

Plan pricing

Retail Price Range	3 Year Plan	Lifetime Plan
Up to \$49.99	\$9.90	\$14.90
\$50 to \$99.99	\$14.90	\$24.90
\$100 to \$199.99	\$29.90	\$44.90
\$200 to \$399.99	\$44.90	\$79.90
\$400 to \$599.99	\$54.90	\$99.90
\$600 to \$799.99	\$69.90	\$119.90
\$800 to \$999.99	\$79.90	\$129.90
\$1,000 to \$1,249.99	\$89.90	\$149.90
\$1,250 to \$1,499.99	\$99.90	\$179.90
\$1,500 to \$1,999.99	\$109.90	\$199.90
\$2,000 to \$2,499.99	\$129.90	\$219.90
\$2,500 to \$2,999.99	\$139.90	\$239.90
\$3,000 to \$3,999.99	\$169.90	\$299.90
\$4,000 to \$4,999.99	\$199.90	\$359.90
\$5,000 to \$5,999.99	\$219.90	\$419.90
\$6,000 to \$7,999.99	\$279.90	\$499.90
\$8,000 to \$9,999.99	\$329.90	\$599.90
\$10,000 to \$14,999.99	\$439.90	\$899.90
\$15,000 to \$19,999.99	\$659.90	\$999.90
\$20,000 to \$24,999.99	N/A	\$1,299.90
\$25,000 to \$29,999.99	N/A	\$1,499.90
\$30,000 to \$999,999.99	N/A	\$1,999.90

All prices are GST inclusive

Customer details

Name: _____

Address: _____

Suburb: _____

State: _____ Postcode: _____

Mobile: _____

Email: _____

Professional Care Plan ID: _____

Term of Plan: _____

SKU: _____

Product Description: _____

Retail Price: _____

POS Docket # _____

Store: _____

Sales Professional: _____

Date Issued: _____

Authorised Signature: _____

Michael Hill

7 Smallwood Place, Murarrie QLD 4172, Australia

P 1800 445 590

E customerservice@michaelhill.com.au

W michaelhill.com.au



Professional Care Plan

Keeps your jewellery like new



michael hill
we're for love

michael hill
we're for love

Professional Care Plan

The Michael Hill Professional Care Plan offers you peace of mind protection on your valued purchase. Professional Care Plans are available in both three year and lifetime packages.

The plan covers the following repairs and services at no charge:

- Ring sizings
- Re-tipping of prongs
- Stone tightening
- Refinishing and polishing
- Cleaning and inspecting
- Earring repair
- Chain and bracelet soldering
- Rhodium plating white gold
- Resetting diamonds and gemstones
- Clasp replacement

No inspection required.

Please note that the Michael Hill Professional Care Plan is not applicable to watches, stainless steel jewellery, pearl necklaces or bracelets, and selected titanium, tungsten and cobalt rings.



Terms & conditions

This is a legal contract (referred to hereinafter as the "Plan"). By purchasing it, you understand that it is such a contract and acknowledge that you have the opportunity to read the terms and conditions set forth herein. This is not a contract of insurance. The company obligated under this plan is Michael Hill Jeweller (Australia) Pty Ltd, ABN 82 003 181 333.

This Plan does **not** apply to watches, stainless steel jewellery, pearl necklaces or bracelets, and selected titanium, tungsten and cobalt rings.

Instructions

You must keep this Plan and the original sales docket for the product; they are integral parts of the Plan. You are required to produce them to an authorised Michael Hill representative to obtain service under the Plan.

To obtain service

To obtain service under your Plan, produce the covered item along with the Plan document and original sales docket to a Michael Hill store. Unauthorised modifications and repairs are not covered under this Plan.

Australian Consumer Law

Our goods and services come with guarantees that cannot be excluded under Australian Consumer Law. The following mandatory warranties against defects apply in respect of our goods and services:

- Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.
- For major failures with the services, you are entitled to:
 - cancel your service contract with us; and
 - to a refund of the unused portion of, or compensation for its reduced value.
- You are also entitled to choose a refund or replacement for major failures with the goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the 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 to 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 services.

This Plan sets out various services provided by Michael Hill which are in addition to your legal entitlement under Australian Consumer Law. The services provided under this Plan in no way limit your existing rights under Australian Consumer Law.

What is covered?

This Plan covers parts and labour costs, up to the value of the original purchase price. Cosmetic damage from normal wear and tear is not covered. The repairs and services covered under the Plan include ring sizings (up to 2 sizes; maximum once every 12 months; does not cover re-shanking of rings; certain styles of ring are not suitable for resizing and are excluded from the resizing service under this Plan), re-tipping of prongs, stone tightening, refinishing and polishing, cleaning and inspecting, earring repair, chain and bracelet soldering, rhodium plating white gold (once every 12 months), resetting diamonds and gemstones, and clasp replacement.

What is not covered?

- Incidental or consequential damages;
- Damage from accident, abuse, misuse, introduction of foreign objects into the product, tampering with prongs, unauthorised modifications or alterations, or failure to follow the manufacturer's instructions;
- Unauthorised repairs and/or parts;
- Damage covered by any other warranty or service plan;
- Except as expressly stated in the Plan, cosmetic damage including scratches, peelings, dents that do not impede the mechanical functionality of the item;
- Third-party actions (fire, collision, vandalism, theft etc);
- The elements or Acts of God;
- War, invasion or act of foreign enemy, hostilities, civil war, rebellion, riot, strike, labour disturbance, lockout or civil commotion;
- Except as expressly stated in the Plan, preventative maintenance;
- Flaws in gemstones;
- Loss of diamonds, gemstones or any

other parts of the covered product unless such loss was caused by a defect in workmanship and/or materials, without any undue stress or damage;

- Any loss other than those expressly stated in the Plan;
- Accessories used in conjunction with a covered product;
- Loss of use during the period the covered product is at a repair facility or otherwise awaiting parts.

Renewal

If you wish to renew the Three Year Plan at the end of the term, we may, at our discretion, sell you a new Plan at the then-current rates.

Terms of Coverage

The term and coverage of this Plan begins on the date of purchase and continues for three years in the case of the Three Year Plan or, in the case of the Lifetime Plan, for the owner's lifetime or the product's lifetime, whichever is shorter.

Cancellation

Plans may be cancelled at any time within the first 30 days of the purchase date of the Plan provided that no services have been provided under the Plan. In that instance, a full refund of the PCP purchase price will be provided to you on presentation of your Plan document and original sales docket to a Michael Hill store.

Limit of Liability

Our total aggregate liability under the Plan is the purchase price paid for the product. In the event that the total equivalent retail value of all authorised repairs and services is equal to or exceeds the purchase price of the product or the original product is replaced with another of equal or greater retail value, all obligations under the Plan are deemed to be satisfied.

Costs incurred in relation to a warranty claim

Please refer to our General Terms and Conditions.

Definitions

Owner Lifetime: The lifetime of the individual purchasing the product or the lifetime of the first person the product is gifted to. Owner lifetime ceases if ownership of the product is subsequently transferred to another party.

Product Lifetime: The reasonable lifetime of the product. This lifetime ceases at the point where the product is altered from its original form as described in the POS docket or Certificate of Authenticity.

