

# **Extended Warranty Terms & Conditions For Cardholders in KSA**

## TABLE OF BENEFITS

Card Type	Per Occurrence Limit	Annual Aggregate Limit
Visa Platinum	USD 2,500	USD 20,000
Visa Signature	USD 3,500	USD 20,000
Visa Infinite	USD 5,000	USD 20,000

### GENERAL DEFINITIONS

Terms with a specific meaning are defined below and shall have the same meaning wherever they appear with an initial capital letter.

**Annual Aggregate Limit:** the maximum amount per Cardholder for which an Insurer is liable during the Policy Period.

**Commencement Date:** 1 June 2016

**Cardholder or Cardholders:** Cardholders with Eligible Cards (including secondary or additional cardholders on the same account) issued by a participating issuer.

**Eligible Item(s):** items with a minimum purchase price of USD 50, purchased new by You on or after the Commencement Date during the Policy Period solely for personal use, which has been charged fully (%100) to the Eligible Card, in a store located in the Territory (other than a Duty-Free-Zone) or via an Internet site where the sales company is registered in the Territory and the item is meant for use in the Territory and is not listed under 'What is not covered'.

**Eligible Card:** Visa Platinum, Signature or Infinite cards issued by a participating Issuer in the Territory.

**Eligible Cardholders or Cardholders:** Cardholders with Eligible Cards (including secondary or additional cardholders on the same account) issued by Visa or an authorized issuer that are valid, open (not cancelled, suspended or delinquent) at the time of a claim who shall be entitled to receive payment or such other benefit as is provided for in this Policy.

**Extended Warranty Period:** the period starting the day after the original Manufacturer's Warranty expires. The extended warranty period will match the original Manufacturer's Warranty period up to a maximum of twelve (12) months.

**Insured Person:** Eligible Cardholders who meet the conditions to receive the coverage.

**Insurer/ We / Us / Our:** SABB Takaful, P.O. Box 9086, Riyadh 11413, Kingdom of Saudi Arabia.

**Issuer:** a Bank or financial institution or like entity that is authorized by Visa to operate a Visa credit or debit card program in the Territory and is participating in the Extended Warranty offering to Eligible Cardholders

**Manufacturer's Warranty:** the contractual obligation to repair or to replace an article due to Mechanical Breakdown which results in a failure of the Eligible Item to operate for the purpose for which it was designed. This includes store brand warranties provided on store brand products.

**Mechanical Breakdown:** an internal malfunction of an Eligible Item which would have been covered by the terms of the original Manufacturer's Warranty, which is due solely to a defect in material or workmanship and which results in a failure of the Eligible Item to operate for the purpose for which it was designed.

**Pair or Set:** Items of personal property which are substantially the same, complementary or designed to be used together

**Per Occurrence Limit:** the maximum amount payable under the Extended Warranty Benefit for any Eligible Item

**Policyholder:** Visa International Service Association ("Visa")

**Policy Period:** 1 June 2016 to 31 May 2017

**Territory:** Kingdom of Saudi Arabia.

**You / Your:** Eligible Cardholders and beneficiary of the insurance coverage

# COVER

## What is Covered

You are covered for repair costs of an Eligible Item after Mechanical Breakdown during the Extended Warranty Period.

Repair costs will be paid up to the original purchase price paid for the Eligible Item or up to the Per Occurrence Limit (local currency equivalent) whichever is less, subject to the Annual Aggregate Limit (local currency equivalent). If repair costs exceed the original purchase price paid, We will replace the Eligible Item with an equivalent model of similar specification with a value of no more than the original purchase price, up to the Per Occurrence Limit and subject to the Annual Aggregate Limit. If no equivalent model of similar specification is available, You will be credited with an amount equal to the original purchase price, up to the Per Occurrence Limit and subject to the Annual Aggregate Limit. The maximum paid per 365 day period is as shown in the Table of Benefits.

Where an Eligible Item is part of a Pair or Set, cover will extend only to the Eligible Item in respect of which there has been a Mechanical Breakdown and not to the rest of the Pair or Set.

## Specific Conditions

1. Eligible Items must have a minimum Manufacturer's Warranty of twelve (12) months; and cannot have greater than a maximum combined Manufacturer's Warranty and additional optional warranty period of three (3) years.
2. Eligible Items must have a valid Manufacturer's Warranty in the country of use, stating the extent of cover, the period of cover, what the manufacturer will do to correct the problem and whom to contact for service.
3. Eligible Items may be repaired or replaced or the Cardholders may receive reimbursement of the original purchase price less any rebates, discounts or rewards points.

## What is Not Covered

1. Non-electrical items;
2. Items without a serial number;
3. Boats, motorized vehicles including airplanes, automobiles and motorcycles, and any equipment, parts or accessories;
4. Computer software and other accessories to computers not fully assembled by the manufacturer;
5. Any customized, , or rare items;
6. Used, rebuilt, refurbished and re-manufactured items at the time of purchase;
7. Items purchased for resale, professional, or commercial use;
8. Items that are specified by supplier as a consumable item or items that shall be thrown away after usage, included, but not limited to bulbs, fuses, batteries, filters, belts, bags and printing cartridges;
9. Cleaning expenses;

10. The cost of rectifying blockages (except in the cooling system of refrigeration equipment);
11. Items which carry a "satisfaction guaranteed" promise that provides product replacement or benefits for anything other than Mechanical Breakdown;
12. Items which carry a Manufacturer's Warranty of longer than three years;
13. Expenses linked to supplier's withdrawal of a product;
14. Expenses linked to repairs caused by routine service, inspections or installations, or call out charges and other expenses where an authorized repairer cannot find any fault with the item;
15. Damage caused by not following the supplier's manual, instructions or installation guidelines, or the use of unapproved accessories;
16. Services, maintenance, repair, installation, assembly or rebuild costs;
17. Any shipping or promised time frames of delivery, whether or not stated or covered by the Manufacturer's Warranty;
18. Any costs relating to damage to Eligible Items caused by accident, neglect, abuse, willful damage, vermin and insect infestation, misuse, theft, sand, fire, earthquake, storm and tempest, lightning, explosion, aircraft impact, water damage, corrosion, battery leakage or Acts of God; or
19. Any costs associated with the disposal or removal of the items regardless of whether the item can be repaired or replaced.

## UNIFORM PROVISIONS

- 1. Valid Account:** The Eligible Card must remain open, valid and in good standing for Payments to be made.
- 2. Notice of Claim:** Written notice of claim must be given no later than 48 hours from the date of the incident, proving details of claims such as the date, time, place, nature and circumstances of the loss/damage and also the approximate quantum of loss and also shall provide any available documentary proof in support of the loss. Failure to give notice within 48 hours from the date of the incident may result in a denial of the claim.

Notice should be sent to:

**SABB Takaful Company**  
**Claims Department**  
**P.O.Box No.9086,**  
**Riyadh 11413,**  
**Kingdom of Saudi Arabia**  
**Tel: 4400 276-11-966+**  
**Toll free number within KSA 0006 126 800**

**International Number 4408686 11 966+**  
**Fax: 4463 276 – 11– 966+**  
**Email: [claim@sabbtakaful.com](mailto:claim@sabbtakaful.com)**  
**Call Centre Timings: (Sunday – Thursday)**  
**8.30 a.m. to 4.30 p.m.**  
**Supported Languages : English and Arabic**

### 3. Duties after loss:

In the event of a covered loss the Insured Person Shall:

- contact the Insurer at the above contact details within 48 hours from the discovery of the incident to obtain a claims form and instruction.
  - file a police report within 24 hours of experiencing a Theft incident;
  - complete, sign and return the claim form to the Insurer with all the following documents, within 7 days of making the original claim:
    - an original receipt showing a description of the item and amount paid at purchase (applies for Purchase Protection only);
    - an official police report; and
    - all other relevant documents We may ask the Insured Person and / or the Policy holder to provide; and
- 4. Payment of Claims:** All claims will be paid by us to the Eligible Cardholders.
  - 5. Fraudulent Claims:** If the claim is in any respect fraudulent all Payments in respect of such claim shall be forfeited.
  - 6. Governing Law and Jurisdiction:** This Policy, its eligibility and terms and conditions are to be interpreted according to the laws of Kingdom of Saudi Arabia. Any dispute will be subject to the jurisdiction of the competent courts of Kingdom of Saudi Arabia and shall not be against Sharia Law.
  - 7. Sanctions:** No (re)insurer shall be deemed to provide cover and no (re)insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such

benefit would expose the (re)insurer, to any sanction, prohibition or restriction implemented pursuant to resolutions of the United Nations or the trade and economic sanctions, laws or regulations of the European Union, United Kingdom, national law or United States of America.

**8. Privacy Policy:** To review our privacy Policy go to <http://www.sabbtakaful.com>

**9. Complaints & Disputes**

If You have a complaint about Your policy, please contact:

Customer Service Group:

**SABB Takaful Company  
P.O. Box No.9086,  
Riyadh 11413,  
Kingdom of Saudi Arabia**

**Tel: 4400 276-011-966+  
Toll free number within KSA 126 800  
0006  
International Number 4408686 11 966+  
Fax: 4463 276 – 11– 966+  
Email: [customercare@sabbtakaful.com](mailto:customercare@sabbtakaful.com)**

**10. Data Disclosure:** By entering into this Contract of Insurance, You consent to the Insurer processing data relating to You for providing insurance products and services, legal, administrative and management purposes and in particular to the processing of any sensitive personal data relating to You.

Further, You consent to the Insurer making such information available to third parties including but not limited to any Group Company, those who provide products or services to the Insurer or any Group Company, and regulatory authorities, within and outside the Insured's country of domicile.