

## Target Market Determination for JB Hi-Fi Extra Care

### About this document

This Target Market Determination is made by JB Hi-Fi Group Pty Ltd ABN 37 093 114 286 (JB Hi-Fi) in relation to JB Hi-Fi Extra Care, with effect from 13 November 2023. The full terms and conditions for JB Hi-Fi Extra Care are [available here](#).

This Target Market Determination is made for the purposes of section 994B of the Corporations Act 2001 (Cth) (the **Corporations Act**) and sets out certain information required to be made publicly available by JB Hi-Fi under Part 7.8A of the Corporations Act.

This Target Market Determination is not intended to constitute financial product advice in relation to JB Hi-Fi Extra Care. You should read the full terms and conditions for JB Hi-Fi Extra Care and consider whether JB Hi-Fi Extra Care meets your own personal needs, objectives and financial situation before deciding whether to purchase JB Hi-Fi Extra Care.

### Key attributes

JB Hi-Fi Extra Care provides customers with the right to have goods they purchase from JB Hi-Fi repaired or replaced, in the event those goods suffer a mechanical or electrical failure (including due to normal wear and tear) after expiry of the equivalent replacement/repair rights under the manufacturer's warranty and JB Hi-Fi's minimum voluntary warranty. Customers' rights under JB Hi-Fi Extra Care exist independently of (but may overlap with) their rights under the Australian Consumer Law.

### Target market

The target market for JB Hi-Fi Extra Care comprises Australian-based customers who:

- purchase goods from JB Hi-Fi which may suffer mechanical or electrical failure;
- want certainty (beyond what is provided by the Australian Consumer Law) about their rights to have those goods replaced or repaired in the event those goods suffer a mechanical or electrical failure after expiry of the equivalent repair and replacement rights under the applicable manufacturer's warranty and JB Hi-Fi's minimum voluntary warranty; and
- can afford to pay upfront the purchase price of JB Hi-Fi Extra Care.

### JB Hi-Fi Extra Care is not suitable for customers who:

- intend on using the goods they purchase from JB Hi-Fi in a manner contrary to the manufacturer's instructions for usage;
- do not intend retaining the goods they purchase from JB Hi-Fi in Australia;
- wish to manage the financial consequences of the goods they purchase from JB Hi-Fi suffering accidental damage, loss or theft; or
- cannot afford to pay upfront the purchase price of JB Hi-Fi Extra Care.

### **When will this Target Market Determination be reviewed?**

A review of this Target Market Determination will occur within 24 months of the date on which this Target Market Determination was made and within 24 months following the last review.

Events that may cause early reviews of the Target Market Determination are:

- Amendments are made to the Australian Consumer Law (or the interpretation of relevant provisions of the Australian Consumer Law are clarified by a superior Australian court) which materially affects the degree of certainty or other additional benefits provided by JB Hi-Fi Extra Care beyond what customers are entitled to under the Australian Consumer Law.
- The JB Hi-Fi Extra Care terms and conditions are amended in a way which materially affects its key attributes.
- Systemic complaints are received from customers making claims under their JB Hi-Fi Extra Care plans, which indicate that they misunderstood the benefits provided by JB Hi-Fi Extra Care and were not within the target market.
- Information provided by regulators (ASIC or ACCC) indicate this Target Market Determination may no longer be appropriate.
- A significant dealing in JB Hi-Fi Extra Care occurs which is inconsistent with this Target Market Determination.

### **Distribution of JB Hi-Fi Extra Care**

JB Hi-Fi Extra Care should only be made available for purchase by customers in respect of eligible goods purchased from JB Hi-Fi which may suffer mechanical or electrical failure.

Prior to purchasing JB Hi-Fi Extra Care, customers should be:

- provided with information about the duration of the applicable manufacturer's warranty, JB Hi-Fi's minimum voluntary warranty and the start and end dates of the JB Hi-Fi Extra Care plan; **available here**.
- informed that even if they do not purchase JB Hi-Fi Extra Care, they also have rights under the Australian Consumer Law which may provide them with a remedy in the event their product becomes faulty after expiry of the manufacturer's warranty and JB Hi-Fi's minimum voluntary warranty period, but the exact duration and nature of these rights is uncertain;
- provided with a copy of (or provided with access to) JB Hi-Fi's "Understanding Your Rights" brochure which contains information about JB Hi-Fi's minimum voluntary warranty and the Australian Consumer Law;
- informed that purchasing JB Hi-Fi Extra Care provides them with certainty that they will be entitled to a remedy in the event their product becomes faulty during the period of their JB Hi-Fi Extra Care Plan; and
- informed of the purchase price of JB Hi-Fi Extra Care.

These disclosures make it likely that customers who purchase JB Hi-Fi Extra Care will be within the target market because such customers, when they are making a decision about whether to purchase JB Hi-Fi Extra Care, will be fully informed about:

- the rights they have (even if they do not purchase JB Hi-Fi Extra Care) under the Australian Consumer Law, JB Hi-Fi's minimum voluntary warranty and the manufacturer's warranty to have their product repaired if it is faulty;
- the key attributes of JB Hi-Fi Extra Care which may benefit them; and
- the purchase price of JB Hi-Fi Extra Care.