

“MICROSOFT EXTENDED HARDWARE SERVICE FOR FOR DUAL-SCREEN DEVICES”

Commercial Service Contract Terms & Conditions

CONSUMER RIGHTS: FOR AUSTRALIAN CUSTOMERS, OUR GOODS AND SERVICES COME WITH GUARANTEES THAT CANNOT BE EXCLUDED UNDER THE AUSTRALIAN CONSUMER LAW. FOR MAJOR FAILURES, YOU ARE ENTITLED TO CANCEL YOUR SERVICE CONTRACT WITH US AND TO A REFUND FOR THE UNUSED PORTION, OR TO COMPENSATION FOR ITS REDUCED VALUE. YOU ARE ALSO ENTITLED IF A FAILURE RECTIFIED IN A REASONABLE TIME. IF THIS IS NOT DONE, YOU ARE ENTITLED TO A REFUND FOR THE GOODS AND TO CANCEL THE CONTRACT FOR THE SERVICE AND OBTAIN A REFUND OF ANY UNUSED PORTION. YOU ARE ALSO ENTITLED TO BE COMPENSATED FOR ANY OTHER REASONABLY FORESEEABLE LOSS OR DAMAGE FROM A FAILURE IN THE GOODS OR SERVICE. THE BENEFITS OFFERED BY THIS WARRANTY ARE IN ADDITION TO ANY CONSUMER GUARANTEES RELATING TO THE PRODUCT UNDER THE COMPETITION AND CONSUMER ACT 2010 (AUSTRALIAN CONSUMER LAW) AND ANY OTHER STATE AND TERRITORY LEGISLATION. THIS WARRANTY IS AN ADDITIONAL WARRANTY AND ITS TERMS DIFFER FROM THOSE STATUTORY GUARANTEES.

Thank **You** for **Your** recent purchase of “**Microsoft** Extended Hardware Service for Dual-Screen Devices”. Please keep this important terms and conditions document (“**Service Contract**”, “**Contract**”), and **Proof of Purchase** together in a safe place, as these will be needed at time of a **Claim**. The information contained in this **Contract** document is intended to serve as a valuable reference guide to help **You** determine and understand WHAT IS COVERED under **Your Contract** or is covered by insurance to which **You** are entitled. For any questions regarding the information contained in this **Contract** document, or **Your Coverage** in general, please contact the **Administrator** or visit <https://support.microsoft.com>.

DEFINITIONS

Throughout this Contract, the following capitalized words have the stated meaning –

- “**Accidental Damage**”: refers to accidental damage from handling; meaning such as damage resulting from unintentionally dropping the **Covered Product**, liquid spillage, or in association with screen breakage.
- “**Administration Fee**”: the amount **You** are required to pay, per **Claim**, for certain services **Covered** under this **Contract** (if any).
- “**Breakdown**”: the mechanical and/or electrical failure of the **Covered Product** that results in it no longer being able to perform its intended function, including defects in materials or workmanship and not normal wear/tear, and that occurs during normal use of the **Product**. **Breakdown Coverage for Surface Dual-Screen Device Plan is provided to You by Us**.
- “**Claim**”: a request for **Repair** or **Replacement** in accordance with this **Contract** made by **You**..
- “**Covered Product(s)**”, “**Product(s)**”: the eligible **Microsoft** Surface, Dual-Screen series device(s) purchased by **You** that is/are to be **Covered** under this **Service Contract**.
- “**Limit(s) of Liability**”: The maximum liability under this **Contract** for any one **Claim** and in total during the **Term** of the **Contract**.
- “**Manufacturer**”, “**Microsoft**”: the original equipment **Manufacturer** of the **Product**, who are also the **Administrator** of this **Service Contract**. Website is www.microsoft.com .
- “**Original Purchase Price**”: the amount paid by **You** for the **Covered Product(s)**; excluding any applicable taxes and/or fees, as indicated on **Your Proof of Purchase**.
- “**Plan**”: the specific “**COVERAGE PLAN OPTION**” under this **Service Contract** that **You** have selected and purchased, as confirmed on **Your Proof of Purchase**.
- “**Proof of Purchase**”: the original purchase receipt provided at the point of sale that confirms the date in which the **Service Contract** and **Product** were purchased, as well as the **Term** period and specific **Coverage Plan Option**.
- “**Repair**”: the actions **We** or the **Insurer** take to mend, remedy, or restore **Your Covered Product** to a sound functioning state following a **Covered Breakdown**. Parts used to **Repair** the **Covered Product** may be new, used, refurbished or non-original Manufacturer parts that perform to the factory specifications of the original **Product**.
- “**Replace**” or “**Replacement(s)**”: an item supplied to **You** through **Our** arrangement in the event **We** or the **Insurer** determine the **Covered Product** is not suitable for **Repair**. **We** reserve the right to **Replace** the **Covered Product** with a new, rebuilt or refurbished item of equal or similar features and functionality. **We** make no guarantee that a **Replacement** will be the same model, size, dimensions or color as the previous **Covered Product**.
- “**Retailer**”: the seller that has been authorised by **Us** to sell this **Contract** to **You**.
- “**Service Contract**”, “**Contract**”: this document detailing all **Coverage** provisions, conditions, exclusions and limitations for the **Microsoft Complete for Dual-Screen Devices** program that has been provided to **You** upon purchase completion from **Our Retailer**.
- “**Term**”: the period of time shown on **Your Proof of Purchase** which represents the duration in which the provisions of this **Contract** are valid.
- “**We**”, “**Us**”, “**Our**”, “**Provider**”, “**Administrator**”: the party or parties obligated to provide service under this **Contract** as the **Service Contract Provider**/obligor, as well as handle the administration under this **Contract** as the **Service Contract Administrator**, who is **Microsoft Australia Pty Ltd**, 1 Epping Road North Ryde, 2113 Australia.
- “**You**”, “**Your**”: the purchaser/owner of the **Product(s) Covered** by this **Service Contract**.

TERRITORY

This **Service Contract** is valid and eligible for purchase in Australia only.

SERVICE CONTRACT TERM – EFFECTIVE DATE OF COVERAGE

Coverage for a **Breakdown** begins upon expiration the **Manufacturer’s** original parts and/or labor warranty and continues for the remainder of **Your Term** as shown on **Your Proof of Purchase** or until the **Limit of Liability** is reached, whichever is sooner. **Breakdown Coverage is provided by Microsoft and Claims arising from Breakdown are payable by Microsoft pursuant to the terms of this Contract**.

PRODUCT ELIGIBILITY

In order to be eligible for **Coverage** under this **Contract**, the **Product** must be: (a) an eligible **Microsoft** Dual-Screen device; (b) purchased from **Microsoft** or an authorised **Retailer**; (c) have a minimum twelve (12) month **Manufacturer's** warranty attached to the merchandise; and (d) not be a Surface Hub model.

WHAT IS COVERED – GENERAL

During the **Contract Term** described above, in the event of a **Covered Claim** at **Our** sole discretion, this **Contract** provides for (i) labor and/or parts required to **Repair** the **Covered Product**; or (ii) at **Our** sole discretion, **Replacement** of the **Covered Product** in lieu of such **Repair**; or (iii) a straight **Replacement** for the **Covered Product** if detailed under **Your Plan** description ("**Coverage**", "**Covered**", "**Cover**"). Please refer to the "COVERAGE PLAN OPTIONS" section that is applicable to **Your Plan** for full details.

For **Breakdown Claims** We will **Repair** or **Replace Your Product** pursuant to the provisions of this **Contract**. If **We**, decide to **Replace Your Product**, technological advances may result in a **Replacement** with a lower selling price than the previous **Covered Product**, and no reimbursement based on any **Replacement** item cost difference will be provided. Any and all parts or units **Replaced** under this **Contract** become **Our** or the **Insurer's** property in their entirety. When a **Replacement** is applicable and provided in lieu of **Repair**, any accessories, attachments and/or peripherals that are integrated with the **Product**, but that were not provided and included by the **Manufacturer** in the packaging and with the original sale of the **Covered Product**, will NOT be included with such **Replacement**.

IMPORTANT NOTICES REGARDING COVERAGE UNDER THIS CONTRACT

- A. If **We** provide a **Replacement** to **You**, any or all of the following may apply:
- ▶ **We** reserve the right to replace a defective **Product** with a new, rebuilt or refurbished item of equal or similar features and functionality; which may not be the same model, size, dimension or colour as the previous **Product**;
 - ▶ Technological advances may result in a **Replacement** that has a lower retail or market price than the previous **Product**, and in such situation, this **Contract** shall not provide **You** with any reimbursement for such a price difference; and/or,
 - ▶ Any and all **Product** parts, components or entire units **Replaced** under the provisions of this **Contract** shall become **Our** property in their entirety.
- B. **Coverage** described under this **Contract** shall not replace or provide any duplicative benefits during any valid **Manufacturer's** warranty period. During such period, anything **Covered** under the **Manufacturer's** warranty is the sole responsibility of the **Manufacturer** and shall NOT be **Covered** under this **Contract**; regardless of the **Manufacturer's** ability to fulfil its obligations.
- C. **Coverage** under this **Contract** is limited to that which is specifically described in this document, as applicable to **Your Contract**. Anything NOT specifically expressed herein is NOT **Covered** (including but not limited to any training services provided separately by **Microsoft** or **Microsoft's** designees).
- D. **Your** responsibilities: It is **Your** responsibility to backup any/all software and/or data on a regular basis; especially, prior to commencement of any services **Covered** under this **Contract**. Software and/or data transfer or restoration services are NOT **Covered**.

COVERAGE PLAN OPTIONS

(As indicated on **Your Proof of Purchase** and applicable to **You**)

Your Summary of Cover can be found at www.microsoft.com/surface/business/extended-service-warranty.

When purchased, this **Contract** provides the **Coverage** that is described in the "WHAT IS COVERED – GENERAL" section above, and subject to the following provisions:

COVERED ESSENTIALS: Surface Dual-Screen device plus associated power supply unit with attaching cords are insured under this **Contract**, when such are originally supplied by **Microsoft** within a single, all-in-one packaged purchase.

- ▶ **NOTICE** – Surface Dual-Screen device only includes mouse and keyboard when such are originally supplied by **Microsoft** within a single, all-in-one packaged purchase).
- ▶ **NOTICE** – Expressly excluded items: Digital pen, keyboard, mouse and add-on items are not **Covered** under this **Contract**. (Regardless of whether such were originally supplied by **Microsoft** within a single, all-in-one packaged purchase).

ADMINISTRATION FEE

Under **Your Contract**, no **Administration Fee** payment is required.

LIMIT OF LIABILITY

During **Your Contract Term**, the cumulative maximum amount that **We** are obligated to pay for shall not exceed the **Original Purchase Price** of **Your Product** ("Aggregate Limit"). The **Repair** and **Replacement** limits that accumulate towards this Aggregate Limit is broken down as follows:

- **For Breakdown Covered Claims:**
 - Aggregate Repair Limit: unlimited **Repairs** to **Your Covered Product** up to the amount equal to the **Original Purchase Price** of the **Covered Product**. Once this aggregate repair limit has been reached, **Our** obligations will be considered fulfilled and **Coverage** under **Your Plan** ends.
 - **Replacement** Limit: up to one (1) **Replacement** of **Your Covered Product** in the event **We** determine that the **Covered Product** cannot be repaired. If **Your Product** has already been replaced once for a **Breakdown** cause (such as **Breakdown** due to mechanical/electrical breakdown), **Our** obligations for **Breakdown Coverage** will be considered fulfilled and **Breakdown Coverage** under **Your Plan** ends.

ADVANCED EXCHANGE REPLACEMENTS UNDER THIS "DUAL-SCREEN DEVICES PLAN": If **We** choose to provide a **Replacement**, **We** may provide advanced exchange service. If **We** provide advanced exchange service, the **Replacement Product** will be delivered to **You** in advance of **Our** receipt of the defective **Product**. In exchange, the defective **Product** must be returned to us within ten (10) calendar days of confirmed delivery receipt of the

Replacement Product or such longer period as agreed with **Us**. If the defective **Product** is not returned to **Us** within the required or agreed timeframe, **You** will be assessed a non-returned device fee equal to the **Manufacturer's** retail price of the **Replacement Product**.

COVERAGE OF REPLACEMENT PRODUCT: A **Replacement** provided under this **Plan** will be automatically considered as the "**Covered Product**" referenced throughout the provisions of this **Contract**, and **Coverage** for such **Replacement** will continue for the remainder of **Your** current **Contract Term** (assuming there is remaining time under **Your** current **Term** and that the **Limit Of Liability** has not been reached). A **Replacement** will not extend **Your** current **Contract Term**.

ADDITIONAL BENEFIT INCLUDED IN THIS SERVICE CONTRACT

During the **Term**, if due to **Breakdown**, **Your Product** has three (3) **Repairs Covered** under **Your Contract** for the same problem and a fourth (4th) **Repair** is required for the same problem and considered **Covered** under **Your Contract** ("**Qualifying Service Repairs**"), **We** will **Replace Your Product** with one of like kind and quality, but not necessarily same brand, or, at **Our** sole discretion, provide **You** with reimbursement equal to the fair market value of the **Product** as determined by **Us** based upon the age of the **Product** and subject to the "LIMIT OF LIABILITY" section. Any **Repair** services performed while **Your Product** is under its **Manufacturer's** warranty period or in relation to **Accidental Damage** from handling are not considered to be **Qualifying Service Repairs** under this benefit.

PLACE OF SERVICE

For all **Covered Claims**, this **Contract** provides pre-paid shipping of the affected **Product** to the servicing location designated by the **Administrator**, as well as shipping of the **Repaired Product** (or **Replacement**, if applicable) back to **Your** registered location on file.

LIMIT OF LIABILITY

In addition to that which is noted in the "COVERAGE PLAN OPTIONS" section as applicable to "**Your Plan**", neither **We**, the **Insurer** nor the **Retailer** shall be liable for any incidental or consequential damages; including but not limited to: (i) property damage, lost time, lost data, or lost income resulting from a defined **Breakdown** or **Accidental Damage**, any non-defined mechanical/electrical failure, training services provided separately by **Microsoft** or its affiliates, or any other kind of damage of or in association with the **Covered Product**; including but not limited to any non-covered equipment used in association with the **Covered Product**; (ii) delays in rendering **Covered** services or the inability to render service for any reason; (iii) the unavailability of any parts/components; (iv) any costs incurred by the customer associated with customized installations to fit the **Covered Product** such as third party stands, mounts and customized alcoves and the like; or (v) a **Replacement** that is a different model, size, dimension or color as the previous **Covered Product**. **We** shall not assume any liability or damage to property or injury or death to any party(ies) arising out of the operation, maintenance or use of the **Covered Product** or a **Replacement** provided under the provisions of this **Contract**. **We** shall not be liable for any and all **Pre-Existing Conditions** (as defined in the GENERAL EXCLUSIONS section) known to **You**, including any inherent **Product** flaws.

WHAT IS NOT COVERED – BREAKDOWN EXCLUSIONS

THIS CONTRACT DOES NOT COVER ANY CLAIM IN CONNECTION WITH OR RESULTING FROM:

- (a) Pre-Existing Conditions incurred or known to **You** ("Pre-Existing Conditions" refers to damages or defects associated with the **Product** that existed before this **Contract** was purchased).
- (b) Improper packaging and/or transportation by **You** or **Your** representative resulting in damage to the **Product** while it is in transit, including improperly securing the **Product** during transportation.
- (c) Any indirect loss whatsoever including but not limited to: (i) property damage, lost time, lost data or lost income resulting from a defined **Breakdown**, or **Accidental Damage** event, any non-defined mechanical/electrical failure, training services provided separately by **Microsoft** or its affiliates, or any other kind of damage of or in association with the **Product**; including, but not limited to any non-covered equipment used in association with the **Product**; (ii) delays in rendering services or the inability to render service for any reason; (iii) the unavailability of any parts/components; (iv) any costs incurred by **You** associated with customised installations to fit the **Product** such as third party stands, mounts, and customised alcoves and the like; or (v) a **Replacement** that is a different model, size, dimension or color as the previous **Product**. **We** shall not assume any liability or damage to property or injury or death to any party(ies) arising out of the operation, maintenance or use of the **Product** or a **Replacement** provided under the provisions of this **Contract**.
- (d) Modifications, adjustments, alterations, manipulation or repairs made by anyone other than a service technician authorised by **Us** or other than in accordance with **Manufacturer's** specifications.
- (e) Damage from freezing, overheating, rust, corrosion, warping or bending.
- (f) Normal wear and tear or **Accidental Damage**.
- (g) The intentional treatment of the **Product** in a harmful, injurious, malicious, reckless or offensive manner which results in its damage and/or failure.
- (h) Damage to or malfunction of **Your Product** caused by or attributed to the operation of a software virus or any other software based malfunction.
- (i) Loss, theft, or malicious mischief or disappearance.
- (j) Fortuitous events, including, but not limited to: riot, nuclear radiation, war/hostile action or radioactive contamination, environmental conditions, exposure to weather conditions or perils of nature, collapse, explosion or collision of or with another object, fire, any kind of precipitation or humidity, lightning, dirt/sand or smoke, nuclear radiation, radioactive contamination, riot, war or hostile action, governmental act, or internet or other telecommunications malfunction.
- (k) Lack of performing the **Manufacturer's** recommended maintenance, operation, or storage of the **Product** in conditions outside of the **Manufacturer's** specifications or instructions.
- (l) **Product(s)** that are subject to a **Manufacturer's** recall, warranty or rework to repair design or component deficiencies, improper construction, **Manufacturer** error regardless of the **Manufacturer's** ability to pay for such repairs.
- (m) **Product(s)** that have removed or altered serial numbers.
- (n) Cosmetic damage however caused to **Your Product**, including marring, scratching and denting unless such cosmetic damage results in loss of functionality.
- (o) Normal periodic or preventive maintenance, adjustment, modification or servicing.
- (p) Accessories and peripherals (such as detachable keyboard, digital pen), or attachments.
- (q) Cost of component parts not covered by the **Product's** original

Manufacturer's warranty, or any non-operating / non-power-driven part, including, but not limited to: plastic parts or other parts such as accessory cables, batteries (except as may be otherwise stated in this **Contract**), connectors, cords, fuses, keypads, plastic body or molding, switches and wiring.

- (r) Liability or damage to property, or injury, or death to any person arising out of the operation, maintenance or use of the **Product**.
- (s) Any cost arising as a result of the failure of any item that is intended to be a consumable item.
- (t) Any **Claim** where **Proof of Purchase** had not been provided except where **We** agree to transfer the benefit of the **Contract**.
- (u) Any **Claim** for the restoration of software or data, or for retrieving

data from **Your Product**.

- (v) Any loss, damage, liability, or expense directly or indirectly caused by or contributed to, or arising from, the use or operation, as a means for inflicting harm, or any computer, computer system, computer software program, malicious code, computer virus or process or any other electronic system.
- (w) Any **Claim** or benefit under this **Contract** to the extent the provision of such cover, payment of such **Claim** or provisions of such benefit would expose **Us** to any sanctions, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom, or United States of America.

YOU ARE RESPONSIBLE FOR BACKING UP ALL SOFTWARE AND DATA ON A REGULAR BASIS AND PRIOR TO COMMENCEMENT OF ANY REPAIR. THIS CONTRACT DOES NOT COVER RESTORATION OF SOFTWARE OR DATA, OR DATA RETRIEVAL TO/FROM YOUR COVERED PRODUCT, AND WE ARE UNABLE TO TRANSFER SUCH TO ANY REPLACEMENT DEVICE THAT MAY BE PROVIDED TO YOU. IN NO EVENT WILL WE OR THE INSURER BE RESPONSIBLE FOR THE RESTORATION OF SOFTWARE OR DATA, OR FOR RETRIEVING DATA FROM ANY PRODUCT. IF YOUR PRODUCT EXPERIENCES AN OCCURRENCE THAT IS EXCLUDED FROM COVERAGE UNDER THIS SECTION, OR IN THE EVENT OF A SERVICE INCIDENT WHEREIN THERE IS A "NO PROBLEM FOUND" DIAGNOSIS FROM OUR OR THE INSURER'S AUTHORISED SERVICER, THEN YOU ARE RESPONSIBLE FOR ALL COSTS IN ASSOCIATION WITH SUCH SERVICE; INCLUDING ANY SHIPPING AND/OR ON-SITE SERVICING COSTS.

HOW TO FILE A CLAIM

IMPORTANT: The submission of a Claim does not automatically mean that the Breakdown to Your Product is Covered under Your Service Contract. In order for a Claim to be considered, You will need to first contact Us for initial diagnosis of the problem with Your Product. There is no Coverage under this Contract if You make unauthorised repairs.

For best service, have **Your Proof of Purchase** readily available and call **Us** at the number found at <http://support.microsoft.com/gp/customer-service-phone-numbers> or visit <https://support.microsoft.com> for online web support. **Our** authorised representatives will promptly obtain details regarding the issue **You** are experiencing with the **Product**, and will first attempt to resolve the situation over the telephone and/or remotely. If **We** are unsuccessful in resolving the issue over the telephone and/or remotely, **You** will be provided with a **Claim** service request number and further instructions on how to obtain service for **Your Product**.

Please do not take or return **Your Product** to the **Retailer** or ship **Your Product** anywhere, unless **We** instruct **You** to do so. If **You** are instructed by **Us** to take the **Product** to an authorised servicer near **You** or to a **Retailer**, or if **You** are instructed to mail-in the **Product** elsewhere (such as an authorised depot center), please be sure to include all of the following with **Your Product**:

- (1) The defective **Product**;
- (2) A copy of **Your Proof of Purchase**;
- (3) A brief written description of the problem **You** are experiencing with the **Product**; and
- (4) A prominent notation of **Your Claim** service request number that **We** gave to **You**.

NOTE: If **We** or the **Insurer** require **You** to mail the **Product** elsewhere, **We** will provide **You** specific instructions on how to mail the **Product**. For mail-in service, **We** or the **Insurer** will pay for shipping to and from **Your** location if **You** follow all instructions. **You** are urged to use caution when transporting and/or shipping the **Product**, as **We** are not liable for any freight charges or damages due to improper packaging by **You** or **Your** authorised representative.

Coverage is only provided for eligible services that are conducted by a servicer, **Retailer**, or depot center which has been authorised by **Us** or the **Insurer**. If **Your Term** expires during the time of an approved **Claim**, **Breakdown Coverage** under this **Contract** will be extended until the date in which the approved **Claim** in progress has been fulfilled completely in accordance with the terms and conditions of this **Contract**.

RENEWABILITY

After **Your Term** expires, **We** or the **Insurer** may offer **You** the option to renew **Your Coverage**. If **We** or the **Insurer** offer to renew **Your Coverage**, the renewal price quoted will reflect the age of **Your Product** and the prevailing **Product Replacement** cost at the time of the renewal.

TRANSFERABILITY

Coverage under this **Contract** may be transferred by **You** to another individual residing in Australia by contacting the **Administrator** 65-6370-9000.

CANCELLATION

YOUR RIGHT TO CANCEL

You may cancel this **Contract** at any time by informing **Us** of the cancellation request at the details below.

You may write to **Us** at: Contract Cancellations, **Microsoft** Australia Pty Ltd, 1 Epping Road North Ryde, 2113 Australia, phone **Us** on the phone number found at <http://support.microsoft.com>, or email msespbus@microsoft.com.

If **Your** cancellation request is within forty-five (45) days of the **Contract** purchase date, **You** will receive a one-hundred percent (100%) refund of the **Contract** purchase price paid by **You**, provided that no warranty claims have been made during that period.

If **Your** cancellation request is made after forty-five (45) days of the **Contract** purchase date, **You** will receive a pro-rata refund of the **Contract** purchase price paid by **You**, provided no warranty claims have been made.

OUR RIGHT TO CANCEL

If **We** cancel this **Contract**, **We** will provide written notice to **You** at least thirty (30) days prior to the effective date of cancellation. Such notice will be sent to **Your** address in **Our** file (email or physical address as applicable), with the reason for and effective date of such cancellation. If **We** cancel this **Contract**, **You** will receive a pro-rata refund based upon the same criteria as outlined above and no cancellation fee applies.

We may only cancel this **Contract** for the following reasons:

- (a) non-payment of the **Contract** purchase price/fee by **You**,
- (b) deliberate misrepresentation by **You**, or
- (c) substantial breach of duties under this **Contract** by **You** in relation to the **Product** or its use.

COMPLAINTS PROCEDURE

It is always the intention to provide **You** with a first class service. However, if **You** are not happy with the service please notify one of **Our** representatives at the telephone number found at <https://support.microsoft.com> or via email: msespbus@microsoft.com.

We will reply within five (5) working days from when **We** receive **Your** complaint. If it is not possible to give **You** a full reply within this time (for example, because a detailed investigation is required), **We** will give **You** an interim response telling **You** what is being done to deal with **Your** complaint, when **You** can expect a full reply and from whom. In most cases **Your** complaint will be resolved within four (4) weeks.

PRIVACY AND DATA PROTECTION

You agree that any information or data disclosed to **Us** under this **Contract** is not confidential. Nonetheless, the information **We** collect is protected under the *Privacy Act 1998 (Cth)* and the Australian Privacy Principles. Furthermore, **You** agree that **We** may collect and process data on **Your** behalf when **We** provide the services contemplated under this **Contract**. This may include transferring **Your** data to affiliated companies or third party service providers in accordance with **Our** Customer Privacy Policy. Except for the purposes of providing services in this **Contract**, **We** will not share **Your** information with third parties without **Your** permission and **We** will comply with applicable privacy and data protection laws in **Your** specific jurisdiction.

Unless specifically prohibited by **Your** jurisdiction's privacy and data protection laws, **We** may transfer **Your** information to other countries and jurisdictions provided that anyone to whom **We** transfer **Your** information provides an adequate level of protection. In addition, **Your** information may be accessed by law enforcement agencies and other authorities to prevent and detect crime and comply with legal obligations.

GENERAL PROVISIONS

1. **Subcontract; Assign.** **We** may subcontract or assign performance of **Our** obligations to third parties, but **We** shall not be relieved of **Our** obligations to **You** when doing so.
2. **Waiver; Severability.** The failure of any party to require performance by the other party of any provision hereof will not affect the full right to require such performance at any time thereafter; nor will the waiver by either party of a breach of any provision hereof be taken or held to be a waiver of the provision itself. In the event that any provision of these terms and conditions will be unenforceable or invalid under any applicable law or be so held by applicable court decision, such unenforceability or invalidity will not render these terms and conditions unenforceable or invalid as a whole and in such event, such provisions will be changed and interpreted so as to best accomplish the objectives of such unenforceable or invalid provision within the limits of applicable law or applicable court decisions.
3. **Notices.** **You** expressly consent to be contacted, for any and all purposes, at any telephone number, or physical or electronic address **You** provide **Us**. All notices or requests pertaining to this **Contract** will be in writing and may be sent by any reasonable means including by mail, email, text message or recognized commercial overnight courier. Notices to **You** are considered delivered when sent to **You** by email that **You** provided to **Us**, or seven (7) days after mailing to the street address **You** provided.
4. **Law.** The governing law for the **Contract** is the law in the State of Victoria, Australia whose courts have non-exclusive jurisdiction to hear any disputes between the Parties to this **Contract**.

ENTIRE AGREEMENT

This **Service Contract**; including the **Proof of Purchase**, terms, conditions, limitations, exceptions and exclusions constitute the ENTIRE AGREEMENT between **Us** and **You** and no representation, promise or condition not contained herein shall modify these items, except as required by law.

Microsoft, Surface, and Xbox are trademarks of the **Microsoft** group of companies.