COURTS Warranty Terms & Conditions

COURTS (Singapore) Pte Ltd ("COURTS") provides a plan under the COURTS Warranty (CW) Program for both Electrical & IT (Section 1) and Furniture Products (Section 2) :
(i) "COURTS Warranty (CW) Service Contract", and
(ii) the "COURTS Warranty Premium (CWP) Service Contract", (each, a "Contract").

You have indicated your choice of the Contract you require for the product purchased (the "Product") on the sales receipt/tax invoice and have agreed to be bound by the terms and conditions relevant to the contract chosen as set out in this Contract.
The term of the Contract is 3 or 5 years from the purchase date or delivery date (whichever is later and inclusive of the manufacturer's warranty period), depending on the term selected as set out in the sales receipt/tax invoice. The Product must be newly purchased from COURTS and the Contract purchase must be made within 30 days from the purchase date and before delivery of the Product.

I. DEFINITIONS

In this Contract, 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:
(iv) For Electrical & IT Products: coverage for mechanical and electrical defects (on the terms set out below in II. Coverage Section 1)
(v) For Furniture Products: coverage for "Structural Damage" to the Product (on the terms set out below in II. Coverage Section 2)
(vi) "Excess" means the amount you have to pay for every claim
(vii) "Non-Operating" Defect means other defects that not affecting the core function of the Product
(viii) "Product(s)" means consumer IT, Furniture, Electrical or Electronic Appliances newly purchased from us COURTS that is covered by this Contract.
For the avoidance of doubt, all coverage apply only to repairs and replacements done in Singapore and for Products used in Singapore.

II. COVERAGE

Section 1 : ELECTRICAL & IT

The table below sets out the coverage you are entitled to:

Plan	Coverage	Limit (if any)
COURTS Warranty Service Contract	Basic Coverage	Coverage for mechanical and electrical defects is up to three (3) times repair. Each repair cost should not exceed the purchase price paid for your Product ("Limit")
COURTS Warranty Premium Service Contract	Basic Coverage and Extended Coverage	For Basic Coverage, no applicable repair Limit for mechanical and electrical defects. For Extended Coverage , one (1) year for IT / Furniture product and three (3) years for electrical product

A. BASIC COVERAGE (APPLICABLE TO ALL ELECTRICAL & IT CONTRACTS)

The Basic Coverage is applicable to all Electrical & IT Contracts unless otherwise. The Basic Coverage is for mechanical and electrical defects to your Product and applies only to repairs and replacements done in Singapore and for Products used in Singapore. If you have selected the COURTS Warranty Service Contract, the Basic Coverage for each repair shall not exceed the Limit. We have the right and option to either repair or replace your Product with another of like kind, quality and specifications. Due to technological advances, the replaced product may be of a lower retail value than the faulty Product. Replacement parts may be new, original or non-original manufacturer's parts that conform to factory specifications and shall be determined at our sole discretion. The Basic Coverage will be effective from the date of expiry of the manufacturer's warranty period until the expiry of the Contract unless coverage is no longer applicable or is terminated as provided under the terms of this Contract. The complimentary Power Surge Coverage will expire five (5) years from such date of purchase or delivery or upon the expiry or termination of the Contract (whichever is earlier). This complimentary cover applies to the mechanical or electrical failure of the Product caused by sudden power surges ("Power Surge Coverage"). You are only entitled to make one claim for Power Surge Coverage during the term of the Contract.

B. EXTENDED COMPLIMENTARY COVER FOR ACCIDENTAL DAMAGE, AND GASKET PROTECTION, FOOD SPOILAGE AND RECHARGEABLE BATTERY COVERAGE (APPLICABLE ONLY TO THE COURTS WARRANTY PREMIUM SERVICE CONTRACT):

(i) One-time complimentary coverage applies to the following:
  (a) Mechanical or electrical failure or defects of the Product due to accidental physical impact or spillage of liquids. Coverage for cracked screen, lenses and glass panels of the Product due to accidental physical impact is also included (collectively referred to as "Accidental Damage").
  (b) Hardened gasket for Fridge (one-time coverage) resulting in fridge door issue ("Gasket Protection").
  (c) Hardened gasket for Front Load Washers (one-time coverage) resulting in water leakage ("Gasket Protection").
(ii) In the event of food items are spoilt due to a faulty refrigerator covered under the Contract, we will reimburse you for such food spoilage up to a total of S$100 per incident provided that the food spoilage has been verified and inspected within two (2) working days of the incident by our authorised repairer and properly documented and submitted to us.
The complimentary cover for Accidental Damage and Gasket Protection shall commence from the date of purchase or delivery of the Product (whichever is later) and expire ONE (1) year for IT product and THREE (3) years Electrical product from such date of purchase or delivery or upon the expiry or termination of the Contract (whichever is earlier) . You are only entitled to make one claim for Accidental Damage or one claim for Gasket (Front load washer) Protection during the term of the Contract. Accidental Damage Protection does not cover damage due to your negligence, omission or default in your use or care of the Product.

C. COMPLIMENTARY RECHARGEABLE BATTERY COVERAGE (APPLICABLE ONLY TO THE COURTS WARRANTY PREMIUM SERVICE CONTRACT)

Rechargeable Battery Coverage (apply to Notebook and Rechargeable vacuum cleaner only). There will be a one-time replacement of the original battery packaged with the Product if the original battery cannot be charged under all circumstances. Coverage is for six (6) months from the date of expiry of the manufacturer's battery warranty period.

D. EXCLUSIONS FROM COVERAGE FOR ELECTRICAL AND IT PRODUCTS

No coverage will be provided for/if:
- Non-operating and cosmetic items, paint, colour, or Product finish, accessories used in or with the Product, external cables and cords, or add-on options incorporated to the Product;
- Glass and lens unless specifically covered in the Contract;
- Software (including operating system and any stored data), defects resulting directly from software installation and/or removal, computer virus, virus prevention, and other peripherals;
- Hardware that has been added after the purchase of the original 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 and rechargeable batteries) unless otherwise 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;
- Accidental or intentional physical damage and damage by water unless specifically covered in the Contract;
- Failure caused by a voltage converter and/or applying incorrect voltage to the Product.

SECTION 2: FURNITURE PRODUCTS

A. BASIC COVERAGE:

This Contract covers "Structural Damage" to the Product. Structural damage refers to:
1. damage to frames caused by warp and breakage;
2. bending and breakage of metal components;
3. separation of seams, i.e. 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 parts; broken zips, castors and buttons
5. peeling of the finish and failure of assembling joints on solid wood, veneered or laminated furniture; and

We shall, at our sole discretion, repair or replace your Product with another of like kind, quality and/or specification as we deem appropriate in the circumstances. Replacement parts may be new, original or non-original manufacturer's parts that conform to factory specifications and shall be determined at our sole discretion. The replacement product may be of a lower retail value than the faulty Product and shall not exceed the purchase price paid for your Product. Coverage will be effective from the date of expiry of the manufacturer's warranty period until the expiry of the Contract.

B. ACCIDENTAL DAMAGE COVER:

Accidental Damage Cover is provided on a complimentary basis under the premium Contract for:
1. Accidental damage to upholstery caused by burns or punctures.
2. Accidental damage (cuts only) by children aged 6 years and below.
3. Accidental damage to upholstery and cuts caused by pets (other than damage caused by urine or faeces, blood and vomit).
4. Cracked glass or mirror or marble for tables or wardrobes (collectively referred to as "Accidental Damage").

The coverage for Accidental Damage commences from the date of purchase or delivery of the Product (whichever is later) and expires one (1) year from the date of purchase or delivery (whichever is later).
(i) You can only make one claim under Accidental Damage Cover.
(ii) Accidental Damage does not cover any damage caused by negligence, wilful action/omission or default.

C. DUTY OF CARE:

This Service Contract will not apply if the manufacturer's recommended instructions on the care and cleaning of the Product and its structure and upholstery are not complied with. Furnishings should be cleaned, vacuumed and rotated regularly and kept away from direct sun exposure.

D. EXCLUSIONS FOR FURNITURE PRODUCTS:

No coverage will be provided for / if:
- Normal wear and tear of the Product (unless otherwise covered by the relevant Contract).
- Arm caps and scatter cushions.
- Lost / misplaced buttons.
- Peeling and lifting of bonded leather, genuine leather and bycast leather.
- Accidental or intentional physical damage (such as chipping denting, scratching) unless otherwise covered by the Contract. Cracked glass or mirror or marble 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.
- Damage resulting from any type of stains, general soiling from normal use, fabric failure including fraying, fading or use of non-colour fast materials. Damage caused by excessive heat.
- Furniture in storage or transit.
- Do-It-Yourself furniture or furniture that is assembled by you.

The following Clauses III to VIII are applicable to all Contracts:

III. COMMERCIAL WARRANTY

Only for purchase under commercial service contract
- Apply to sales order purchase under business entity and/or for commercial and office use
- Commercial warranty coverage is the same as that of the Courts warranty service Basic coverage
- Commercial warranty does not cover product downtime, loss of use, loss of profits

IV. GENERAL EXCLUSIONS FOR ALL CATEGORIES

We will not cover you under for / if:
- Products that are still covered by the manufacturer's original written warranty, repairer's warranty, or any other warranty still in effect;
- Any defects that are the subject of the manufacturer's recall;
- There has been unauthorised modification(s) to the Product, the serial number of the Product has been altered without authorisation, failure to follow manufacturers' instructions on installation, operation or maintenance of the Product, repairs to the Product performed by a non-authorised repairer, any items not affecting the function of the Products;
- You fail to comply with the manufacturer's recommendations on routine maintenance, inspection, cleaning, lubrication, external adjustments and any other instructions relating to the use and/or upkeep of the Product;
- Commercial use (multi-user organisations), public rental, use for profit or communal use for multi-family housing; unless specifically covers in the contract
- Shipping charges, damage charges (damage of the items and levy imposed), express service charges, transportation damage, removal, installation or reinstallation of the Product, products on loan during the repair process;
- Diagnostic fees where no defect has been found or noted;
- Defects and on-site service charges not covered by the manufacturer's original written warranty, unless specifically covered in the Contract;
- Any loss or damage to the Product resulting from fire or flood, howsoever caused;
- Any loss or damage to the Product resulting from fire and 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); or
- Any loss or damage due to burglary, theft, corrosion, animal and insect infestation, pet damage (unless specifically covered by the Contract), misuse, neglect and abuse.

V. LIMITATION OF LIABILITY

We will not cover any direct or indirect 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, losses incurred due to any delay in rendering any services related to this Contract and/or loss of use during the period that your Product is at an authorised repairer and/or while awaiting replacement parts, even if you might have informed us of the possibility of such loss or damage.

VI. FOR REPAIR/ REPLACEMENT

We will replace the Product with one of like kind, quality and/or specification if you have purchased the Contract for COURTS Warranty and the Product is not repairable or beyond economical repair.
The replaced Product (the spoilt unit) shall become our property. We reserve the right to pay you the original purchase price of the Product in the form of store credit (Like for Like Product only) if we are unable to give a replacement Product that matches the quality and specifications of the faulty Product. We shall not be liable under the Contract if you:
i. does not report the damage or breakdown to Us or Our Service Provider before the expiry of the Contract; and
ii. does not submit the Product to an authorized repairer arranged by our Service Provider for assessment or repair within 5 working days from date of reporting.

Our liability for any one Product shall not exceed the Limit from each Contract

VII. TERMINATION

The Contract will terminate if any of the following events occur:
(i) upon expiry of the term of the Contract; or
(ii) when you have relocated overseas or are no longer residing in Singapore or
(iii) when you have made a claim for repair for mechanical and electrical defects up to the Limit (COURTS Warranty Basic Service Contract); or
(iv) when the Product has been replaced; or
(v) if your Product is surrendered to COURTS; whichever is earlier.
(vi) If you sell or transfer your Product to another person within the period of the Contract
We may, at our discretion, terminate this Contract if any instalment payment for the service fee for this Contract remains unpaid for a period of three (3) months, or by giving you 60 days' prior notice in writing. The COURTS Warranty Service Contract is not an insurance policy or guarantees. Each Contract is a service contract. It is neither a guarantee nor a promise relating to the nature of the material, workmanship or performance of your Product covered by the Contract.

VIII. PERSONAL DATA PROTECTION

This Service Contract is subject to terms and conditions set out below. Kindly take a few moments to check that all the particulars, specifically your personal data printed in this Service Contract are correct. Failure to respond within 14 days from the date of this Service Contract will mean that all your personal data contained herein are complete, true and accurate. Any personal information collected by and retained by us is for the purpose of fulfilling our obligations under this Service Contract as well as to update you on any of our related services.
You agree and consent that COURTS may collect, use and process your personal data (whether obtained in this application form or otherwise obtained) and disclose such personal data (whether in or outside of Singapore) to the following:
(a) its group companies;
(b) its (or its group companies') service providers, reinsurers, agents, distributors, business partners;
(c) brokers, legal process participants and their advisors, other financial institutions;
(d) governmental / regulatory authorities, industry associations, courts, other alternative dispute resolution forums, for the purpose stated in COURTS's Data Privacy Policy which include:
a. Processing, underwriting, administering and managing your relationship with COURTS;
  - Audit, compliance, investigation and inspection purposes and handling regulatory governmental enquiries;
  - Compliance with legal or regulatory obligations, risk management procedures and COURTS's internal policies; and
  - Managing COURTS's infrastructure and business operations;

which in turn may be disclosed by COURTS to individuals, service providers and organisations associated with COURTS or any other selected third parties (within or outside of Singapore, including reinsurance & claims investigation companies and industry associations) for the purpose of storing and processing this application and providing subsequent service(s) for this purpose. You understand that you have the right to obtain access to and to request correction of any personal data held by COURTS concerning yourself. Such request can be made by contacting us at: customercare@courts.com.sg
By submitting your personal information, you are indicating your consent to allow COURTS and/or our authorised representatives to seek customer feedback in relation to products or services provided to you under this Contract. If you do not wish to be contacted by COURTS, you can opt out anytime by calling or writing to us, as the case may be. Note: Please refer to the full version of COURTS's Data Privacy Policy found at https://www.courts.com.sg/privacy-policy/

IX. FOR SERVICE IN SINGAPORE, CALL COURTS WARRANTY HOTLINE 1800 2226868

When the product failure occurs due to an electrical or mechanical defect, you must call the COURTS Warranty Hotline at 1800 222 6868 to report the product 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 product failure is not reported to us prior to repair, the repair will not be approved and will not be covered under the Contract. Nevertheless, notwithstanding that the Contract is in force, you are required to utilise the original manufacturer's warranty if it is still valid.

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