

SPLOSNI POGOJI VASEGA NAKUPA IZDELKA S SUPER JAMSTVOM

Hvala, da ste za zaščito vašega izdelka izbrali Super Jamstvo. Prosimo, shranite vaše originalne dokumente, ki dokazujejo nakup vašega izdelka in nakup Super Jamstva. Originalni dokumenti predstavljajo dokaz o nakupu in jih je v primeru uveljavljanja zahtevka potrebno predložiti.

Zaščita, ki vam je nudena z vašim Super Jamstvom, je predmet splošnih pogojev, kot so opisani spodaj.

POGOJI

SPLOŠNO

Stranki teh splošnih pogojev ste izključno vi in mi, tj., zavarovalnica Allianz Hrvatska dioničko društvo za osiguranje, Zagreb, Allianz Slovenija, zavarovalna podružnica, Celovška cesta 252, 1000 Ljubljana. V našem imenu in za naš račun pogodbo z vami sklepa prodajalec, tj. Harvey Norman Trading d.o.o., Letališka cesta 30, 1000 Ljubljana. V Sloveniji imamo svojega zavarovalnega zastopnika, in sicer družbo IC FRITH EUROPE d.o.o., Verovškova ulica 55, 1000 Ljubljana.

Če je na enem Originalnem dokumentu naveden nakup več kot enega izdelka, potem bodo z vašim Super Jamstvom kriti samo tisti izdelki, ki so kot kriti izrecno opisani na Originalnem dokumentu. Na gratis izdelke oziroma izdelke, ki so vam bili podarjeni ob nakupu glavnega izdelka ali drugače, se Super Jamstvo v nobenem primeru ne razteza. Super Jamstvo je na Originalnem dokumentu navedeno kot postavka, tik pod izdelkom, na katerega se nanaša. Super Jamstvo je možno dokupiti na dan nakupa vašega izdelka in je na voljo samo v Harvey Norman trgovinah.

Cena Super Jamstva je določena za vsak izdelek posebej in se kupcu jasno razkrije pred nakupom izdelka. Pogodba o Super Jamstvu, katere sestavni del so ti splošni pogoji, je sklenjena v trenutku, ko kupec plača ceno za Super Jamstvo. Kupec si lahko premisli in zahteva razveljavitev pogodbe za Super Jamstvo ter vračilo plačila za Super Jamstvo, v 30 dneh od sklenitve pogodbe o Super Jamstvu, razen če je v tem obdobju že uveljavljal kakršenkoli zahtevek v okviru Super Jamstva (kar vključuje zahtevke v okviru kritja naključne škode).

DOBA

Doba vašega Super Jamstva bo jasno navedena na vaših Originalnih dokumentih in začne teči na dan izteka veljavnosti Osnovne proizvajalčeve garancije in/ali Prostovoljne dodatne proizvajalčeve garancije vašega izdelka. Ne glede na dobo vašega Super Jamstva, Super Jamstvo krije Naključno škodo prvih 12 mesecev od dneva nakupa vašega izdelka, razen v obdobju brez kritja.

Za vse izdelke v vrednosti nad 200 EUR je doba vašega Super Jamstva lahko 2, 3, ali 4 leta od izteka Osnovne proizvajalčeve garancije in/ali Prostovoljne dodatne proizvajalčeve garancije. Če ima vaš izdelek vrednost pod 200 EUR, bo doba vašega Super Jamstva 2 leti od izteka Osnovne proizvajalčeve garancije in/ali Prostovoljne dodatne proizvajalčeve garancije za vaš izdelek.

GENERAL TERMS AND CONDITIONS OF YOUR PURCHASE OF THE PRODUCT WITH SUPER WARRANTY

Thank you for choosing Super Warranty to protect your product. Please keep your original documents proving the purchase of your product and the purchase of the Super Warranty. The original documents are proof of purchase and must be submitted in the event of a claim.

The protection provided to you by your Super Warranty is subject to general terms and conditions, such as the description below.

TERMS AND CONDITIONS

GENERAL

The parties to these general terms and conditions are exclusively you and us, ie., insurance company Allianz Hrvatska dioničko društvo za osiguranje, Zagreb, Allianz Slovenij, zavarovalna podružnica, Celovška cesta 252, 1000 Ljubljana. In our name and on our behalf, the contract is concluded with you by the seller, ie. Harvey Norman Trading d.o.o., Letališka cesta 30, 1000 Ljubljana. In Slovenia, we have our own insurance agent, namely the company IC FRITH EUROPE d.o.o., Verovškova ulica 55, 1000 Ljubljana.

If the purchase of more than one product is stated on one Original document, then only those products that are explicitly described as covered on the Original document will be covered by your Super Jamstvo. In no case does Super Jamstvo extend to free products or products that were given to you when you purchased the main product or otherwise. The Super Warranty is listed on the Original document as an item, just below the product to which it relates. The Super Warranty can be purchased on the day of purchase of your product and is only available at Harvey Norman stores.

The price of the Super Jamstvo is set for each product separately and is clearly disclosed to the customer before purchasing the product. The Super Jamstvo contract, of which these general terms and conditions are an integral part, is concluded at the moment when the buyer pays the price for the Super Warranty. The customer may change his mind and request the cancellation of the Super Jamstvo contract and a refund of the Super Jamstvo payment, within 30 days of the conclusion of the Super Jamstvo contract, unless he has already made any Super Jamstvo claim during this period (which includes claims to cover accidental damage).

PERIOD

The period of your Super Jamstvo will be clearly stated on your Original documents and will run on the expiration date of the Basic Manufactory Warranty and/or Voluntary Additional Manufactory Warranty of your product. Regardless of the period of your Super Jamstvo, the Super Jamstvo covers Accidental damage for the first 12 months from the date of purchase of your product, except during the uncovered period.

For all products over € 200, your Super Jamstvo may be 2, 3, or 4 years from the expiration of the Basic Manufactory Warranty and/or Voluntary Additional Manufactory Warranty. If your product is worth less than € 200, your Super Jamstvo period will be 2 years from the expiration of the Basic Manufactory Warranty and/or Voluntary Additional Manufactory Warranty of your product.

V nobenem primeru doba Super Jamstva ne more biti daljša od 7 (sedmih) let, šteto od datuma nakupa vašega izdelka, ne glede na to, za kakšno obdobje ste kupili Super Jamstvo (npr. če ste kupili izdelek z 2-letno Osnovno proizvajalčevo garancijo, za katerega ste kupili 4-letno Super Jamstvo, kasneje pa vam je proizvajalec odobril še Prostovoljno dodatno proizvajalčevo garancijo za dodatni 2 leti po izteku Osnovne proizvajalčeve garancije (skupaj s prvotno 2-letno garancijo torej Osnovna proizvajalčeva garancija in Prostovoljna dodatna proizvajalčeva garancija trajata 4 leta). Super Jamstvo velja zgolj 3 leta od dneva prenehanja Osnovne proizvajalčeve garancije in Prostovoljne dodatne proizvajalčeve garancije - ki prenehata po 4 letih od dneva nakupa - in ne 4 leta). V primeru, da celotnega obdobja kupljenega Super Jamstva zaradi preteka 7 let od datuma nakupa vašega izdelka niste mogli uporabiti oziroma koristiti, se šteje, kot da ste kupili Super Jamstvo s trajanjem od dneva prenehanja Osnovne proizvajalčeve garancije in Prostovoljne dodatne proizvajalčeve garancije do izteka sedmega leta od dneva nakupa izdelka. Plačan presežek vam bo vrnjen.

Če ste pridobili pravico do Prostovoljne dodatne proizvajalčeve garancije, ki je daljša od Osnovne proizvajalčeve garancije, ki je bila dodeljena ob nakupu vašega izdelka, si le-to dokazilo shranite, saj z njim dokazujete dolžino Osnovne proizvajalčeve garancije in Dodatne prostovoljne proizvajalčeve garancije in s tem začetek podaljšanega Super Jamstva.

V primeru, da po izteku dobe Osnovne proizvajalčeve garancije, ki vam je bila dodeljena ob nakupu vašega izdelka, vaš izdelek pri nas oziroma pri našem zavarovalnem zastopniku reklamirate, pa imate še vedno Osnovno proizvajalčevo garancijo (ker vam je npr. prodajalec naknadno odobril Prostovoljno dodatno proizvajalčevo garancijo) ali pa pravico do Prostovoljne dodatne proizvajalčeve garancije pridobite kasneje, po izvedbi reklamacije v okviru Super Jamstva, doba Super Jamstva ne glede na to teče od izteka Osnovne proizvajalčeve garancije, ki vam je bila dodeljena ob nakupu vašega izdelka.

KAJ JE KRITO?

Vaše Super Jamstvo, kot kritje Podaljšanega jamstva, krije strošek rezervnih delov in strošek dela za popravilo vašega izdelka, v primeru da vaš izdelek preneha pravilno delovati zaradi:

- elektronskih in/ali mehanskih okvar, nastalih po obdobju veljavnosti Osnovne proizvajalčeve garancije in/ali Prostovoljne dodatne proizvajalčeve garancije, ki jih krije osnovna garancija proizvajalca vašega izdelka;
- napake v materialih ali izdelavi, ki je potrjena s strani proizvajalca ali pooblaščenega servisa;
- normalne uporabe in obrabe, ki vpliva na delovanje izdelka;
- prahu ali notranjega pregrevanja;
- udara strele, nihanja napetosti ali prenapetosti.

Če je izdelek v vrednosti nad 200 EUR, vam bomo nudili zaščito pred temi napakami do izteka dobe Super Jamstva, kot je to navedeno v teh splošnih pogojih, ali dokler ni vaš izdelek zamenjan z novim izdelkom v skladu s splošnimi pogoji. V primeru, da je vrednost izdelka nižja od 200 EUR, bomo izdelek zamenjali z novim in popravila ne bomo opravili. Na novi zamenjan izdelek se Super

In no case may the Super Jamstvo period be longer than 7 (seven) years from the date of purchase of your product, regardless of the period for which you purchased the Super Jamstvo, eg if you purchased a product with a 2-year Basic Manufactory Warranty, for which you bought a 4-year Super Jamstvo, and later the manufacturer granted you Voluntary Additional Manufactory Warranty for an additional 2 years after the expiration of the Basic Manufactory Warranty (together with the original 2-year warranty, Basic Manufactory Warranty and/or Voluntary Additional Manufactory Warranty lasts 4 years). The Super Jamstvo is valid for only 3 years from the date of expiry of the Basic Manufactory Warranty and/or Voluntary Additional Manufactory Warranty - which expires after 4 years from the date of purchase - and not 4 years). If you have not been able to use or use the entire period of the purchased Super Jamstvo due to the lapse of 7 years from the date of purchase of your product, it is considered that you have purchased the Super Jamstvo from the date of expiry of the Basic Manufactory Warranty and/or Voluntary Additional Manufactory Warranty until the end of the seventh year. The surplus paid will be refunded to you.

If you have acquired the right to a Voluntary Additional Manufactory Warranty that is longer than the Basic Manufactory Warranty that was granted when you purchased your product, save this proof, as it proves the length of the Basic Manufactory Warranty and/or Voluntary Additional Manufactory Warranty and thus the beginning of the extended Super Jamstvo.

In the event that after the expiration of the Basic Manufactory Warranty period, which was assigned to you when purchasing your product, you file a claim for your product with us or our insurance agent, and you still have a Basic Manufactory Warranty (because, for example, the seller subsequently approved an Voluntary Additional Manufactory Warranty) or you acquire the right to an Voluntary Additional Manufactory Warranty later after making a complaint under the Super Jamstvo, the Super Jamstvo period nevertheless runs from the expiration of the Basic Manufactory Warranty that was assigned to you at the time of purchase of your product.

WHAT IS COVERED?

Your Super Jamstvo, as coverage of Extended Warranty, covers the cost of spare parts and labor costs to repair your product in the event that your product fails to function properly due to:

- electronic and / or mechanical defects caused after the period of Basic Manufactory Warranty and Voluntary Additional Manufactory Warranty of the product, covered by the manufacturer's warranty;
- defects in materials or workmanship certified by the manufacturer or an authorized service center;
- normal use and wear affecting the performance of the product;
- dust or internal overheating;
- lightning strikes, voltage fluctuations or overvoltages.

If the product is worth more than EUR 200, we will offer you protection against these defects until the end of the Super Jamstvo period, as stated in these general terms and conditions, or until your product is replaced with a new product in accordance with the General Terms and Conditions. In the event that the value of the product is less than EUR 200, we will replace the product with a new one and we will not perform any repairs. The Super Jamstvo is not transferred to the newly replaced product. The value of the exchange

Jamstvo ne prenese. Vrednost zamenjave ali kateregakoli finančnega dobropisa, ki vam ga damo, ne bo preseгла Nakupne cene vašega izdelka (vključno z DDV).

KRITJE NAKLJUČNE ŠKODE

Če je vaš izdelek nenamerno poškodovan v prvih 12 mesecih, razen, če je poškodovan v obdobju brez kritja, po datumu nakupa vašega izdelka, bomo, ob upoštevanju določb o Odbitni franšizi, obdobja brez kritja, drugih določil in pogojev ter določb o izključitvah in omejitvah kritja, po lastni presoji popravili vaš izdelek ali ga zamenjali. Če se vaš izdelek popravlja, se ga lahko popravi z uporabo novih ali obnovljenih delov.

Če po našem mnenju vašega izdelka ni mogoče popraviti ali ga ni mogoče ekonomično popraviti, bomo vaš izdelek zamenjali v skladu s pogoji zamenjave navedenimi spodaj.

Če je bil poškodovan samo del ali deli vašega izdelka, bomo plačali le popravilo ali zamenjavo tega določenega dela ali delov. V izogib dvomu, kritje naključne škode v prvih 12 mesecih, razen v obdobju brez kritja, po datumu nakupa vašega izdelka krije zgolj Naključno škodo in ničesar drugega, kar je sicer krito v obdobju trajanja Super Jamstva (npr. udar strele, kritje stroškov kvarjenja hrane ipd.).

Vsakič, ko boste vložili zahtevek na podlagi kritja naključne škode in bo vaš zahtevek utemeljen, boste morali plačati, z zavarovalno pogodbo, dogovorjen znesek Odbitne franšize, ki je določena na podlagi Nakupne cene vašega izdelka:

- če je Nakupna cena vašega izdelka nižja od 200 EUR, znaša Odbitna franšiza 25 EUR; ali
- če je Nakupna cena vašega izdelka med 200 in 500 EUR, znaša Odbitna franšiza 50 EUR; ali
- če je Nakupna cena vašega izdelka višja od 500 EUR, znaša Odbitna franšiza 100 EUR.

Ob upoštevanju obdobja brez kritja, kritje naključne škode začne veljati na datum nakupa vašega Super Jamstva, ki ste ga kupili skupaj z vašim izdelkom. Zahtevkov v okviru kritja naključne škode ne boste mogli več uveljavljati:

- (i) ko bo preteklo 12 mesecev od datuma, ko ste kupili Super Jamstvo;
- (ii) v obdobju brez kritja;
- (iii) če prejmete zamenjani izdelek na podlagi veljavnega zahtevka v okviru kritja naključne škode (upoštevajte, da bo v tem primeru prenehalo veljati celotno Super Jamstvo);
- (iiii) če ste uveljavljali zahtevek v okviru kritja naključne škode že dvakrat.

Kritje naključne škode ter celotno Super Jamstvo bosta prenehala veljati, če bomo vaš izdelek zamenjali z drugim. V primeru, ko je vaš izdelek popravljen v okviru kritja naključne škode, Super Jamstvo ne bo avtomatično prenehalo in boste lahko v obdobju veljavnosti Super Jamstva svoje druge zahtevke iz Super Jamstva (tj. zahtevke, ki niso v okviru kritja naključne škode) uveljavljali skladno z njegovimi določili in pogoji.

Kritje naključne škode velja zgolj za strojno opremo. Kritje naključne škode ne zajema predmetov, ki so z naše strani klasificirani kot

or any financial credit we give you will not exceed the Purchase price of your product (including VAT).

COVERAGE OF ACCIDENTAL DAMAGE

If your product is unintentionally damaged in the first 12 months, unless it is damaged in the uncovered period, after the date of purchase of your product, we will, subject to the applicable Deductible, Uncovered Period, other terms and conditions and provisions on exclusions and limitations repair or replace your product at our own discretion. If your product is repaired, it may be repaired using new or refurbished parts.

If, in our opinion, your product cannot be repaired or cannot be economically repaired, we will replace your product in accordance with the replacement conditions set out below.

If only part or parts of your product have been damaged, we will only pay for the repair or replacement of that particular part or parts. For the avoidance of doubt, the coverage of accidental damage in the first 12 months, except in the uncovered period, after the date of purchase of your product covers only Accidental damage and nothing else otherwise covered during the Super Jamstvo period (eg lightning strike, food spoilage costs) etc.).

Each time you make a claim based on the coverage of accidental damage, you will have to pay the appropriate Deductible. Deductible is determined based on the purchase price of your product:

- if the Purchase price of your product is less than EUR 200, Deductible is 25 EUR; but
- if the Purchase price of your product is between EUR 200 and EUR 500, Deductible is 50 EUR; but
- if the Purchase price of your product is higher than EUR 500, Deductible is 100 EUR.

Subject to the uncovered period, accidental damage coverage takes effect on the date of purchase of your Super Jamstvo, which is then purchased together with your product. You will no longer be able to make claims for cover accidental damage:

- (i) when 12 months have elapsed from the date you purchased the Super Jamstvo;
- (ii) in the uncovered period;
- (iii) if you receive a replaced product on the basis of a valid claim in the context of accidental damage coverage (note that in this case, the entire Super Jamstvo will expire);
- (iiii) if you have already made two accidental damage claims.

Accidental damage coverage and the entire Super Jamstvo will expire if we replace your product with another. In case that your product is repaired according to coverage of accidental damage, the Super Jamstvo will not automatically terminate and you will be able to claim your other Super Jamstvo claims (ie claims not to cover accidental damages) during the Super Jamstvo period according to its terms and conditions.

Accidental damage coverage only applies to hardware. Accidental damage coverage does not cover items that are classified by us as accessories or consumables and are not installed in or on the base

dotatki ali potrošni material in niso vgrajeni v ali na osnovno enoto, kot so npr. priklopne postaje, zunanji modemi, zunanji zvočniki, sekundarni zasloni, zunanja miška, zunanja tipkovnica na prenosnih računalnikih, zunanje naprave, komponente, torbice, monitorji, stenski nosilci ali ožičenje, žarnice, komplet za stropno montažo, diski, prenosne pomnilniške naprave, pisala za vnos podatkov ali katerikoli drugi deli / komponente, ki zahtevajo redno vzdrževanje.

OBDOBJE BREZ KRITJA

Kritje naključne škode ne velja prvih 14 dni od začetka obdobja kritja Naključne škode (tj. od datuma nakupa Super Jamstva). Če je vaš izdelek utrpel Naključno škodo, ki je krita v okviru kritja naključne škode, v obdobju brez kritja, se to šteje že za obstoječe stanje in zaradi tega vaš izdelek ne bo (več) primeren za kritje v okviru kritja naključne škode in v okviru kritja naključne škode ne bo krit, prav tako pa bo prenehalo celotno Super Jamstvo (glejte naslednji odstavek).

Obdobje brez kritja ne vpliva na Osnovno proizvajalčevo garancijo in/ali Prostovoljno dodatno proizvajalčevo garancijo, ki jo ima vaš izdelek. Če nastane v obdobju brez kritja Naključna škoda na vašem izdelku in je zaradi tega vaš izdelek neprimeren za kritje v okviru kritja naključne škode, bo vaše Super Jamstvo avtomatično prenehalo veljati in vam bomo v celoti povrnili znesek, ki ste ga plačali za Super Jamstvo.

POGOJI ZAMENJAVE

Če je vrednost vašega izdelka nad 200 EUR in za nas ne bi bilo ekonomično, da ga popravimo, ali pa ga ne moremo popraviti, lahko vaš izdelek po lastni presoji zamenjamo z novim najbližjim ustreznim izdelkom. V primeru zamenjave vašega izdelka bomo upoštevali značilnosti, lastnosti in specifikacije prvotnega izdelka, kot tudi razpoložljivost tehnologije. Vrednost nadomestnega izdelka ne bo presegala Nakupne cene, ki ste jo plačali za vaš izdelek. Zaradi sprememb v tehnologiji izdelka in razpoložljivosti nadomestnega izdelka lahko priskrbimo nadomestni izdelek z nižjo prodajno ceno in nismo omejeni na prvotno znamko proizvajalca vašega izvirnega izdelka. Razlika v ceni zamenjanega izdelka, če kakšna, ne bo povrnjena.

Če vašega izdelka za nas ne moremo ekonomično popraviti, ali pa ga sploh ne moremo popraviti, ali ne moremo za nas ekonomično ponuditi ustrezne zamenjave, ali ustrezna zamenjava ni na voljo ali pa je cena najbližje ustrezne zamenjave višja od Nakupne cene, vam lahko damo Finančni dobropis. Vrednost kateregakoli Finančnega dobropisa, ki vam ga damo, ne bo presegla Nakupne cene vašega izdelka. Odločitev o popravilu, zamenjavi ali ponudbi Finančnega dobropisa je v naši lastni presoji.

Če je vrednost izdelka pod 200 EUR in vam ne moremo za nas ekonomično ponuditi ustrezne zamenjave, ali ustrezna zamenjava ni na voljo, ali pa je cena najbližje ustrezne zamenjave višja od Nakupne cene, vam lahko damo Finančni dobropis. Vrednost kateregakoli Finančnega dobropisa, ki vam ga damo, ne bo presegla Nakupne cene vašega izdelka. Odločitev o zamenjavi ali ponudbi Finančnega dobropisa je v naši lastni presoji.

Če je vaš izdelek zamenjan ali prejmete Finančni dobropis, Super Jamstvo preneha veljati. Pokvarjeni izdelki postanejo naša last.

unit, such as e.g. docking stations, external modems, external speakers, secondary displays, external mouse, external laptop keyboard, external devices, components, cases, monitors, wall mounts or wiring, light bulbs, ceiling mount kit, disks, portable memory devices, pens for data entry or any other parts / components that require regular maintenance.

UNCOVERED PERIOD

Accidental damage cover period does not apply for the first 14 days from the start of the Accidental damage cover period (ie from the date of purchase of the Super Jamstvo). If your product has suffered Accidental damage covered by accidental damage coverage during the uncovered period, this is considered to be an existing situation and therefore your product will no longer be (eligible) to accidental damage coverage and accidental damage coverage will not be covered, also the entire Super Jamstvo will be terminated (see next paragraph).

The uncovered period does not affect the Basic Manufactory Warranty and/or Voluntary Additional Manufactory Warranty that your product has. If, in the uncovered period, Accidental damage occurs to your product and your product is therefore ineligible for coverage under accidental damage coverage, your Super Jamstvo will automatically terminate and we will refund the amount you paid for the Super Jamstvo in full.

CONDITIONS OF REPLACEMENTS

If the value of your product is over € 200 and it would not be economical for us to repair it, or we cannot repair it, we may, at our discretion, replace your product with a new nearest suitable product. In case of replacement of your product, we will take into account the characteristics, properties and specifications of the original product, as well as the availability of technology. The value of the replacement product will not exceed the Purchase price you paid for your product. Due to changes in product technology and the availability of the replacement product, we may provide a replacement product with a lower selling price and are not limited to the original brand of your original product. The difference in the price of the replaced product, if any, will not be refunded.

If we cannot economically repair your product for us, or we cannot repair it at all, or we cannot offer a suitable replacement for us economically, or a suitable replacement is not available, or the price of the nearest suitable replacement is higher than the Purchase price, we can give you a Financial credit. The value of any Financial credit we give you will not exceed the Purchase price of your product. The decision to repair, replace, or offer a Financial credit is at our sole discretion.

If the value of the product is below EUR 200 and we cannot economically offer you a suitable replacement for us, or a suitable replacement is not available, or the price of the nearest suitable replacement is higher than the Purchase price, we can give you a Financial credit. The value of any Financial credit we give you will not exceed the Purchase price of your product. The decision to exchange or offer a Financial credit is at our own discretion.

If your product is replaced or you receive a Financial credit, the Super Jamstvo will expire. Defective products become our property.

IZDELKI, KI SE VEČKRAT KVARIJO

Če ste kupili izdelek v vrednosti več kot 200 EUR in je bil že dvakrat popravljen v obdobju trajanja Super Jamstva ter potrebuje še tretje popravilo v obdobju trajanja Super Jamstva, vam bomo izdelek zamenjali skladno s pogoji zamenjave zgoraj ki veljajo za izdelke v vrednosti več kot 200 EUR. V primeru zamenjave Super Jamstvo preneha veljati. V popravila po tem odstavku se ne vključujejo popravila, ki so bila opravljena v okviru kritja naključne škode.

Če ste kupili izdelek v vrednosti manj kot 200 EUR, bomo vaš izdelek v obdobju trajanja Super Jamstva ob prvi okvari zamenjali, in sicer skladno s pogoji zamenjave zgoraj, ki veljajo za izdelke v vrednosti manj kot 200 EUR. V primeru zamenjave Super Jamstvo preneha veljati. V popravila po tem odstavku se ne vključujejo popravila, ki so bila opravljena v okviru kritja naključne škode.

PREVOZ

Če ste kupili izdelek v vrednosti več kot 200 EUR, bomo v obdobju trajanja Super Jamstva krili stroške prevoza do našega servisnega centra, in sicer:

- (a) če je bruto teža izdelka 5 kg ali manj, in
- (b) če se nahajate več kot 20 km od našega servisnega centra.

Primeri izdelkov za katere krijemo stroške prevoza so npr. prenosni računalniki, kamere, mobilni telefoni.

Če ste kupili izdelek v vrednosti manj kot 200 EUR, bomo v obdobju trajanja Super Jamstva krili stroške prevoza do našega servisnega centra za potrebe diagnostike oziroma potrditve okvare vašega izdelka.

Če uveljavljate kritje naključne škode, vam stroškov prevoza izdelka na servis ne pokrijemo.

KVARJENJE HRANE

Če je pri hladilniku ali zamrzovalniku prišlo do kvarjenja hrane, ki je nastalo kot posledica napake na izdelku, ki je krita v skladu s splošnimi pogoji, bomo krili strošek kvarjenja hrane, in sicer do višine 150 EUR. Za uveljavitev vračila stroškov boste morali predložiti račun zadnjega nakupa hrane in slike pokvarjene hrane v hladilniku in hladilniku podobnem izdelku.

PERILO

Če pralni ali sušilni stroj ne dela več kot deset zaporednih dni od prvega obiska serviserja za popravilo in oceno napake, bomo krili stroške pranja in/ali sušenja perila v vrednosti do 50 EUR. Za vsak zahtevek za povračilo stroškov pranja in/ali sušenja perila boste morali predložiti razčlenjen račun čistilnice.

PRENOS SUPERJAMSTVA

Vaše Super Jamstvo se lahko prenese na novega lastnika, če vi ali novi lastnik to sporočite osebju za pomoč strankam na 080 10 18 v

PRODUCTS THAT BREAK DOWN SEVERAL TIMES

If you have purchased a product worth more than EUR 200 and it has already been repaired twice during the Super Jamstvo period and needs a third repair during the Super Jamstvo period, we will replace the product in accordance with the replacement conditions above that apply to a product worth more than EUR 200. In case of replacement, the Super Jamstvo expires. Repairs under this paragraph shall not include repairs carried out to cover accidental damage.

If you have purchased a product worth less than EUR 200, we will replace your product during the period of Super Jamstvo in the event of a first defect, in accordance with the replacement conditions above that apply to a product worth less than EUR 200. In case of replacement, the Super Jamstvo expires. Repairs under this paragraph shall not include repairs carried out to cover accidental damage.

TRANSPORT

If you have purchased a product worth more than EUR 200, we will cover the costs of transport to our service center during the Super Jamstvo period, namely:

- (a) if the gross weight of the product is 5 kg or less, and
- (b) if you are located more than 20 km from our service center.

Examples of products for which we cover transport costs are e.g. laptops, cameras, mobile phones.

If you have purchased a product worth less than EUR 200, we will cover the costs of transport to our service center for the purposes of diagnostics or confirmation of the failure of your product during the Super Jamstvo period.

If you claim accidental damage, we will not cover the cost of transporting the product to the service.

FOOD SPOILAGE

If there has been a food spoilage in the refrigerator or freezer as a result of a defect in the product, which is covered in accordance with the General Terms and Conditions, we will cover the cost of food spoilage up to the amount of EUR 150. To claim a refund, you will need to provide an invoice for your last food purchase and a picture of the spoiled food in the refrigerator and in refrigerator-like product.

LAUNDRY

If the washing machine or dryer no longer works for ten consecutive days from the first visit of the repairman to repair and assess the fault, we will cover the costs of washing and / or drying laundry up to 50 EUR. For each claim for reimbursement of the costs of washing and / or drying laundry, you will be required to submit a detailed bill of the dry cleaner.

TRANSFER OF SUPER WARRANTY

Your Super Jamstvo may be transferred to the new owner if you or the new owner notify the customer support staff on 080 10 18 during

času delovnih ur ali po elektronski pošti. Prosimo vas, da novemu lastniku izročite Originalne dokumente.

V primeru, da proizvajalec v okviru Osnovne garancije proizvajalca in/ali Prostovoljne dodatne proizvajalčeve garancije kupcu zamenja izdelek, se Super Jamstvo prenese na ta novi izdelek. Kupec nas mora o zamenjavi izdelka obvestiti v 30 dneh po zamenjavi izdelka.

DOSTOPNOST STORITEV

Popravila v okviru Super Jamstva si vedno prizadevamo opraviti v najkrajšem možnem času. V nobenem primeru nismo odgovorni za čakanje iz razlogov izven naše kontrole, kot so zamuda proizvajalca pri dostavi delov.

MEDNARODNA POKRITOST

Vaš izdelek je s Super Jamstvom zaščiten v vsaki državi, kjer obstajajo trgovine Harvey Norman®. Če se nahajate v katerikoli izmed držav, kjer ne obstajajo trgovine Harvey Norman® in se vaš izdelek pokvari ali utрпи napako, kot je navedeno v razdelku o pokritosti, bomo v primeru, da boste želeli vaš izdelek popraviti v tej državi, v skladu z vašim Super Jamstvom krili do 150 EUR stroškov popravila. Kritje popravila v teh državah je zgolj enkratno, kar pomeni, da se v navedenih državah pokrije zgolj strošek enega popravila izdelka do višine 150 EUR. Če je bil torej vaš izdelek že popraviljen v katerikoli od teh držav, novo popravilo izdelka v katerikoli izmed teh držav ni več mogoče. Pred popravilom vašega izdelka morate stopiti v stik z osebjem za pomoč strankam. Za odobritev povračila stroškov boste morali predložiti razčlenjen račun stroška popravila. Lahko se odločite tudi, da vaš izdelek popravite po vrnitvi iz te/teh države/držav. V tem primeru vam ne bo treba plačati za popravilo in od nas zahtevati povračilo stroškov. V popravila po tem odstavku se ne vključujejo popravila v okviru kritja naključne škode.

KAJ NI KRITO?

Vaše Super Jamstvo, kot kritje Podaljšanega jamstva, NE krije:

1. Napak ali okvar, ki jih krije proizvajalec v obdobju Osnove proizvajalčeve garancije in/ali Prostovoljne dodatne proizvajalčeve garancije.
2. Okvar ali napak v izdelavi, ki so krite s strani proizvajalca izdelka ali distributerja tudi po izteku Osnove proizvajalčeve garancije in/ali Prostovoljne dodatne proizvajalčeve.
3. Popravil, ki jih izvajajo od nas nepooblaščen osebe (tj. oseb, ki jih nismo pooblastili mi ali naš zavarovalni zastopnik).
4. Popravil ali zamenjav, ki so bile organizirane brez upoštevanja postopka za uveljavljanje zahtevkov iz tega dokumenta in/ali brez našega dovoljenja.
5. Stroškov, povezanih s prevozom in dostavo vašega izdelka, razen v primerih, ki so omenjeni v teh splošnih pogojih.
6. Storitve klicev, stroškov popravila ali zamenjave, ali katerihkoli drugih stroškov, če napaka ni krita v Super Jamstvu.

business hours or by email. Please hand over the Original documents to the new owner.

In the event that the manufacturer replaces the product under the Basic Manufactory Warranty and/or Voluntary Additional Manufactory Warranty to the customer, the Super Jamstvo is transferred to this new product. The customer must notify us in writing of the product replacement within 30 days of the product replacement.

AVAILABILITY OF SERVICES

We always strive to carry out Super Jamstvo repairs in the shortest possible time. In no event are we responsible for waiting for reasons beyond our control, such as a manufacturer's delay in delivering parts.

INTERNATIONAL COVERAGE

Your product is protected by Super Jamstvo in every country where Harvey Norman® stores exist. If you are located in any of the countries where there are no Harvey Norman® stores and your product breaks down or suffers from a defect as stated in the coverage section, we will, in case you want to repair your product in that country, according to your Super Jamstvocover up to EUR 150 repair costs. The repair coverage in these countries is only one-off, which means that in those countries only the cost of one product repair up to EUR 150 is covered. Therefore, if your product has already been repaired in any of these countries, a new product repair in any of these countries is no longer possible. You should contact customer service staff before repairing your product. You will need to submit a detailed cost invoice to be eligible for a refund. You may also choose to have your product repaired upon return from this / these country (ies). In this case, you will not have to pay for the repair and demand a refund from us. Repairs under this paragraph shall not include repairs to cover accidental damage.

WHAT IS NOT COVERED?

Your Super Jamstvo, as coverage of Extended Warranty, does NOT cover:

1. Defects or defects covered by the manufacturer during the Basic Manufactory Warranty and/or Voluntary Additional Manufactory Warranty period.
2. Defects or defects in workmanship covered by the product manufacturer or distributor even after the expiry of the Basic Manufactory Warranty and/or Voluntary Additional Manufactory Warranty.
3. Repairs carried out by unauthorized persons (ie persons not authorized by us or our insurance agent).
4. Repairs or replacements that have been arranged without following the claim procedure of this document and / or without our permission.
5. Costs associated with the transportation and delivery of your product, except in the cases mentioned in these general terms and conditions.
6. Call service, repair or replacement costs, or any other costs if the defect is not covered in the Super Warranty.

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| <p>7. Stroškov, povezanih z namestitvijo, odstranitvijo, razstavljanjem ali ponovno namestitvijo vašega izdelka.</p> <p>8. Stroškov, povezanih s kakršnokoli škodo, oziroma škode, ki nastane med prevozom (tudi v primerih, ko stroške prevoza nosimo mi), namestitvijo, odstranitvijo, razstavljanjem ali ponovno namestitvijo vašega izdelka.</p> <p>9. Posledične izgube, ali škode kakršnekoli vrste, razen v primerih, ki so omenjeni v teh splošnih pogojih.</p> <p>10. Stroškov, povezanih z rutinskim vzdrževanjem in servisiranjem, kot so čiščenje, prilagoditve, mazanje, in stroškov usklajevanja, reprogramiranja, umerjanja ali nadgradnje.</p> <p>11. Namerno ali nenamerno ali naključno povzročene kozmetične ali fizične škode kakršnekoli vrste ali iz kateregakoli vzroka.</p> <p>12. Dodatkov, kot so, vendar ne le, slušalke, mikrofoni, kabli in pomnilniške kartice.</p> <p>13. Naključne škode katerekoli vrste, nastale iz kateregakoli razloga, ki ni izrecno naveden kot krit v okviru Super Jamstva in dodatkov, kot so, vendar ne omejeno na, slušalke, mikrofone, kable in pomnilniške kartice.</p> <p>14. Mehanskih, električnih ali elektronskih okvar vašega izdelka, povzročenih:</p> <ul style="list-style-type: none"> ▪ iz malomarnosti, namerno, z namerno zlorabo, z nedovoljenimi spremembami ali z uporabo v nasprotju s proizvajalčevimi navodili; ▪ z vdorom tekočin; ▪ z napadi škodljivcev, insektov ali drugih živali, vključno z domačimi; ▪ z naključno, namerno ali nenamerno kozmetično ali fizično škodo zaradi kateregakoli razloga; ▪ z naključno škodo, nastalo iz kakršnegakoli vzroka po 12 mesecih od trenutka, ko ste kupili vaše Super Jamstvo; ▪ z rjo, s korozijo ali plesnijo. <p>15. Popravil:</p> <ul style="list-style-type: none"> ▪ potrošnega materiala, vključno, vendar ne omejeno na zamenljive baterije, varovalke, filtre, žarnice, svetilke, druge s strani uporabnika zamenljive elemente, tonerje, bobne in kartuše; ▪ monitorjev ali televizijskih sprejemnikov, ki so posledica pregorelih panelov-ekranov ali prstnih odlišov; ▪ zvočnikov zaradi preobremenilve (tj. obremenilve, ki je izven dovoljene oziroma predpisane za določen izdelek); ▪ programske opreme, podatkov ali izmenljivih nosilcev podatkov, ki jih povzročajo mehanske, elektronske ali električne okvare vašega izdelka, ali so povzročene oziroma nastanejo na kakršenkoli drug način. <p>16. Vsakega posameznega zahtevka, katerega znesek presega nakupno ceno vašega izdelka.</p> | <p>7. Costs associated with installing, removing, disassembling, or reinstalling your product.</p> <p>8. Costs related to any damage or damage incurred during transport (even in cases where the transport costs are borne by us), installation, removal, disassembly or reinstallation of your product.</p> <p>9. Consequential losses or damages of any kind, except in the cases mentioned in these General Terms and Conditions.</p> <p>10. Costs associated with routine maintenance and servicing, such as cleaning, adjustments, lubrication, and compliance costs, reprogramming, calibration or upgrading.</p> <p>11. Intentionally or unintentionally or accidentally caused cosmetic or physical damage of any kind or for any reason.</p> <p>12. Accessories such as, but not limited to, headphones, microphones, cables, and memory cards.</p> <p>13. Accidental damages of any kind, arising from any reason other than ones expressly listed as covered under the Super Warranty and accessories such as, but not limited to, headphones, microphones, cables and memory cards.</p> <p>14. Mechanical, electrical or electronic damage to your product caused by:</p> <ul style="list-style-type: none"> ▪ out of negligence, willful misconduct, willful misconduct, unauthorized modification or use contrary to the manufacturer's instructions; ▪ with intrusion of liquids; ▪ attacks by pests, insects or other animals, including domestic ones; ▪ accidental, intentional or unintentional cosmetic or physical damage for any reason; ▪ with accidental damage caused by any cause after 12 months from the time you purchased your Super Warranty; ▪ with rust, corrosion or mold. <p>15. Repairs:</p> <ul style="list-style-type: none"> ▪ consumables, including but not limited to replaceable batteries, fuses, filters, bulbs, lamps, other user-replaceable items, toners, drums and cartridges; ▪ monitors or televisions resulting from burnt-out display panels or fingerprints; ▪ speakers due to overload (ie overload that is outside the permitted or prescribed for a certain product); ▪ software, data or removable media caused by mechanical, electronic or electrical damage to your product, or caused or otherwise caused. <p>16. Each individual claim, the amount of which exceeds the purchase price of your product.</p> |
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Poleg vsega zgoraj navedenega se fizično poškodovani ali polito oziroma zmočeni izdelki nikoli in v nobenem primeru ne sprejmejo v popravilo oziroma se ne zamenjajo oziroma se zanje ne izda Finančni dobropis in zanje torej Super Jamstvo v celoti ne velja (tj. glede vseh napak oziroma okvar), razen v kolikor bi bilo kaj od navedenega krito v okviru splošnih pogojev in v obdobju kritja

In addition to all of the above, physically damaged or spilled or wetted products are never and under no circumstances accepted for repair or replaced or issued a Financial credit and are therefore not fully covered by the Super Jamstvo (ie all defects, errors and malfunctions), unless any of the above would be covered under the General Terms and Conditions and during the period of coverage of

naključne škode (glejte spodaj, kaj krije kritje naključne škode oziroma česa ne krije).

Kritje naključne škode NE krije:

1. Katerihkoli in vseh že prej obstoječih stanj na vašem izdelku, ki so se zgodila pred datumom nakupa vašega izdelka, in izdelkov, ki ste jih kupili in so bili ti že ob nakupu poškodovani, rabljeni ali pa so bili kupljeni kot "videno-kupljeno" oziroma pod klavzulo "videno-kupljeno".
2. Kakršnihkoli stroškov ali česar koli v zvezi z rubežem vašega izdelka ali izvršbe nad vašim izdelkom iz kateregakoli razloga ali zamenjave vašega izdelka ali kakršnekoli Naključne škode na vašem izdelku, ki je bil trajno ali začasno odvzet ali zarubljen ali zasežen in/ali prodan v postopku izvršbe iz kakršnegakoli razloga.
3. Naključne škode, ki je posledica goljufivih ali nepoštenih dejanj z vaše strani ali z vašim soglasjem.
4. Kraje in posledične izgube katerekoli vrste.
5. Okvare vašega izdelka zaradi mehanske ali električne poškodbe, ki ni posledica Naključne škode.
6. Kakršnihkoli obnovitev ali prenosa podatkov, shranjenih na vašem izdelku. Pod tem kritjem vam ne zagotavljamo nikakršnih storitev za obnovitev podatkov.
7. Kakršnekoli škode na vašem izdelku, ki je zgolj kozmetična ali kakorkoli drugače ne vpliva na njegovo učinkovitost in/ali funkcionalnost.
8. Obrabe.
9. Popravila, izvedena s strani nepooblaščenih serviserjev (tj. oseb, ki jih nismo pooblastili mi ali naš zavarovalni zastopnik).
10. Zasega ali uničenja vašega izdelka po odredbi kateregakoli državnega, vladnega ali javnega organa.
11. Vašega izdelka, ki je bil namenoma poškodovan.
12. Naključne škode, ki je nastala kot posledica vojne, invazije ali dejanja tujega sovražnika, sovražnosti, državljanske vojne, upora, nemirov, stavke, motenj dela, blokade ali civilnih nemirov.
13. Naključne škode nastale zaradi dejanj tretjih oseb, požara, žuželk, živali, izpostavljenosti vremenskim razmeram, ekstremnih temperatur, vetrnih neviht, peska, umazanije, poplav, izliva vode ali posledične izgube katerekoli narave.
14. Škode, nastale zaradi zlorabe, napačne uporabe, malomarnosti, zanemarjanja, vstavljanja tujih predmetov v vaš izdelek, mehanske ali električne okvare, nepooblaščenega spreminjanja ali posegov v vaš izdelek, neupoštevanja navodil proizvajalca.
15. Stroškov, povezanih z zamenjavo kartice SIM.
16. Igralnega ploščka, kjer je izdelek konzola za igre.
17. Stroškov, povezanih s storitvami za odkrivanje napak, če ni bilo mogoče najti nobenega problema oziroma nobene napake, ali če je bilo ugotovljeno, da je zahtevek neveljaven.

DEFINICIJE

Finančni dobropis:

Finančni dobropis je dokument s katerim opravite nakup novega izdelka v katerikoli poslovalnici Harvey Norman Trading d.o.o. za isti znesek ali proti plačilu. Vrednost kateregakoli Finančnega dobropisa, ki vam ga damo, ne bo preseгла Nakupne cene vašega

accidental damage (see below what covers the coverage of accidental damage or what it does not cover).

Accidental damage coverage does NOT cover:

1. Any and all pre-existing conditions on your product that occurred before the date of purchase of your product and products that you purchased that were already damaged, used, or purchased as "seen-purchased" at the time of purchase. "Or under the "seen-bought" clause.
2. Any costs or anything related to the seizure of your product or enforcement of your product for any reason or replacement of your product or any Accidental damage to your product that has been permanently or temporarily seized or seized or seized and / or sold in enforcement proceedings for whatever reason.
3. Accidental damage resulting from fraudulent or dishonest acts on your part or with your consent.
4. Theft and consequential losses of any kind.
5. Damage to your product due to mechanical or electrical damage that is not the result of Accidental damage.
6. Any recovery or transfer of data stored on your product. We do not provide any data recovery services under this coverage.
7. Any damage to your product that is purely cosmetic or otherwise does not affect its effectiveness and / or functionality.
8. Wear.
9. Repairs performed by unauthorized service technicians (ie, persons not authorized by us or our insurance agent).
10. Seizure or destruction of your product by order of any government, governmental, or public authority.
11. Your product has been intentionally damaged.
12. Accidental damage resulting from war, invasion or action by a foreign enemy, hostility, civil war, insurrection, unrest, strike, disruption of work, blockade or civil unrest.
13. Accidental damage caused by the actions of third parties, fire, insects, animals, exposure to weather conditions, extreme temperatures, wind storms, sand, dirt, floods, water spills or consequent loss of any nature.
14. Damage caused by misuse, , negligence, neglect, insertion of foreign objects into your product, mechanical or electrical damage, unauthorized modification or tampering with your product, failure to follow the manufacturer's instructions.
15. Costs associated with replacing the SIM card.
16. A game board where the product is a game console.
17. Costs associated with error detection services if no problem or error could be found, or if the claim was found to be invalid.

DEFINITIONS

Financial credit:

A Financial credit is a document with which you make a purchase of a new product in any branch of Harvey Norman Trading d.o.o. for the same amount or against payment. The value of any Financial credit we give you will not exceed the Purchase price of your product. The

izdelka. Odločitev o zamenjavi ali ponudbi Finančnega dobropisa je v naši lastni presoji.

Mi, nas, naš (in podobne izpeljanke):

Allianz Hrvatska dioničko društvo za osiguranje, Zagreb, Allianz Slovenija, zavarovalna podružnica, Celovška cesta 252, 1000 Ljubljana, elektronski naslov: info@allianz-slovenija.si.

Naključna škoda:

Pomeni fizično škodo, ki nastane zaradi nenadnega, nepredvidenega in nepričakovanega dogodka. Škoda mora izhajati iz enega določljivega dogodka, pri čemer so kriti dogodki v obdobju od 14ih dni od dneva nakupa izdelka do poteka 12ih mesecev od dneva nakupa.

Podaljšano jamstvo:

Pomeni podaljšano garancijo, ki velja od dneva nakupa vašega izdelka do maksimalne dobe 7ih let od dneva nakupa vašega izdelka po izteku Osnovne proizvajalčeve garancije in/ali Prostovoljne dodatne proizvajalčeve garancije, katera koli se izteče kasneje in odvisno od izbranega izdelka.

Nakupna cena:

Pomeni plačano vrednost izdelka pri opravljenem nakupu (z vključenim DDV).

(Naš) zavarovalni zastopnik:

IC FRITH EUROPE zavarovalno zastopanje d.o.o., Verovškova ulica 55, 1000 Ljubljana.

Originalni dokument:

Vaš originalni račun, ki vam ga je izdal prodajalec, ki vam je zdelek prodal.

Pogoji zamenjave:

Odstavki v tem dokumentu pod naslovom »Pogoji zamenjave«.

Prodajalec/Harvey Norman:

Družba HARVEY NORMAN TRADING d.o.o., Letališka cesta 3D, 1000 Ljubljana, oziroma fizična oseba prodajalca, ki nastopa v imenu HARVEY NORMAN TRADING d.o.o.

Obdobje brez kritja:

Prvih 14 dni od datuma nakupa Vašega izdelka, ko Naključne škode niso krite.

Osnovna proizvajalčeva garancija:

Obsega tako obvezno zakonsko garancijo oziroma obvezno garancijo, ki je predpisana s pravnimi predpisi.

Prostovoljna dodatna proizvajalčeva garancija

Obsega prostovoljno dodatno proizvajalčevo garancijo po obdobju Osnovne proizvajalčeve garancije.

Odbitna franšiza:

Pogodbeno določen znesek, ki ga pri poravnavi škode zavarovalnica v vsakem primeru odbije od izplačila (soudeležba zavarovanca pri škodi).

decision to exchange or offer a Financial credit is at our own discretion.

We, us, our (and similar derivatives):

Allianz Hrvatska dioničko društvo za osiguranje, Zagreb, Allianz Slovenija, zavarovalna podružnica, Celovška cesta 252, 1000 Ljubljana, mail: info@allianz-slovenija.si.

Accidental damage:

It means physical damage caused by a sudden, unforeseen and unexpected event. The damage must result from one identifiable event. It is defined as commencing 14 days after date of purchase and ending 12 months from date of purchase.

Extendend Warranty:

Defined as the period of cover from date of purchase to a maximum of 7 years after the expiry of the Basic Manufactory Warranty and/or Voluntary Additional Manufactory Warranty, whichever expires later, depending on the selected product.

Purchase price:

Means the value of the product paid at the time of purchase (including VAT).

(Our) insurance agent:

IC FRITH EUROPE insurance agency d.o.o., Verovškova ulica 55, 1000 Ljubljana.

Original document:

Your original invoice issued to you by the seller who sold you the product.

Replacement conditions:

Paragraphs in this document under the heading "Terms of Replacement".

Seller / Harvey Norman:

HARVEY NORMAN TRADING d.o.o. Letališka cesta 3D, 1000 Ljubljana, or a natural person of the seller acting on behalf of HARVEY NORMAN TRADING d.o.o.

Uncovered Period:

Uncoverd Period of Accidental Damage for first 14 days from the purchase of Your Product.

Basic Manufactory Warranty:

It includes both a mandatory legal guarantee or a mandatory guarantee prescribed by legal regulations.

Voluntary Additional Manufactory Warranty:

It includes voluntary additional manufactory warranty after the expiry of Basic Manufactory Warranty period.

Deductible:

The contractually determined amount that the insurance company deducts from the payment in every case when settling the damage (participation of the insured in the damage).

Super Jamsto, your Super Jamstvo (and similar derivatives):

Super Jamstvo, vaše Super Jamstvo (in podobne izpeljanke):
Super Jamstvo je zavarovalni produkt, ki vam zagotavlja Podaljšano jamstvo za dobo, ki ste jo kupili (maksimalno do 7 let od datuma nakupa) in v prvih 12ih mescih od datuma nakupa vašega izdelka, vključuje kritje naključne škode (z obdobjem brez kritja prvih 14 dni od datuma nakupa izdelka).

Vaš izdelek:

Izdelek, ki ste ga kupili s Super Jamstvom, kot je opisan na računu in to ni električni skiro ali električnemu skiroju podobno sredstvo.

Vi, vaš (in podobne izpeljanke):

Fizična oseba ali osebe ali pravna oseba, navedena kot kupec na originalnem računu.

POSTOPEK POSTAVLJANJA ZAHTEVKOV

Preden pokličete, vas prosimo, da izvedete osnovni preizkus vašega izdelka in ravnate skladno z naslednjim:

- ✓ Preverite, ali je vaš izdelek priključen na električno omrežje ali drugo napravo?
- ✓ Preverite, ali vaš izdelek potrebuje nove baterije?
- ✓ Preverite, ali ste natančno prebrali proizvajalčeva navodila za uporabo? Proizvajalčeva navodila pogosto vsebujejo nasvete za odpravo pogostih težav.

Če težava kljub temu, da ste izdelek uporabljali pravilno in v skladu z navodili proizvajalca ter da ste poizkusili težavo odpraviti skladno z navodili proizvajalca, še vedno obstaja, sledite navodilom za podajo zahtevka v vašem Super Jamstvu. Zaradi hitrejšega postopka vas prosimo, da pripravite Originalen dokument o nakupu. Svoj zahtevek lahko uveljavite:

- na brezplačni številki 080 10 18 v času delovnih ur od ponedeljka do petka med 8.30. In 16.30. Uro;
- po elektronski pošti na podpora@icfrith.si.

Eden izmed naših prijaznih predstavnikov oziroma predstavnikov našega zavarovalnega zastopnika za pomoč strankam bo potrdil vaše podatke in vam pomagal pri vaši poizvedbi. V primeru očitno neupravičene reklamacije oziroma očitno neupravičene postavitve zahtevka (tj. če se ugotovi, da izdelek okvare ni imel oziroma bi se jo dalo odpraviti skladno z navodili proizvajalca ali pa kupec ni ravnal z izdelkom skladno z navodili proizvajalca in je napaka nastala zaradi takšnega ravnanja (storitve ali opustitve) kupca ali pa je podan katerikoli drug razlog po teh splošnih pogojih, ki izključuje kritje s Super Jamstvom) si serviser pridržuje pravico zaračunati vam stroške neupravičene reklamacije.

VRAČILO NAPRAV IN ODPOVED ZAVAROVALNEGA KRITJA

V primeru vračila kupljene naprave Zavarovanca iz razlogov, ki jih določajo predpisi s področja varstva potrošnikov in potrditve razloga

Super Warranty is an insurance product that provides you with Extended Warranty cover for the Term you purchased (up to 7 years from date of purchase), and includes an accidental damage cover for the first 12 months from date of purchase (with a No Cover period for the first 14 days from the date of purchase of Your Product)

Your Product:

The product you purchased with the Super Warranty as described on the invoice and it is not electric scooter and electric scooter's alike.

You, your (and similar derivatives):

Natural person or persons or legal entity listed as the buyer on the original invoice.

CLAIM APPLICATION PROCEDURE

Before calling, please perform a basic test of your product and follow the procedure below:

- ✓ Check if your product is connected to the electricity or another device?
- ✓ Check if your product needs new batteries?
- ✓ Make sure you have read the manufacturer's instructions carefully. The manufacturer's instructions often contain tips to fix common problems

If the problem persists despite the fact that you have used the product correctly and according to the manufacturer's instructions and that you have tried to solve the problem according to the manufacturer's instructions, follow the application instructions in your Super Warranty. For a faster process, please prepare Original document of the purchase. You can claim your claim:

- on the toll-free number 080 10 18 during business hours between Monday to Friday between 8.30 AM and 4.30 PM;
- by e-mail to podpora@icfrith.si.

One of our friendly representatives or representatives of our insurance agent to help customers will confirm your information and help you with your inquiry. One of our friendly representatives or representatives of our insurance agent to help customers will confirm your information and help you with your inquiry. In the event of an unjustified complaint or unjustified claim (ie if it is established that the product was not defective or could be remedied in accordance with the manufacturer's instructions or the customer did not handle the product in accordance with the manufacturer's instructions and the error occurred due to such conduct of the customer or however, any other reason is given under these general terms and conditions, which excludes coverage with the Super Warranty) service technician reserves the right to charge you costs of an unjustified claim.

RETURN OF THE APPLIANCE AND TERMINATION OF INSURANCE CONTRACT

If an appliance is returned due to any reason which is stipulated in Consumer protection act and the reason for the return is approved by seller Harvey Norman's experts, in such cases the full insurance

vračila s strani trgovca Harvey Norman, ima Zavarovanec pravico do popolnega vračila premije. Če je v času trajanja zavarovanja nastal zavarovalni primer, zavarovalec ni upravičen do povračila premije.

V primeru sklenitve pogodbe na daljavo pri nakupu Naprave ima Zavarovanec vse pravice, ki mu pripadajo po predpisih, ki urejajo varstvo potrošnikov in sicer ima Zavarovanec (izključno potrošnik) pravico, da v 14 dneh podjetju sporoči, da odstopa od pogodbe, brez da bi mu bilo potrebno navesti razlog za svojo odločitev ali plačati pogodbeno kazen.

Če Zavarovanec pod pogoji, ki veljajo za sklenitev pogodbe na daljavo, odstopi od pogodbe in vrne kupljeno napravo, ima pravico do popolnega vračila premije, v kolikor pravica do delne škode na Napravi ni bila upravičeno uveljavljena.

Zavarovanec je pred sklenitvijo pogodbe na daljavo upravičen, da v primernem času prejme vse informacijo v zvezi z Zavarovanjem in pravico do odstopa pogodbe, do katerih je upravičen kot potrošnik v skladu s predpisi, ki urejajo varstvo potrošnikov.

Pravice, določene v tem členu, veljajo za Zavarovance, ki se po predpisih, ki urejajo varstvo potrošnikov, štejejo za potrošnike.

IZVENSODNO REŠEVANJE SPOROV

Zoper odločitev Zavarovalnice je dovoljena pritožba v roku 15 dni. Pritožba se lahko odda po e – pošti; info@allianz-slovenija.si ali po pošti na sedež Zavarovalnice, t.j. Allianz Slovenija, podružnica, Celovška cesta 252, 1000 Ljubljana.

Pritožbo obravnava pritožbena komisija v skladu s pravilnikom, ki ureja pritožbeni postopek zavarovalnice.

Odločitev pritožbene komisije je dokončna, nadaljni postopki pri Zavarovalnici pa niso mogoči.

V primeru nestrinjanja z dokončno odločitvijo o pritožbi v notranjem pritožbenem postopku zavarovalnice ali če zavarovalnica o pritožbi ne odloči v 30 dneh po prejemu, se lahko postopek za izvensodno reševanje spora nadaljuje pri Mediacijskem centru Slovenskega zavarovalnega združenja, Železna cesta 14, 1000 Ljubljana, telefon: 01/300 93 81, elektronski naslov: irps@zav-zdruzenje.si, spletni naslov: www.zav-zdruzenje.si.

INFORMACIJE IN DOSTOP DO OSEBNIH PODATKOV

V skladu z Uredbo (EU) 2016/679 Evropskega parlamenta in Sveta z dne 27. aprila 2016 o varstvu posameznikov pri obdelavi osebnih podatkov in o prostem pretoku takih podatkov ter o razveljavitvi Direktive 95/46/ES, podaja Zavarovalnica Zavarovancu naslednje obvestilo o zasebnosti / varstvu osebnih podatkov:

Upravljalec osebnih podatkov

ALLIANZ HRVATSKA, dioničko društvo za osiguranje, Zagreb, ALLIANZ SLOVENIJA, zavarovalna podružnica, Celovška cesta 252, 1000 Ljubljana bo posameznikove osebne podatke obdelovala kot upravljalec osebnih podatkov. Naslov zavarovalnice: ALLIANZ

premium shall be returned to the Insured person. If an insured event has occurred during the insurance period, the policyholder is not entitled to a refund of the premium.

In case of online sale of the Appliance the Insured is entitled to all rights according to the regulations governing rights of the consumer. The Insured (in particular the consumer) has a right to inform the company in 14 days regarding her/his redrawing from contract without any reason disclosure or contract penalty payment.

If the insured under the conditions applicable to the conclusion of online contract, withdraws from the contract and returns the purchased appliance, he shall be entitled to a full refund of premium, as far as the right to the Partial Loss on Appliance has not been reasonably established.

Before concluding an online contract Insured is entitled to receive all information, regarding Insurance and his right to resign from contract according to provisions of the Law governing consumer protection rights.

The rights set out in this Article shall apply to Insured's who are under the regulations governing the protection of consumers, considered to be consumers.

EXTRAJUDICIAL SETTLEMENT OF DISPUTES

An appeal against the decision of the Insurer is permitted within 15 days. The written appeal can be submitted by e-post on info@allianz-slovenija.si or by post mail on address Allianz Slovenija, podružnica, Celovška cesta 252, Ljubljana.

(2) The appeal shall be handled by the authorized appeal committee in accordance with the rules on appeal procedure.

(3) The decision of the appeal committee is final and further proceedings with the Insurer are not possible.

(4) In case of not agreeing with the decision of the appeal committee in the internal appeal procedure or if the Insurance company does not decide in 30 days after receive, the procedure for out of court dispute may continue at Mediation center of Slovenian insurance association, Železna street 14, 1000 Ljubljana, telephon: 01 300 93 81, e-mail adress: irps@zav-zdruzenje.si, web adress: www.zav-zdruzenje.si.

INFORMATION AND ACCESS TO PERSONAL DATA

In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC, hereinafter Insurer provides Insured with privacy / personal data protection notice:

The Controller of personal data

ALLIANZ HRVATSKA, dioničko društvo za osiguranje, Zagreb, ALLIANZ SLOVENIJA, zavarovalna podružnica, Celovška cesta 252, 1000 Ljubljana, will process personal data as controllers of personal data. Address of insurer: ALLIANZ HRVATSKA, dioničko

HRVATSKA, dioničko društvo za osiguranje, Zagreb, ALLIANZ SLOVENIJA, zavarovalna podružnica, Celovška cesta 252, 1000 Ljubljana.

Posameznik se lahko v primeru dodatnih vprašanj v zvezi z obdelavo njegovih osebnih podatkov ali uveljavljanja pravic, ki jih ima na podlagi predpisov, ki urejajo varstvo osebnih podatkov, obrne na pooblaščenca zavarovalnice za varstvo osebnih podatkov na elektronski naslov: dpo.slovenija@allianz-slovenija.si

Uporaba osebnih podatkov

Zavarovalnica je upravičena obdelovati posameznikove zgoraj opredeljene osebne podatke na podlagi 268. člena ZZavar-1.

Zavarovalnica bo posameznikove osebne podatke zbirala, obdelovala, shranjevala, posredovala in uporabljala z namenom sklepanja in izvajanja pogodb o zavarovanju. Navedeno vključuje tudi izterjavo neplačanih obveznosti iz naslova zavarovalnih pogodb, reševanje škod, uveljavljanje povračilnih zahtevkov in drugih pravic ter obveznosti, vključno s preiskovanjem sumljivih primerov neupravičeno izplačanih zavarovalnin, ki izvirajo iz zavarovanja, v skladu z zakonodajo, ki ureja varstvo osebnih podatkov in zbirke podatkov s področja zavarovanja.

Zavarovalnica bo posameznikove osebne podatke obdelovala za neposredno trženje, zgolj če bo posameznik podal privolitev za obdelavo.

Vrste osebnih podatkov

Zavarovalnica bo obdelovala zgolj tiste osebne podatke, ki so potrebni za doseg zgoraj opredeljenega namena obdelovanja. Konkretno bo zavarovalnica obdelovala:

- a.) za namen sklepanja zavarovanja naslednje podatke:
 - osebno ime, prebivališče, davčna številka, trajanje zavarovanja, zavarovalno kritje, predmet zavarovanja, zavarovančevi kontaktni podatki
- b.) za namen izvajanja zavarovalne pogodbe naslednje podatke:
 - osebno ime, prebivališče, davčna številka, oznaka škodnega spisa, datum vložitve zahtevka in izplačila zavarovalnine, vrsta, kraj, čas in opis zavarovalnega primera, opis materialne škode nastale v zavarovalnem primeru, podatki o kaznivih dejanjih in prekrških v zvezi z zavarovalnimi primeri, predhodni zavarovalni primeri, historični podatki o zgodovini predmeta zavarovanja.

Tiste osebne podatke, ki so bili zavarovalnici dani na podlagi izrecne privolitve, bo zavarovalnica obdelovala v skladu z namenom, zaradi katerega je bila privolitev dana.

Nadaljnje posredovanje osebnih podatkov

Zavarovalnica lahko za potrebe izvajanja zavarovalne pogodbe posamezne aktivnosti pri obdelavi osebnih podatkov za ta namen prenese na svoje pogodbenne obdelovalce osebnih podatkov.

Razlogi za posredovanje osebnih podatkov

Zavarovalnica potrebuje osebne podatke, ki so navedeni v 3. točki tega opozorila, zaradi sklepanja in izvajanja zavarovalnih pogodb. V

društvo za osiguranje, Zagreb, ALLIANZ SLOVENIJA, zavarovalna podružnica, Celovška cesta 252, 1000 Ljubljana.

In the case of any questions regarding the processing of personal data or wish to exercise the rights the individual person have under the rules governing the protection of personal data the right to contact the personal data protection officer of the Insurer at the address: dpo.slovenija@allianz-slovenija.si

Use of personal data

Insurer is entitled to process personal data defined above on the basis of Article 268 of the ZZavar-1.

Insurer will collect, process, store, mediate and use personal data for the purpose of concluding and implementing insurance contracts. This includes also the recovery of unpaid liabilities arising from insurance contracts, the settlement of claims, the retaliation of claims and other rights and obligations, including the investigation of suspicious cases of unduly paid insurance benefits arising out of insurance in accordance with the legislation governing the protection of personal data and the database from the field of insurance.

Insurer will process personal data for direct marketing only if the individual consents to the processing.

Types of personal data

Insurer will process only those personal data that are necessary for the purpose of the above defined purpose of processing. In particular, Insurer will process:

- a.) for the purpose of concluding the insurance the following information:
 - personal name, address, tax number, insurance period, insurance coverage, subject of insurance, insureds contact details
- b.) for the purpose of implementing the insurance contract the following information:
 - personal name, address, tax number, indication of the claim file, the date of claim notification and the payment of the indemnification, the type, place, time and description of the insured event, the description of material damage occurring in the insurance case, information on criminal offenses and offenses related to insurance cases, previous insurance cases, historical data on the history of the subject of insurance.

The personal data that were given to the Insurer on the basis of explicit consent will be processed by the Insurer in accordance with the purpose for which the consent was given.

Right to share personal data

For the needs of the insurance contract, the Insurer may for this purpose transfer individual activities of personal data processing to its contractual processors of personal data.

Reasons for acquiring personal data?

Insurer needs personal information listed in point 3 of this notice for the purpose of concluding and implementing insurance contracts. If

kolikor teh osebnih podatkov ne pridobi, ne more skleniti zavarovalne pogodbe.

Druge osebne podatke, v kolikor je bila za obdelavo podana izrecna privolitve, zavarovalnica potrebuje zaradi namena, za katerega so bili dani, in na sklenitev oziroma izvajanje zavarovalne pogodbe nimajo vpliva.

Pravice posameznika v zvezi z obdelavo osebnih podatkov

Posameznik, na katerega se osebni podatki nanašajo, ima pravico:

- pravico do dostopa do osebnih podatkov, ki se nanašajo na vas, do informacij o izvoru osebnih podatkov, do razlogov za obdelavo ter informacij o vodji obdelave, izvajalcih obdelave in prejemnikih, ki so jim vaši podatki razkriti ali jim bodo razkriti;
- pravico do preklica svoje privolitve kadar koli, če osebne podatke obdelujemo na podlagi vaše privolitve;
- pravico popraviti ali dopolniti svoje osebne podatke, da bodo vedno točni;
- pravico do izbrisa vaših osebnih podatkov, ko ti več niso potrebni za zgoraj navedene namene;
- pravico do omejitve obdelave osebnih podatkov v določenih okoliščinah, na primer ko ugovarjate točnosti osebnih podatkov, in sicer v času preverjanja njihove točnosti;
- pravico do prenosa osebnih podatkov v strukturirani obliki, kot tudi njihovega prenosa na drugo zavarovalnico;
- pravico ugovarjati avtomatizirani obdelavi osebnih podatkov in zoper odločitve, ki temelji zgolj na avtomatizirani obdelavi;
- pravico vložiti ugovor pri Zavarovalnici ali pristojnemu državnemu organu.

Preklic privolitve v obdelavo osebnih podatkov

Zavarovanec lahko svojo osebno privolitve za obdelavo osebnih podatkov za namene neposrednega trženja kadarkoli trajno ali začasno, v celoti ali delno pisno prekliče oziroma pisno zahteva dostop, dopolnitev, popravek, blokiranje ali izbris osebnih podatkov, ki se obdelujejo v zvezi z njim. V primeru zavrnitve njegove zahteve s strani upravljavca osebnih podatkov, lahko pri Informacijskem pooblaščenca vložijo pritožbo in sicer tako da jo pošlje na naslov RS, Informacijski pooblaščenec, Zaloška 59, 1000 Ljubljana.

Pravica posameznika do ugovora obdelavi njegovih osebnih podatkov

Če obdelava posameznikovih osebnih podatkov temelji na zakonitem interesu zavarovalnice, vključno z zakonitim interesom neposrednega trženja, ima posameznik pravico ugovarjati obdelavi svojih osebnih podatkov in zahtevati njeno prenehanje.

Možnost vložitve poizvedbe oziroma pritožbe

Zavarovanec lahko svojo pravico do dostopa, dopolnitve, popravka, blokiranja ali izbrisa osebnih podatkov, ki se obdelujejo v zvezi z njim, uveljavlja pisno, poslano na naslov ALLIANZ HRVATSKA, dioničko društvo za osiguranje, Zagreb, ALLIANZ SLOVENIJA, zavarovalna podružnica, Celovška cesta 252, 1000 Ljubljana, preko elektronske pošte na dpo.slovenija@allianz-slovenija.si ali preko spleta, z izpolnjenim spletnim obrazcem, ki je dostopen na spletnih straneh zavarovalnice.

Insurer does not acquire these personal data, an insurance contract cannot be concluded.

Other personal data, if you have given explicit consent for processing, are required by Insurer only because of the purpose for which they were given and have no affect on conclusion or implementation of the insurance contract.

Individual's rights in relation to personal data processing

Individual, on whom personal data are related to, has the right:

- the right to access personal data concerning you, information on the origin of personal data, the reasons for processing and information on the controller, processors and recipients to whom your data has been or will be disclosed;
- the right to revoke your consent at any time if we process personal data on the basis of your consent;
- the right to correct or supplement their personal data so that they are always accurate;
- the right to delete your personal data when it is no longer needed for the above purposes;
- the right to restrict the processing of personal data in certain circumstances, for example when you object to the accuracy of personal data, during the period of verification of their accuracy;
- the right to transfer personal data in a structured form, as well as their transfer to another insurance company;
- the right to object to the automated processing of personal data and against a decision based solely on automated processing;
- the right to lodge an objection with Zavarovalnica Triglav or the competent state authority.

Recall of consent to process personal data

Insured may withdraw his / her personal consent for the processing of personal data for the purposes of direct marketing at any time permanently or temporarily, in whole or in part he / she can in writing recall or in writing request access, supplementation, correction, blocking or deletion of personal data processed in connection therewith. In the event that his / her request is rejected by the data controller, he / she can file a complaint with the Information Commissioner by sending it to the address RS, Informacijski pooblaščenec, Zaloška 59, 1000 Ljubljana.

Right to object to process of personal data

If the processing of personal information is based on the legitimate interest of Insurer, including the legitimate interest of direct marketing, individual have the right to object to the processing of his/her personal information and request its termination.

Possibility to inquiry / appeal

Policyholder may exercise his right to access, supplement, correct, block or delete personal data processed in connection with him, in writing, sent to ALLIANZ HRVATSKA, dioničko društvo za osiguranje, Zagreb, ALLIANZ SLOVENIJA, zavarovalna podružnica, Celovška cesta 252, 1000 Ljubljana, or e-mail dpo.slovenija@allianz-slovenija.si or via internet with fulfilled form available on internet page of Insurer.

V primeru zavrnitve njegove zahteve s strani upravljavca osebnih podatkov, lahko pri Informacijskem pooblaščenču vložijo pritožbo in sicer tako da jo pošlje na naslov RS, Informacijski pooblaščenec, Zaloška 59, 1000 Ljubljana. Prav tako ima možnost vložiti prijavo Informacijskemu pooblaščenču v kolikor sumi, da se njegovi osebni podatki shranjujejo ali kako drugače obdelujejo v nasprotju z veljavnimi predpisi.

Obdobje hrambe osebnih podatkov

Osebnostne podatke, pridobljene v okviru sklenitve oziroma izvajanja zavarovalne pogodbe, zavarovalnica hrani do poteka roka hrambe, kot ga določa vsakokrat veljavni Zakon o zavarovalništvu.

Neodvisno od zgornjega odstavka, osebne podatke, pridobljene na podlagi privolitve posameznika, zavarovalnica hrani in obdeluje v skladu z namenom, za katerega je bila privolitev dana, dokler takšna privolitev ni preklicana s strani posameznika na katerega se osebni podatki nanašajo, skladno s točko 7 tega pravnega obvestila. Enako velja za obdelavo teh podatkov v družbah, katerim so bili osebni podatki posredovani za isti namen.

Avtomatizirano odločanje

Zavarovalnica pri izvajanju svojih aktivnosti skladno z zakonom ne bo uporabljala avtomatizirane obdelave.

UPORABA PRAVA

Za razmerja iz te pogodbe se uporablja slovensko pravo.

KONČNE DOLOČBE

Pogoji so sestavni del Potrdila o zavarovalnem kritju in zavezujejo stranke od plačila Zavarovalne premije dalje.

Za vprašanja, ki niso urejena s pogodbo ali Pogoji, se uporabljajo določila zakona, ki ureja obligacijska razmerja, in določila drugih veljavnih predpisov.

In the event that his request is rejected by the data controller, he / she can file a complaint with the Information Commissioner by sending it to the RS, Informacijski pooblaščenec, Zaloška 59, 1000 Ljubljana. He / she has also the possibility to file a notification to the Information Commissioner in case he / she suspects that his / her personal data is stored or otherwise processed contrary to the applicable regulations.

Period of storage of personal data

The personal data acquired in the context of the conclusion or implementation of the insurance contract shall be kept by the Insurer until the expiration of the retention period, as provided for in the applicable Law on Insurance.

Irrespective of the above paragraph, personal data obtained on the basis of an individual's consent shall be stored and processed by the Insurer undertaking in accordance with the purpose for which the consent was given until such consent has been withdrawn by the individual in accordance with point 7 of this legal notice. The same applies to the processing of these data in companies to whom personal data have been transmitted for the same purpose.

Automatic decision making

In carrying out its activities in accordance with the law Insurance will not use automated processing.

GOVERNING LAW

The relations from the insurance contract are regulated by the Slovenian law.

FINAL PROVISIONS

This General Terms and Conditions are an integral part of the Certificate and are binding by the signing the relevant documents.

The provisions of the Slovenian Code of Obligations and other Slovenian legislation shall apply to the issues that are not regulated by the Contract on Cooperation and General Terms and Conditions hereof.