Terms of Service of Singtel Extended Warranty provided by bolttech

We are pleased to welcome You to the Singtel Extended Warranty provided by bolttech ("**EW Program**"), which offers repair services as detailed herein ("**EW Services**").

The following sets out the Terms of Service of the EW Program, that describes and stipulates the provisions which govern and regulate the legal relationship between Singtel as provider of the EW Services and you as user of the EW Services ("**You**" or "**Customer**"). You are advised to read the Terms of Service carefully.

Singtel has appointed **bolttech Insurance Brokers Pte. Ltd** as its service provider to provide the EW Services ("**Service Provider**"). You agree that where Singtel has rights or obligations in relation to the EW Services or under these Terms of Service, the Service Provider, may exercise these rights or discharge these obligations on Singtel's behalf.

You cannot use the EW Services if You are a: (a) person who is not of legal age to form a legally binding contract with Singtel; or (b) person who is barred from legally receiving the EW Services under the laws of Singapore.

1. Acceptance to the Terms of Service

1.1 Before You are permitted to use the EW Services, You are required to accept these Terms of Service. Your acceptance to the Terms of Service will be captured at the time of Your purchase of the EW Program and shall create a legally binding written contract between You and Singtel.

1.2 You also accept the Terms of Service and its amendments and/or changes (if any) when You use the EW Services or continue to use the EW Services. In this case, You are deemed to understand that You are legally bound by, and Singtel will treat You as bound by, the Terms of Service (or its amendments, if any) upon Your use of the EW Services. You are also deemed to have willingly given Your consent to be contacted by Singtel, its affiliates and third parties appointed by Singtel via email, phone or SMS for any matters related to the EW Services hereunder.

1.3 To receive the EW Services or support You requested under this Program, You agree to: (i) provide Your Contract Number and present the purchase invoice or email/SMS confirmation from Singtel; (ii) provide the information needed to diagnose or service the Product; (iii) provide information about the symptoms and causes of the issues with the Product; (iv) back up software and data residing on the Product; and (v) follow any instructions given by Singtel or the Service Provider or authorized repair center.

2. Entitlement to EW Services

2.1 During the Contract Period, this EW Program will provide You with the EW Services which details are as set out below:

(a) You are entitled to (i) unlimited service requests for any Breakdown which has occurred to Your Product up to the Maximum Repair Value and (ii) You receiving a Replacement Product under these Terms and Conditions.

2.2 The Contract Period shall not be extended or renewed in any circumstances.

2.3 You agree to pay the relevant fee as set out in the schedule below according to the Tier of the Product RRP and the Contract Period term You have enrolled in ("**Product Fee**"):

Contract Period and Tier of Product RRP		Price for upfront payment (one-time)
		Product Fees (SGD) (including prevailing GST)
12 months Extended Warranty	$1,000 or less	46.00
	More than $1,000	111.00
24 months Extended Warranty	$1,000 or less	76.00
	More than $1,000	177.00
36 months Extended Warranty	$1,000 or less	106.00
	More than $1,000	253.00

(all Product Fees are in Singapore Dollars, and inclusive of prevailing GST).

2.4 No additional fees is applicable for any service request made by You for the EW Services under this Program, subject to the conditions under Clause 2.7.

2.5 In relation to the EW Services, You shall enjoy the following:

(a) Easy service request registration;
(b) Seven (7) days a week bilingual call centers and dedicated service request portal;
(c) Free pick up & delivery service in Singapore (subject to applicable terms and conditions); and
(d) Ninety (90) calendar days after-repair warranty.

2.6 If You have a service request, You may register on the online portal singtel.protection.bolttech.sg, or contact the Service Provider at +65 6028 9745 seven (7) days a week between 9.00 a.m. and 6.00 p.m. (Singapore time) from Monday to Sunday, including public holidays.

2.7 In the event the cost of a repair exceeds the Maximum Repair Value or if You wish to request for repair service(s) other than what is made available under this EW Program, the Service Provider will charge You additional repair fee at applicable market rates, as determined by the Service Provider. The details relating to any Breakdown and the amount of repair fee shall be assessed and determined by the Service Provider, and such determination shall be final and conclusive. You will be informed of the amount of repair costs (if applicable) prior to the Service Provider performing the repair.

3. Definitions and Conditions of EW Services

3.1 **Definitions:**

3.1.1 **Beyond Economic Repairs/BER**: means where the cost of a repair is equal to or greater than 85% of the Product RRP, as reasonably determined by the Service Provider.

3.1.2 **Breakdown:** means defects and/or failure of a Product as provided for under the Manufacturer's Warranty, which occur after expiry of the Manufacturer's Warranty Period.

3.1.3 **Contract Period:** A term of twelve (12) months, twenty-four (24) months or thirty-six (36) months, whichever applicable, as stated in the notification of successful enrollment, which shall commence upon expiration of the Manufacturer's Warranty Period, unless earlier termination of this Product by Singtel in accordance with these Terms of Service.

3.1.4 **Dead on Arrival/DOA:** where a Product or Replacement Product (whichever is applicable), upon first use out of the box, is found to be completely inoperative.

3.1.5 **Manufacturer's Warranty:** means the original warranty given by the manufacturer in respect of the Product.

3.1.6 **Manufacturer's Warranty Period:** means the uninterrupted period of the Manufacturer's Warranty cover as stated on the original official Manufacturer's Warranty certificate or publication.

3.1.7 **Maximum Repair(s) Value:** means up to Product RRP or 1 Replacement Product, whichever occurs first.

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3.1.8 **Normal Use:** means use of the Product in accordance with the manufacturer's guidelines for Product usage including but not limited to regular maintenance & upkeep of the Product, usage of specified protection devices such as voltage stabilizers.

3.1.9 **Product:** means non-mobile, lifestyle products and consumer/household electronics which are sold by Singtel that Singtel may designate as eligible for this EW Program from time to time.

3.1.10 **Product RRP:** means the recommended marketing retail purchase price (RRP) of the Product (including GST) as at the Purchase Date of the Product, as determined and notified by Singtel.

3.1.11 **Product Purchased Period:** means the number of days lapsed since the original Purchase Date by the Customer of the Product, measured from the calendar days following the Purchase Date.

3.1.12 **Purchase Date:** means the date of purchase of the Product as stipulated in the proof of purchase or invoice.

3.1.13 **You/Your:** means the Customer mentioned in these Terms of Service.

3.2 **Conditions of the EW Services:**

EW Services requested by You during the Contract Period are subject to all of the following conditions being fulfilled:

3.2.1 The details relating to any repair(s) and value of any repair(s) performed by the Service Provider is subject to the Service Provider's sole discretion and determination, and such determination shall be final and conclusive.

3.2.2 Any repair(s) shall be performed exclusively by the Service Provider's network of authorized service centers.

3.2.3 The Product must:

(a) have been purchased in Singapore and with Product Purchased Period not exceeding twelve (12) months at the point of EW Program enrollment and not exceeding forty-eight (48) months throughout the Contract Period;
(b) have been sold by Singtel or its authorized dealers and distributors supported by an invoice issued by Singtel and Manufacturer's Warranty;
(c) have been in Normal Use at all times; and
(d) have not been modified at any time.

3.2.4 Any previous repair to the Product must have been:

(a) performed in Singapore; and
(b) performed by the Product manufacturer's authorized repair centres.

3.2.5 The Manufacturer's Warranty must remain valid throughout its validity period and not rendered void or affected by any action by You.

3.2.6 Without prejudice to the Terms of Service, in performing the EW Services, the Service Provider shall have the option to do the following in its sole and absolute discretion:

(a) In the case of BER, to replace the Product with a like-for-like unit, similar or equivalent model, based on features and functionality (whether new or refurbished) (the "**Replacement Product**") as determined by the Service Provider in its sole discretion. The damaged Product shall become the Service Provider's property upon provision of the Replacement Product to You by the Service Provider. It is provided always that:

(i) The Replacement Product may be of lower retail value than the Product;

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(ii) You shall be responsible to backup and restore any data You may have from the damaged Product to the Replacement Product (as necessary) and Singtel or the Service Provider shall not be responsible for any loss and/or damage to data or any software that was previously installed in the Product. For Product with media therein, the Service Provider may delete the contents of such media or re-format the Product and therefore, the media may not be recoverable or restorable. The Service Provider may also re-install or update the Product's operating program (as necessary) thus any third-party applications installed on the Product may not be compatible or work with the Product as a result of the re-installation or update. Any third-party applications previously installed on the Product may not be compatible or work with the Replacement Product. You will be responsible for reinstalling all other software programs, applications, data, and passwords after the repair; and

(iii) If the Replacement Product is Dead on Arrival or has a Breakdown within ninety (90) calendar days it is delivered to you, you shall be entitled to another Replacement Product subject to Clauses 3.2 and 3.3 of these Terms of Service.

3.2.7 This EW Program is attached to the Product and is not assignable or transferable to another device for any reason (including but not limited to the Product being sold to a third party), except where the Product received from Singtel is deemed DOA, in which case, this EW Program shall continue to apply to the Replacement Product (as described in Clause 3.2.6 above). Please inform the Service Provider regarding any DOA occurred to Your Product in accordance with the service request process and method as specified in Clause 8 below.

3.3 **What is not included:**

3.3.1 This EW Program provides for EW Services for any Breakdown occurred to Your Product based on the terms set out in these Terms of Service.

3.3.2 This EW Program does not provide for the following services, as determined in the Service Provider's reasonable discretion:

(a) Reimbursement of repair cost(s) incurred by You from repair service(s) performed by third party.

(b) Repair(s) necessitated due to, and Breakdown caused by any of the following: violating Manufacturer's Warranty, abuse of Product, negligence, lack of maintenance, illegal usage and/or use of the Product other than Normal Use.

(c) Regular wear and tear or gradual deterioration of the Product.

(d) Restoration of or support for data or media stored in the Product (e.g., software, music etc.).

(e) Breakdown caused by or attributed to the operation of a software virus or any other software-based malfunction or natural disasters, fire, terrorism or power surge.

(f) Replacement of any consumable items or accessories like batteries, chargers, ribbons, toner and ink cartridges, stylus, memory cards, blubs and diskettes, etc

(g) Cosmetic damage to the Product, such as damage to paintwork, Product finish, dents or scratches.

(h) Any defects that are subject of the Product manufacturer's recall.

(i) Any circumstances where the conditions in Clause 3.2 above are not met.

(j) Breakdown arising from war, war like operations (whether war declared or not), act of foreign enemy, hostilities, civil war, rebellion, insurrection, civil commotion, military

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usurped power, seizure, capture, confiscation, arrest, restraints and/or detainment by order of any government or any other authority.

(k) Any form of physical loss or untraceability of the Product, or any form of consequential or incidental loss suffered by You in respect of the Product.

(l) Breakdown arising from nuclear reaction, nuclear radiation or radioactive contamination from any source whatsoever.

(m) Breakdown arising from overload, experiments or tests requiring the imposition of abnormal conditions.

(n) Gradually developing flaws, defects, cracks or partial fractures in any part, although repair or renewal of the parts affected may be necessary in the future.

(o) Deterioration of or wearing away or wearing out of any part, marring or scratching of the Product caused by external force or naturally resulting from Normal Use or exposure.

(p) Damage arising from attack by unauthorized software/virus, software faults.

(q) Breakdown arising out of any intentional act towards the Product including but not limited to incorrect installation or incorrect set-up.

(r) Damage to any electronic data and/or Product software/operating system, storage media, data/records or similar intangible items and damage to the memory card of the Product not caused by manufacturing defect.

(s) Breakdown arising from internal leakage of the battery.

3.3.3 Singtel and/or the Service Provider shall be entitled to reject any service request which, in their reasonable discretion, do not comply with Clause 3.2 or 3.3 of these Terms of Service.

4. Contract Period

These Terms of Service shall come into effect upon Your enrolment in the EW Program and, expiration of the Manufacturer's Warranty Period and will remain valid for a term of twelve (12), twenty-four (24) or thirty-six (36) months (whichever applicable) subject to your payment of Product Fee in full to Singtel unless otherwise terminated in accordance with these Terms of Service.

5. Warranties and Limitation of Liability

5.1 The Replacement Product and EW Services are provided "as is" and "as available". Singtel makes no representations or warranties or guarantees of any kind of nature, whether express or implied, regarding the product and services beyond the scope of these Terms of Services.

5.2 In no event shall Singtel be liable for any general, consequential, incidental, indirect, special, loss of profit or opportunity, exemplary, punitive special or other damages/loss whatsoever resulting from any performance or failure to perform under these Terms of Service.

5.3 Singtel and the Service Provider does not warrant that: (i) it will be able to repair or replace Your Product without risk to or loss of the software, program or data therein; or (ii) the operation of Your Product will be free from error after the repair.

5.4 Except where expressly provided in these Terms of Service:

(a) In no event shall Singtel's liability exceed the amount paid by You in respect of this Program; and
(b) Singtel's limitation of damage and the remedies provided herein shall be Your sole and exclusive remedy.

5.5 This limitation on liability provision shall survive in any event and all circumstances.

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5.6 You agree to indemnify, defend, and hold harmless Singtel, its contractors, employees, and agents from any claims, losses, damages, liabilities (including legal fees and expenses) arising out of Your use of the EW Program and the EW Services hereunder, Your violation of the rights of any third party, or any breach of this Contract.

6. Force Majeure

6.1 Singtel shall not be liable or responsible for any failure to perform, or delay in performance of any of its obligations under these Terms of Service where such failure or delay is caused by events outside of Singtel's control ("**Force Majeure Event**"), in particular (without limitation to):

(a) availability of public or private telecommunication networks; or

(b) acts, decrees, legislation, regulations or restrictions of any government; or

(c) strikes, lock-outs or other industrial action, civil commotion, riot, invasion, terrorist attacks or threats of terrorist attacks, war (whether declared or not); or

(d) any natural disaster such as abnormally inclement weather, flood, lightning, storm, fire, explosion, earthquake, subsidence, structural damage, pandemic or epidemic.

6.2 In the event of occurrence of any Force Majeure Event(s) during Singtel's processing of Your service request, Singtel shall have an extension of time for the performance of its obligation for the same duration of the Force Majeure Event.

6.3 Singtel endeavours to use its reasonable efforts to bring the Force Majeure Event to an end or resolve the same so that Singtel's obligations under these Terms of Service may be performed notwithstanding the occurrence or subsistence of the Force Majeure Event. For the avoidance of doubt, in no event shall this provision give rise to any rights to You or be enforced by You against Singtel should Singtel fail to end or resolve the Force Majeure Event.

7. Termination

This EW Program shall be immediately terminated upon the occurrence of any of the following event(s), as reasonably determined by Singtel or the Service Provider. In such case, no refund shall by payable by Singtel to You.

7.1 Fraud, attempted fraud, or non-disclosure of any changes to the Product that affect these Terms of Service; or

7.2 Where Your use of the EW Services and EW Program is, or appears to be, an abuse of the EW Program; or

7.3 Where the serial number of the Product is removed, obliterated or altered from the Product; or

7.4 If repair(s) has/have been conducted by unauthorized repair centers or person at any point during or before the Contract Period; or

7.5 Expiration of the Contract Period.

8. Service Request Process

8.1 You must notify the Service Provider immediately of any Breakdown of the Product and to lodge a service request within fourteen (14) calendar days from the date when the said Breakdown occurred, or before the Contract Period End Date (whichever is earlier). Otherwise, the Service Provider reserves the right to reject the service request.

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8.2 You may lodge a service request by:

(a) Visiting the online portal at singtel.protection.bolttech.sg; or

(b) Calling the Service Provider at +65 6028 9745, between 9.00 a.m. to 6.00 p.m. (Singapore time), from Monday to Sunday including public holidays.

8.3 Following the submission of your service request, the Service Provider will schedule pick up of the Product and arrange the Product to be repaired or to be replaced (as relevant) and to be delivered to You once the repair or replacement is completed. For selected Products which are not portable, the Service Provider may also dispatch an on-site repairer to repair the Product.

8.4 In the case of DOA, please inform the Service Provider within thirty (30) days from the date of the invoice and the details of the Replacement Product within thirty (30) days from the date of Your receipt of the Replacement Product through any of the method stated in Clause 8.2 above. The Service Provider will update the Product model and serial number accordingly.

9. Data Processing Consent

9.1 By purchasing this EW Program, You hereby agree that You have read, understood and agreed that Your personal data will be recorded, stored or processed in accordance with Singtel's Privacy Policy available at https://www.singtel.com/data-protection ("**Privacy Policy**"). Singtel shall protect Your data against unauthorized access or disclosure as well as unlawful destruction in accordance with its Privacy Policy. Singtel may update its Privacy Policy from time to time, hence You are advised to periodically review the Privacy Policy.

9.2 You agree that Singtel and the Service Provider may collect, use and process data on Your behalf when Singtel provides the EW Services. This may include transferring Your data whether within Singapore or overseas to Singtel's or the Service Provider's affiliated companies, the insurer or service providers in accordance with its privacy policy.

9.3 You may withdraw your consent for the collection, use or disclosure of your personal data by utilizing the Service Provider's Data Subject Request Portal or contact the Service Provider at the designated email address as detailed in Section 15 of the Service Provider's Privacy Notice: https://broker.bolttech.sg/privacy-notice.html.

9.4 Do note that your personal data is required for the provision EW services to you and Singtel may no longer be able to provide the EW Services to you, if you withdraw your consent for the collection, use or disclosure of your personal data subsequent to your enrolment for EW Services.

10. Governing Law and Jurisdiction

The construction, interpretation and meaning of the provisions of these Terms of Service shall be determined in accordance with the laws of Singapore and shall be resolved exclusively by the courts of Singapore. You acknowledge and agree to comply with any and all applicable laws and regulations in using the EW Services.

11. Grievance

In case of any grievance, You may contact the Service Provider at +65 6028 9745, seven (7) days a week, between 9.00 a.m. and 6.00 p.m. (Singapore time), from Monday to Sunday including public holidays.

12. General provisions

Singtel will rely only on these Terms of Service. Any representations, statements or agreements made or entered into elsewhere, whether directly or indirectly, written or oral or in advertisement or promotional materials, are not binding towards Singtel unless expressly confirmed in writing either through email and/or SMS by Singtel to You.

Effective Date:

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