and all additional Gold Service Extras benefits are available from the date you purchase your product for the period you've chosen, even if your product is repaired or replaced with an equivalent product during that time.

Three \$20 Store Credits each year

You'll receive 3 x \$20 store credits via SMS or email every 12 months (from your purchase date) until your Concierge membership expires. Store credits can be redeemed either 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.

Product Care

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

CONCIERGE EXTRAS – be rewarded!

The purchase of Concierge Gold Service Extras gives you access to a range of fantastic extras such as The Good Guys Store Credits, exclusive offers and giveaways, invitations to participate in member only sales events and Bonus Store Credit promotional offers, plus the chance to try, review and keep exciting products for free. Plus each Gold Service Extras membership you purchase offers 12 months access to discounts on gift cards, movie tickets, cash backs and more from a range of well known brands.

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

**ENJOY UP TO 10% OFF# GIFTCARDS
FOR EVERYDAY SAVINGS**



#Terms and conditions apply, visit
thegoodguys.com.au/gold-service-extras-terms-and-conditions

1300 765 988

Certainty

Concierge Gold Services Extras offers you the certainty of receiving a remedy where your product is faulty and the time it will take to administer any remedy.

Simple Replacement of products valued at \$500 or less

If your product is valued at \$500 or less and it's faulty, your product 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.

\$100 Essential Appliance allowance

A \$100 eftpos card allowance is available on request if you have an essential appliance that can't be repaired within 10 days of the product being assessed. This allowance is available for washing machines, TVs, dishwashers, ovens, cooktops and split system air-conditioners.

Food Spoilage

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

\$20 The Good Guys Home Services Credit

You have access to a one-off \$20 service credit that you can put towards any The Good Guys Home Service including home installation, appliance repairs or air-conditioner cleaning service. The Good Guys Home Services team can make arrangements for you when you're ready to use your credit, just give the team a call 1300 748 190.

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.

Transferable service

If you decide to sell or give away your appliance, you can transfer the time remaining on your Concierge 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.

Fully Guaranteed

All work carried out by The Good Guys repair network is fully guaranteed.

Small Office Use

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

Worldwide travel cover

If your product breaks down while in your possession while you're travelling, Concierge Gold Service Extras will arrange to reimburse repair costs up to the value of \$250, when you return home.

CONSUMERS RIGHTS AND REMEDIES UNDER THE ACL

The Australian Consumer Law (“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.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. 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 service¹.

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 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.

ACCC Contact Details

Australian Competition and Consumer Commission

Infoline: 1300 302 502

Indigenous Infoline: 1300 303 143

www.accc.gov.au

Comparing your Consumer Rights and Features provided by Concierge Gold Service Extras

The table on pages 10-13 provides a summarised comparison of Consumer Guarantees and protections offered by Concierge Gold Service Extras. Please note; 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 limitations and exclusions apply in certain circumstances.

Additional benefits under Concierge Gold Service Extras not available under the ACL

We appreciate 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 Concierge Gold Service Extras, you are obtaining certainty and peace of mind as to the period of cover and the remedy you will receive and the convenience of having the repair and/or replacement process managed for you under your Concierge membership.

Protection	ACL Rights and Remedies
<p>Am I protected if the product is defective?</p>	<p>Protection is provided 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 is 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 Concierge 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>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 tech Products and products valued at \$500 or less.
- 3, 5 or 7 years for split system air conditioners valued at over \$500 (3 years if valued at \$500 or less).
- 3 or 5 years for all other eligible Products.

Subject to the Terms and Conditions, Concierge Gold Service Extras Product Protection continues for the period you've chosen regardless if the Product is repaired or replaced during that time.

Cost of the Concierge Gold Service Extras membership.

\$500 and Under – Guaranteed replacement to a maximum of the original purchase price of any faulty Product valued at \$500 or less after assessment and verification of the fault.

Over \$500 – Product assessed and if the fault is verified, 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 30 days from the date it is assessed.

\$100 reimbursement is available at your request, for any essential appliances that are not repaired within 10 days. Available for TVs, dishwashers, ovens, cooktops and split system air-conditioners. This benefit is separate to the food spoilage reimbursement below.

Food Spoilage	Entitled to compensation for reasonably foreseeable 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 reasonably foreseeable 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 as 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.

\$100 reimbursement is available at your request, for any claim where food spoilage is caused by the product fault. No receipts are required.

Food Spoilage may be requested at the time the claim is made and is not part of the Essential Appliance Allowance.

The essential appliance allowance is available for TVs, dishwashers, ovens, cooktops and split system air-conditioners where a product can't be repaired within 10 days from the date of assessment.

\$100 reimbursement is available at your request, for any claim where your washing machine can't be repaired within 10 days from the date of assessment, as part of the Essential Appliance Allowance. The essential appliance allowance is also available for TVs, dishwashers, ovens, cooktops and split system air-conditioners.

The Good Guys Concierge Team can be contacted by telephone 1300 765 988 (Monday to Saturday 9am to 6pm AET), or via The Good Guys website (www.thegoodguys.com.au/concierge/concierge-contact-us).

There is no specific Gold Service Extras benefit for a loan Product. However, please note The Good Guys generally offers all customers who shop at the Good Guys access to loan Products while an essential appliance is being repaired.

Your Product continues to be covered for the period you've chosen, starting from your original purchase date, even if it's repaired or replaced with an equivalent Product during that time.

No, but your local store can offer support and assistance with your product.

1300 765 988

Concierge Members have access to a fantastic range of Extras.

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Make sure you can take advantage of everything your Concierge membership has to offer. Register Today!

What you need to do to access your benefits



Register your
email address



Register your
mobile number



[/thegoodguysAU](#)

CONCIERGE™
GOLD SERVICE EXTRAS

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

For assistance you can contact the Concierge Team:

1300 765 988
thegoodguys.com.au/concierge

