

## 6 months of commercial warranty

Businesses rely more and more on technology to get work done. Whether these are computers, networking devices or coffee machines, all of them affect your results in one way or another. Devices that work flawlessly save you time, keep your costs to a minimum and allow you to achieve more. Whereas private persons can present their claims in relation to the purchased product during a 24-month period, legal persons can present their claims only during a time defined by the product manufacturer. Most manufacturers, however, state in their product user manuals that their devices are meant for personal use only (and not for commercial use). This means that problems will often go unresolved by a manufacturer or a seller, and all costs have to be covered by the company itself. Since technology has become so advanced and complex, repairing a device may turn out to be more costly than buying a new one. Based on the best interest of our corporate customer, Euronics offers you more favorable warranty conditions in comparison with the provisions of the law. When defects occur in your purchased products, you have the right to demand product repair within 6 months from the moment of purchase as stated in warranty conditions for corporate customers. If it is not possible to repair the product, it will be replaced.

## Extended Warranty and protection packages for corporate customers

In addition to the commercial warranty, Euronics offers its corporate customers' Extended Warranty and protection plans to make their professional lives even more carefree. Extended Warranty allows you to be protected against manufacturing defects for up to 2 years. Device Protection is a perfect shield against accidental damages (including total loss of product) and theft for up to 2 years from the moment of purchase. Euronics believes that the purpose of technology is to make your life easier and offering Extended Warranty and Device Protection is our way of making it more probable. By purchasing our Double Protection plan, you get both our Extended Warranty and Device Protection in one package. Should a problem occur, Euronics will transport the product (over 10kg) to a service centre and back free of charge and offer a replacement product, so you could continue working without delays.

	Commercial warranty	Extended Warranty	Device Protection	Double Protection
Protection against manufacturing defects for 6 months*	✓	✓	✓	✓
Extended protection against manufacturing defects for up to 2 years		✓		✓
Free transportation to service center and back (for products weighing over 10kg, only in Estonia)		✓	✓	✓
Replacement product during servicing***		✓**	FREE	FREE
Protection for accidental damages for up to 2 years (incl. total loss of product)			✓	✓
Theft and robbery protection			✓	✓
Insurance valid worldwide		✓	✓	✓
Free damage inspection		✓	✓	✓
Quick loss adjustment			✓	✓

Deductible (double fee if the device is missing)		-	10€	10€
Service plan starting at	Free	25€	25€	75€

\* according to the terms and conditions of Euronics' commercial warranty

\*\* using replacement products involves a one-time cleaning and delivery fee of 9.90€

\*\*\* We offer replacement products to following product categories: TVs, big domestic appliances, mobile phones

We hereby notify that our partner for extended warranty and device protection has changed. Starting from March 1st 2021 all extended warranty and device protection certificates are protected by LHV Kindlustus AS. The terms of insurance have not changed. For all claims please fill out an application at the nearest Euronics store or contact us by kahjud@lhv.ee or by phone on 680 1122.

#### Terms and Conditions (effective as of 01.03.2021)

Read the terms and conditions of device insurance (Double Protection) [here](#).

Read the terms and conditions of the Warranty Insurance (Extended Warranty) [here](#).

Read the terms and conditions of equipment protection insurance (Damage protection) [here](#).

Read the terms and conditions of warranty for business customers [here](#).

All companies operating in Estonia under the Euronics brand, are registered with the Estonian Financial Supervision and Resolution Authority as AS LHV Kindlustus insurance agents.

#### Previous terms and conditions

You can read the terms and conditions of device insurance issued during the period 10.04.2018-28.02.2021 [here](#).

You can read the terms and conditions of warranty insurance issued during the period 10.04.2018-28.02.2021 [here](#).

You can read the terms and conditions of equipment protection insurance issued during the period 10.04.2018-28.02.2021 [here](#).

You can read the terms and conditions of the device warranty and insurance issued during the period 01.11.2017-09.04.2018 [here](#).

You can read the terms and conditions of the device warranty and insurance issued during the period 04.04.2016-31.10.2017 [here](#).

Price list is valid from 01.02.2020.