

Courts Care Extended Warranty
Terms & Conditions
(Electrical & I.T. Products)

Courts (Singapore) Limited ("Courts") has two (2) plans under the Electrical and I.T. Courts Care Extended Warranty Program:

- (i) the "Courts Care Extended Warranty Service Contract"; and
- (ii) the "Courts Care Extended Warranty Plus Service Contract"

(each referred to as a "Contract" and collectively the "Contracts").

You have indicated the Contract you require for the Product purchased (the "Product") on the sales receipt/ tax invoice and agree to be bound by the terms and conditions relevant to the Contract chosen as set out in this agreement.

The term of the Contract is 2 to 5 years from purchase date or delivery date (whichever is later) (inclusive of the manufacturer's warranty period), depending on the period selected and as set out in the Sales Receipt/Tax Invoice. The Product must be purchased new from Courts and the Contract purchase must be made within 30 days from delivery of the Product.

DEFINITIONS:

In this agreement, the following words have the following meanings:

- (i) "we," "us" and "our" refer to Courts;
- (ii) "you" and "your" refer to the purchaser of the Contract.
- (iii) "Basic Coverage" means coverage for mechanical and electrical defects and coverage for food spoilage (on the terms set out below).
- (iv) "Extended Coverage" means International Coverage (defined below), Accidental Damage and Power Surge Protection Coverage (defined below) and Rechargeable Battery Coverage (defined below).

If you have selected the Courts Care Extended Warranty Service Contract, you are entitled to Basic Coverage. If you have selected the Courts Care Extended Warranty Plus Service Contract, you are entitled to Basic Coverage and Extended Coverage.

All coverage, except for International Coverage (as defined below), applies only to repairs and replacements done in Singapore and the Product is used in Singapore.

BASIC COVERAGE (APPLICABLE TO BOTH CONTRACTS):

The coverage is for mechanical and electrical defects. We have the sole option to repair or replace your Product with like kind, quality and specifications. Due to technological advances, the replacement product may be of lower retail value than the original Product. Replacement parts will be new, original or non-original manufacturer's parts that perform to factory specifications of the product determined at our discretion. If the Product is replaced, the replacement product will be covered under this Contract on the same terms until the expiry of the Contract and the replaced Product becomes the property of Courts.

If the Product requires a fourth repair after three repairs, we will replace your original Product in the manner stated above. A service request requiring replacement of functional part(s) as covered under the Contract and determined by us is equivalent to one repair and excludes accessories such as keyboard, power adaptor, etc. In the case of desktop computers, the central processing unit and the monitor are considered as two separate Products.

In the event food is spoilt due to a covered defect of a refrigerator covered under the Contract, we will reimburse you for such food spoilage up to a total of S\$250 per incidence provided that the food spoilage has been verified and inspected within two working days by our authorised repairer and properly documented.

INTERNATIONAL COVERAGE (APPLICABLE ONLY TO THE COURTS CARE EXTENDED WARRANTY PLUS SERVICE CONTRACT):

The coverage is for mechanical and electrical defects, for service at a manufacturer or authorised service centre outside of Singapore (the "International Coverage"). Therefore, be sure to include your new address if you have relocated. We are not responsible if the manufacturer of your Product does not service or support your geographic area. Please contact the nearest manufacturer or authorised service center for repair. If the repair estimate exceeds 65% of the purchase price you paid for the Product or if the manufacturer or authorised service centre is of the view that replacement is required, you must call the Courts Care Extended Warranty Line at (65) 6419-1811 or e-mail Us at warranty@courts.com.sg to obtain further instructions and/or repair authorisation and/or replacement authorization prior to any repair or replacement or it will not be approved. We have the sole discretion whether the Product should be repaired or replaced. You must also contact Courts Care Extended Warranty Line at (65) 6419-1811 or e-mail Us at warranty@courts.com.sg to arrange for submission, within 60 days of repair or replacement, the original repair or replacement invoice and/or job sheet that includes statement of problem, service performed and breakdown of repair cost and a copy of the Sales Receipt /Tax Invoice. Approved claims will be reimbursed in Singapore currency at the applicable exchange rate at the time of processing the claim.

If you are permanently residing in Singapore, you are entitled to one repair or replacement. If you have relocated out of Singapore or do not permanently reside in Singapore, you may repair the Product up to the limit of the purchase price you paid for the Product (the "Limit") but you shall not be entitled to Basic Coverage, the Accidental Damage and Power Surge Protection Coverage and the Rechargeable Battery Coverage once any claim has been made for the International Coverage. The Contract will terminate once the Limit is reached or the Product is replaced (whichever is earlier).

International coverage is valid from the date of purchase or delivery (whichever is later) until the expiry of the Contract except when such coverage is no longer applicable in accordance with the terms of this Agreement.

ACCIDENTAL DAMAGE AND POWER SURGE PROTECTION (APPLICABLE ONLY TO THE COURTS CARE EXTENDED WARRANTY PLUS SERVICE CONTRACT)

This covers:

- (i) Mechanical or electrical defects of the Product caused by accidental damage due to physical impact, spillage of liquids or cracked screen of the Product (collectively referred to as "Accidental Damage"); and
- (ii) Mechanical or electrical defects of the Product caused by power surge ("Power Surge Protection").

Accidental Damage and Power Surge Protection will begin from the date of purchase or delivery (whichever is later) and expire in 3 years of such date of purchase or delivery or upon expiry of the Contract (whichever is earlier). You are limited to one claim for Accidental Damage and one claim for Power Surge Protection. Accidental Damage benefit does not cover damage due to negligence, omission and default.

Rechargeable Battery Coverage (applicable only to the Courts Care Extended Warranty Plus Service Contract):

There will be a one-time replacement of the original battery packaged with the Product if the battery is unable to be charged under all circumstances. Coverage is for one year from the purchase or delivery date of your Product (whichever is later).

LIABILITY (APPLICABLE TO BOTH CONTRACTS):

Coverage will not, under any circumstances, extend to any loss or injury to a person or loss or damage to property or any incidental, contingent, special or any direct or indirect loss and consequential damages including but not limiting to losses incurred due to any delay in rendering service related to this Contract and loss of use during the period that your Product is at an authorised repairer and/or while awaiting parts.

EXCLUSIONS FROM COVERAGE (APPLICABLE TO BOTH THE CONTRACTS):

- Products that are still covered by the manufacturer's original written warranty, repairer's warranty, or any other warranty in effect.
- Any defects that are subject to the manufacturer's recall.
- The manufacturer's recommendations to You on routine maintenance, inspection, cleaning, lubrication, external adjustments and any other instructions.
- Non-operating and cosmetic items, paint, color, or Product finish; accessories used in or with the Product; external cables and cords; glass and lens; add-on options incorporated.
- Unauthorised modifications made to the Product; altered serial numbers; failure to follow manufacturers' instructions on installation, operation or maintenance; repairs performed by non-authorized repairer; any items not affecting the function of the Products; image burn.
- Software (including operating system and any stored data), defects resulting directly from software installation and or removal, computer virus, virus prevention, and other peripherals.
- Repairs to hardware that has been added after the original purchase of the Product..
- Consumables such as vacuum cleaner belts, toner, print or ink cartridges, bulbs, compact discs, digital tapes, etc.
- All batteries (including regular (non-chargeable batteries)) unless specifically covered in the Contract.
- External faults such as wiring, electrical connection or plumbing, piping, trunking, fitting, realigning of signal receivers (poor reception), and consequential loss of any kind.
- Repairs necessitated by accidental or intentional physical damage, damage by water except spilled liquids unless specifically covered in the Contract.
- Burglary, theft, corrosion, animal and insect infestation, misuse, neglect and abuse.
- Failure caused by a voltage converter and /or applying incorrect voltage to the Product.
- Diagnosis where no defect has been found or noted.
- Defects and on-site service charges not covered by the manufacturer's original written warranty, unless otherwise stated as covered above.
- Shipping charges and damage, express service charges, transportation damage, removal, installation or reinstallation of the Product, products on loan during the repair process.
- Commercial use (multi-user organisations), public rental, use for profit or communal use for multi-family housing.
- Any loss or damage to the Product resulting from fire or flood, howsoever caused.
- Any loss or damage to the Product resulting from an act of God (including without limitation, events such as earthquake, war, invasion, act of foreign enemy, hostilities or warlike operations, civil war, civil commotion).

For Service in Singapore → Call Courts Care Extended Warranty Hotline 1800 419 1811 (applicable to both Contracts)

When the product failure occurs due to an electrical or mechanical defect, you must call the Courts Care Extended Warranty Hotline at 1800 419 1811 to report the failure during office hours. Our Customer Service Representatives will be ready to guide you through the service process. To expedite service, please ensure that you have your contract details readily available before placing the call. If the failure is not reported to Us prior to repair, the repair will not be approved. You are then required to utilise the original manufacturer's warranty if it is still valid notwithstanding that the Contract is already in force.

The Contract will terminate if any of the following events occur:

- (i) upon expiry of the term of the Contract;
- (ii) when you have relocated overseas or are no longer residing in Singapore and You have made a claim under the International Coverage for repair up to the Limit or replaced the Product (whichever is earlier);
- (iii) if your Product is surrendered; or
- (iv) written notification of cancellation of the Contract (together with submission to Us with the original Sales Receipt/ Tax Invoice) within 30 days of original purchase of the Contract.

We may at our discretion, terminate this Contract, if any installment payment for the service fee for this Contract remains unpaid for a period of 3 months.

Neither the Courts Care Extended Warranty Service Contract nor the Courts Care Extended Warranty Plus Service Contract is an Insurance Policy or Guarantee; each of the Contract is a service contract. Each Contract is not a guarantee or promise relating to the nature of the material, workmanship or performance of your Product covered by the Contract.

WARRANTY TO SECOND OWNER (APPLICABLE TO BOTH CONTRACTS):

If You sell or transfer Your Product to another consumer within the period of the Contract, you must call the Courts Care Extended Warranty Hotline within 14 days to transfer the Contract. It is also important to report Your new address in the event You move and take the covered Product with You. You may only transfer this Contract provided You purchased the Product in cash or You do not have any outstanding amounts owing to Us at the date of such transfer.

Plan Type ¹	Basic Coverage (Applicable for Both Contracts)			Additional Coverage (Applicable only to the Courts SupaShield Extended Warranty Plus Service Contract)			
	Unlimited Repairs <u>OR</u> 3 Repairs and Thereafter 1 Replacement	Unlimited Repair for Replacement Product	Food Spoilage	International Coverage ³	Accidental Damage ²	Power Surge Protection ²	Rechargeable Battery Coverage ²
1+1 EW PLUS	Year 2			Year 1- 2	Year 1- 2	Year 1- 2	Year 1
1+2 EW PLUS	Year 2 - 3			Year 1- 3	Year 1- 3	Year 1- 3	Year 1
1+4 EW PLUS	Year 2 - 5			Year 1 - 5	Year 1 - 3	Year 1 - 3	Year 1
2+3 EW PLUS	Year 3 - 5			Year 1- 5	Year 1- 3	Year 1- 3	Year 1
3+2 EW PLUS	Year 4 - 5			Year 1- 5	Year 1- 3	Year 1- 3	Year 1
1+1 EW	Year 2			N.A.			
1+2 EW	Year 2 - 3			N.A.			
1+4 EW	Year 2 - 5			N.A.			
2+3 EW	Year 3 - 5			N.A.			
3+2 EW	Year 4 - 5			N.A.			

¹ Original manufacturer's warranty + Cover under Plan commencing after original manufacturer's warranty

² One time claim only

³ One time claim only if you are permanently residing in Singapore.

For illustration only. Please refer to terms and conditions of this contract for further explanation.

COMPLIMENTARY ACCIDENTAL DAMAGE COVERAGE

We may at our discretion offer a one-time complimentary accidental damage cover for the period indicated on the Sales Receipt/ Tax Invoice valid from the date of purchase or delivery (whichever is later) if you are not covered under the Courts Care Extended Warranty/Extended Warranty Service Plus Contract. This cover is for repair for mechanical or electrical defects of the Product caused by accidental damage including accidental spillage of liquids or cracked screen of the Product caused by accidental damage.

Courts Care Extended Warranty
Terms & Conditions
(Furniture)

Courts (Singapore) Limited ("Courts") offers two (2) plans under the Courts Cover Extended Warranty (Furniture) Program:

- (i) the "Courts Cover **Extended Warranty Service Contract**"; and
- (ii) the "Courts Cover **Extended Warranty Plus Service Contract**".

(each referred to as a "**Contract**" and collectively the "**Contracts**")

Neither the Courts Cover Extended Warranty Service Contract nor the Courts Cover Extended Warranty Plus Service Contract is an Insurance Policy or Guarantee. Each of the Contracts is an extension of the manufacturer's warranty as may be applicable. **It is not a guarantee or promise relating to the nature of the material, workmanship or performance of your Product.**

You have indicated the Contract you require for the Product you have purchased (the "**Product**") on the sales receipt/ tax invoice and you have agreed to be bound by the terms and conditions relevant to the specific Contract that you have chosen as set out in this agreement.

Depending on the applicable Contract that you have chosen, The term of your Contract will be **2 or 3 or 4 years** from the purchase or delivery date (whichever is later) (inclusive of the manufacturer's warranty period or Courts' original written warranty period).

I) 1 year extension from Manufacturer Warranty

- a. IW000049-IW000053 (effective from 3rd year)
- b. IW000079-IW000083 (effective from 3rd year)
- c. IW000055 (effective from 2nd year)
- d. IW000054 (effective from 2nd year)

II) 2 years extension from Manufacturer Warranty

- a. IW000093-IW000097 (effective from 3rd year)
- b. IW000099-IW000103 (effective from 3rd year)
- c. IW000057 (effective from 2nd year)
- d. IW000056 (effective from 2nd year)

The Product must be purchased new from Courts and the Contract purchase **must** be made within 30 days from delivery of the Product.

The type of Contract that may be applicable to your Product, is set out below. Please refer to the relevant **Sections below** to identify what repairs or replacements are covered by the Contract you have opted for.

IMPORTANT INFORMATION FOR SECTIONS A & B:

A) EXTENDED WARRANTY SERVICE CONTRACT comprises the Basic Coverage.

Applicable to I(a)-I(d) & II(a)-II(d).

BASIC COVERAGE:

This contract covers: "**Structural damage.**" Structural damage refers to:

- (1) damage to frames caused by warp and breakage;
- (2) bending and breakage of metal components;
- (3) separation of seams: ie the breakage of threads that hold the seams together, with the thread holes still intact without any material tearing
- (4) damage to mechanical or electrical mechanism;
- (5) broken zips, castors and buttons;
- (6) lifting or peeling of the genuine external leather finishing – separation of leather from the fabric lining. We shall, at our discretion, repair or replace your Product with a like kind or quality as we deem appropriate in the circumstances. Replacement parts will be original or non-original manufacturer's parts that perform to factory specifications. If the Product is replaced, the remaining tenure of your Courts Extended Warranty Service Contract will continue for the replaced product.

B) If you opt to purchase the COURTS COVER EXTENDED WARRANTY PLUS SERVICE CONTRACT, You are entitled to:

- i) Basic Coverage of another 1 or 2 years on top of the manufacturer's warranty (refer section A for content of coverage).
- ii) PLUS Coverage for the first 6 months of your contract term, inclusive of manufacturer's warranty period or Courts' original written warranty period (applicable to I(a)-I(c) & II(a)-II(c)).

PLUS COVERAGE :

The following covers are applicable only to the "COURTS COVER EXTENDED WARRANTY PLUS SERVICE" Contract.

a) ACCIDENTAL DAMAGE COVER

- Accidental damage to upholstery caused by burns or punctures;
- Accidental damage to upholstery caused by pets (other than damage caused by urine, faeces, blood and vomit);
- Cracked glass or mirror for tables or wardrobes;

(collectively referred to as "Accidental Damage");

b) FINISHING & JOINTS COVER:

- Peeling of the finish on solid wood, veneered or laminated furniture;
- Failure of assembling joints on solid wood, veneered or laminated furniture.

(collectively referred to as "Finishing & Joints");

c) WHITE MARKS COVER:

- White marks on solid wood, veneered or laminated furniture caused by water.

The Warranty for i) Accidental Damage, ii) Finishing & Joints Cover or iii) White Marks Cover commences from the date of purchase or delivery (**whichever is later**) and expires **6 months from the date of purchase or delivery**.

Please Note:

- You can only make **one claim each** for Accidental Damage / Finishing & Joint Cover / White Marks Cover during the period stipulated.
- Accidental Damage **does not cover** damage due to negligence, willful omission or default.

DUTY OF CARE (applicable to SECTIONS A & B above) :

The Warranties **will not apply** if the manufacturer's recommended instructions on the care and cleaning of the product and its structure and upholstery is not complied with. Furnishings should be cleaned, vacuumed and rotated regularly and kept away from direct sun exposure.

LIMITATION OF LIABILITY (applicable to SECTIONS A & B above):

This Warranty **will not, extend to** any direct or indirect loss or injury to a person or loss or damage to property, whether it be incidental, contingent, special, or consequential including but not limited to losses due to any delay in rendering services or loss of use of the Product for the period that your Product is at an authorised repairer and/or awaiting replacement parts.

Courts liability for any one (1) repair visit shall in no event exceed the market value of the Product at the time of said repair visit.

Courts will replace your Product with one of like kind and quality if the Product is not repairable or beyond economical repair. The replaced Product (the spoilt unit) shall become property of Courts. We reserve the right to pay you the original purchase price of the product if we are unable to replace you with a product that matches the quality and specifications of the faulty product.

The total of all benefits paid or payable under this EW Service Contract for any one (1) repair visit or replacement shall not exceed the original purchase price paid by the EW Service Contract Purchaser for the Product covered by the EW Service Contract.

EXCLUSIONS (applicable to SECTIONS A & B) :

- Products that are still covered by the manufacturer's original written warranty, or Courts' original written warranty, repairer's warranty, or any other warranties in effect.
- Any defects that are subject to recall by the manufacturer.
- Normal wear and tear of the Product (unless otherwise covered by the relevant warranty cover)
- Failure to follow manufacturer's recommended instructions for routine care maintenance, inspection, cleaning, removal of odors, lubrication, external adjustments etc.
- Unauthorised modifications or add on options made to the Product
- Failure to follow manufacturer's installation, operation or maintenance instructions
- Repairs performed by any non-authorised repairer.
- External faults such as wiring or electrical connection and consequential losses of any kind
- Arm caps and scatter cushions
- Misplacement of buttons
- Repairs necessitated by accidental or intentional physical damage (such as chipping, denting, scratching) unless otherwise covered by the contract
- Cracked glass due to omission, negligence or default
- Repairs to upholstery caused by burns and/or punctures if tears and/or rips are sighted on the same upholstery.
- Burglary, theft, corrosion, insect infestation, pet damage (unless otherwise covered by the contract), misuse, neglect and abuse.
- Damage resulting in any type of stains, general soiling from normal use, fabric failure including fraying, fading or use of non-colour fast materials.
- Diagnosis where no defect has been found or noted

- Defects and on-site service charges not covered by the manufacturer's original written warranty
- Shipping charges, express service charges, transportation damage, removal, installation or reinstallation of the Product.
- Commercial use (multi-user organisations), public rental, use for profit or communal use for multi-family housing
- Furniture in storage or transit
- Any loss or damage to the Product resulting from fire, smoke damage, ash, flood or act of sunlight (howsoever caused)
- Any loss or damage to the Product resulting from an act of God (including without limitation, events such as earthquake, war, invasion, act of foreign enemy, hostilities or warlike operations, civil war, civil commotion).
- Do-It-Yourself furniture or furniture that is assembled by you.
- Failure caused by excessive heat.

For Service in Singapore → Call Courts Cover Extended Warranty Hotline 1800 419 1811 (applicable to both Contracts)

If the product failure occurs, you must call the Courts Cover Extended Warranty Hotline at **1800 419 1811 (during office hours)** to report the failure. Our Customer Service Representatives will guide you through the service process. To expedite service, please ensure that you have your Contract details before placing the call. **If the failure is not reported to Us prior to repair, the repair will not be approved.** You are then required to utilise the original manufacturer's warranty if it is still valid notwithstanding that the Contract is already in force.

The **Contract will terminate** if any of the following events occur:

- (i) on expiry of the term of the applicable Contract.;
- (ii) if your Product is surrendered; or

WE may, at OUR discretion, terminate this Contract, if any installment payment for the service fee for this Contract remains unpaid for a period of **3 months**.

WARRANTY TO SECOND OWNER (applicable to SECTIONS A & B) :

If You **sell or transfer** Your Product to another consumer **within the period of the applicable Contract**, you **must call** the Courts Cover Extended Warranty Hotline **within 14 days to transfer the Contract**. It is also important to **report any change of address** if the covered Product is taken with You. You **may only transfer this Contract** provided, You **purchased the Product with cash or**, You **do not have any outstanding amounts owing to Us at the date of such transfer**.

Data Recovery Plan Contract
Terms and Conditions
(I.T. Products)

The Contract:

The Courts Care Data Recovery Service Contract is offered by us, Courts (Singapore) Limited ("Courts"). The Contract is available for purchase with any acquisition of a new computer ("Computer Product"), a new portable media player ("Media Player Product") or a new product using flash memory card ("Memory Card Product") (collectively as the "Product") from Courts. The contract can be purchased up to 30 days from date of product delivery.

The Contract provides unlimited data recovery service for the hard-disk of the Computer Product or Media Player Product or up to 2 flash memory cards of the Memory Card Product, as stated in the Courts Care Sales Receipt/Tax Invoice. This Contract is valid for a period of 12 months or 24 months depending on the selected plan as set out in the Sales Receipt/Tax Invoice and will commence 30 days from the date of purchase of the Product or date of delivery (if the Product is delivered to your home). The Contract is only valid in Singapore and coverage is limited to Product purchased for domestic and personal use only.

When data recovery service is required, please call the Courts Care hotline at 1800 419 1811 from Monday to Friday (excluding public holidays) during office hours (9.00am to 5.00pm) and our experienced Customer Service Representatives will assist in meeting your service needs. As data recovery is performed at the Courts' appointed service center only, you are required to carry in your Central Processing Unit (CPU), laptop, portable media player or flash memory card to our appointed service center and provide your written consent prior to any data recovery. Passwords to access the Product (if any) will be required to be disclosed to our Courts' appointed service center in order to proceed with the data recovery service.

Data recovery is defined as a procedure to retrieve deleted or inaccessible data from a failed hard-disk of the Computer Product or Media Player Product or flash memory card of the Memory Card Product onto a recordable device. This Contract will automatically expire at the end of the applicable 12 months' or 24 months' contract term.

Courts Care Data Recovery Service Contract is not an Insurance Policy or Guarantee; it is a service contract. This Contract is not a guarantee or promise relating to the nature of the material, workmanship or performance of the Product covered by the Contract. Furthermore, Courts does not warrant or guarantee complete recovery of data under this Contract. Every data recovery job will be conducted on a best effort basis.

Record Keeping:

For contract verification purposes, you will be required to present your Courts Care Data Recovery Service Contract to our Customer Service Representatives to expedite data recovery. As such, we recommend that you place the documents in a safe place.

Liability:

Under no circumstances shall coverage extend to any loss or injury to a person or loss or damage to property or any incidental, contingent, special or consequential damages including but not limited to loss of data, loss of use, loss of profits or goodwill.

In the event of any negligent act or omission with respect to the provision of data recovery service, Courts' liability is limited to the refund of the service fee paid for this Contract.

Exclusions from Coverage:

- All hardware maintenance, repairs and replacements including add-on hardware subsequent to the original purchase of the Product. Any hardware that is subject to manufacturer's recall.
- Hard disk with tampered disk seal during manufacturer's original warranty period.
- Software (including operating system), defects resulting directly from software installation and or removal, computer virus elimination or prevention, system recovery, recovered data installation and other peripherals.
- Data recovery service for desktop (3.5" IDE disk) necessitated by physical failure which includes but is not limited to hard disk head crash and hardware malfunction.
- Data recovery service for built-in memory of Memory Card Product.
- All non-data recovery services or repairs.
- Data recovery of forensic nature.
- Data recovery services necessitated by accidental or intentional physical damage, burglary, theft, spilled liquids, corrosion, animal and/or insect infestation, misuse, abuse, or damage caused by non-authorized repair personnel. Physical damage caused by impact, flood; melted component caused by burning.
- Diagnosis where no defect has been found or noted.
- On-site service, transportation, shipping or delivery, and express service charges; transportation damage; removal or reinstallation of the Product; products on loan during service process.
- Commercial use, rental, or use for profit.

For Data Recovery → Call Courts Care Hotline 1800 419 1811

Important Notes (Please Read):

1. For hard disk containing 10GM or more data, please bring along a Data Disk for transferring the recovered data.
2. Please take note of the following if you are in a data loss situation:
 - If your hard disk drive is making any unusual clicking noise, power it down immediately. Sustain power on for just a few minutes could destroy platter resulting in permanent data loss.
 - When you "lose" files, through a boot or partition sector corruption, your files can often be returned quite quickly, the best thing to do is call our Courts Care Careline immediately.
 - Do not do anything further if the system reports CRC or IO error as this is indication of media failure and data could only be recovered if the disk could reach us early.
 - We advise you not to run scandisk or defrag utilities as this will stress your disk further if it is already malfunctioning. Scandisk could only solve trivial logical problems and defrag may erase data permanently in some cases.
 - If you have accidentally delete some files, stop using the computer immediately as any writing of new files on to the disk may potentially overwrite the lost data that is marked "deleted" by the operating system.
 - Do not run any utility programs as improper techniques often make recovery more difficult, and in some cases it will result in permanent data loss.
 - More data could be lost through do-it-yourself panic measures. If you are not sure what to do, stay calm and contact us.

Instant Replacement Plan Terms & Conditions

The Contract:

This Courts Care Replacement Plan Contract (the "Contract") is offered by us, Courts (Singapore) Pte Ltd ("Courts"). The words "we" "us" and "our" refer to Courts and "you" and "your" is the purchaser of this Contract. The Contract provides replacement of your product as stated on the Sales Receipt/Tax Invoice ("Product") if found defective during the term of one (1) or two (2) year/(s) from the expiry of the manufacturer's first year original written warranty (whichever is applicable depending on your plan selected as set out in the Sales Receipt/Tax Invoice). The Contract purchase must be made within 30 days from product delivery and is valid only for products used in Singapore.

The coverage is for mechanical and electrical defects and is only applicable to Products purchased as new. When product failure occurs due to an electrical or mechanical defect, you will receive a brand new replacement product of like kind, quality and specifications from your Courts Store at Courts discretion. Once your Product has been replaced under this Contract, the Contract will automatically terminate.

Courts Care Replacement Plan is not an Insurance Policy or Guarantee; it is a service contract. This Contract is not a guarantee or promise relating to the nature of the material, workmanship or performance of your Product covered by the Contract.

Record Keeping: In order to qualify for a product replacement, you MUST present your Sales Receipt/Tax Invoice and this Contract. Therefore, it's important to place these documents in a safe place!

5 Easy Steps to Obtain Product Replacement:

1. Refer to your Manufacturers Owner's Manual for troubleshooting tips to confirm that the problem is NOT something that you can correct yourself, such as a blown fuse, control setting or blockage (cleaning).
2. If problem persists, bring your Product to the Courts Store along with your Sales Receipt/Tax Invoice and this Contract.
3. Courts will validate Contract coverage and inspect the Product.
4. After confirmation of coverage, you will receive a brand new product in exchange of the original failed Product.
5. The original failed Product becomes the property of Courts.

Exclusions from Coverage:

- All exclusions as described in the manufacturer's original written warranty for the covered Product.
- All non-mechanical and non-electrical failure.
- Product replacements necessitated by accidental or intentional physical damage, burglary, theft, spilled liquids, corrosion, animal and insect infestation, misuse, abuse, or damage caused by non-authorized repair personnel.
- Lost or consumable parts such as knobs, lids, batteries, attachments and accessories packaged with the Product, etc.
- Commercial use (multi-user organizations), public rental or use for profit or communal use for multi-family housing.

Liability:

The retail price of the new replacement product shall not exceed the retail price paid for your original Product. Under no circumstances shall coverage extend to any loss or injury to a person or loss or damage to property or any loss of profit, incidental, contingent, special or consequential damages or any direct or indirect loss. This Contract is non-transferable.

Cancellation:

Written confirmation of cancellation together with original Sales Receipt/Tax Invoice must be submitted to Courts within 30 days of original purchase of the Contract.