

The Zamel's Extended Care Plan enables you to maintain your jewellery in good condition for the period you choose. You may choose either a 3 year or a lifetime plan. You do not have to present your jewellery for routine inspection over the period of the plan.

The plan is a legal contract and it is important that you read and understand the terms and conditions set out below before you decide to purchase the plan. The services provided under the plan are additional to the guarantee provided to you under the Certificate of Purchase when you first purchased the product covered by this plan.

Services which are covered by the plan

We will cover the cost of the parts and labour involved in the repair or service of the product, provided this is required because of mechanical or structural failure caused by defects in workmanship or materials. This cover includes such failure due to normal wear and tear, but excluding cosmetic damage.

These services include:

- Ring sizing (up to 2 sizes);
- · Resetting and tightening of stones;
- · Rhodium plating of white gold (every 12 months);
- · Re-tipping of prongs:
- · Cleaning, inspecting, refinishing and polishing;
- · Chain and bracelet soldering and clasp replacement;
- · Earring repair.

Services not covered

The plan does not cover:

- 1 Loss of stones or other parts, unless due to a defect in workmanship or materials:
- 2 Accidental or deliberate physical damage;
- 3 Damage due to misuse, tampering, unauthorised modifications or alterations, or failure to follow the manufacturer's instructions:
- 4 Unauthorised repairs or replacements;

- 5 Cosmetic damage that does not result in loss of mechanical function of the product;
- 6 Accessories used with the covered product:
- 7 Flaws in gemstones;
- 8 Loss of use or any form of consequential damages.

Plan conditions

- 1 You may cancel this plan within 30 days of purchase, provided that no services have been provided under the plan. You will be entitled to a full refund of the purchase price.
- 2 The period of cover commences on the date of purchase. You may purchase a 3 year plan or a lifetime plan and this will be recorded overleaf. A lifetime plan continues for the lifetime of the owner or the lifetime of the product, whichever is shorter. These terms are defined below.
- 3 You must keep this plan and the original sales invoice for the product and they must be produced in order to obtain any service under the plan.
- 4 The total cost for which we are liable for all repairs and services provided under the plan for the whole period of cover shall not exceed the purchase price of the product.

Definitions

Owner Lifetime means the lifetime of the purchaser of the product or the person for whom the product is purchased. The period of cover ceases if ownership of the product is transferred to another party.

Product Lifetime means the reasonably anticipated lifetime of the product, assuming normal usage.

Extended Care Plan