

**Thank you for purchasing your appliance from CROSSCRAFT which includes a MAPFRE Middlesea Extended Cover.**

This booklet contains vital information regarding the cover you just purchased, so please keep it in a safe place.

You will need to present it each time you claim for covered repairs to be performed on your appliances. The MAPFRE Middlesea Extended Cover starts when the original manufacturer's 2 year warranty ends.

You can now relax in the knowledge that you are protected against most unforeseen repair expenses for the full duration of your MAPFRE Middlesea Extended Cover.

**IMPORTANT**

Your MAPFRE Middlesea Extended Cover provides cover from the end of the second year up to the end of the fifth year following the purchase date or the technician's installation or the commissioning certificate in case of built in appliances, depending on your case. Independently of whether the relevant CROSSCRAFT outlet or reseller is still in operation your MAPFRE Middlesea Extended Cover will still be valid subject to the policy still being active. We encourage you to read carefully the terms and conditions contained in both the manufacturer's instruction booklet and this document and keep them in a safe place.

**DEFINITIONS**

**The Company**

"CROSSCRAFT" from whom you have purchased the appliance.

**Beneficiary or Owner**

You, the natural or legal person, owner of a Covered Good included under this cover, and who is entitled, where fitting, to the rights derived from this cover.

**Assistance Company**

Middlesea Assist Ltd., a service company who will handle the Programme and is the sole responsible entity for honouring the 3 year cover.

**Programme**

MAPFRE Middlesea Extended Cover, up to 36 months from the day after the original manufacturer's 2 year warranty of the covered goods ends.

**Covered Good**

The one bought by the Beneficiary from a CROSSCRAFT

outlet or an authorised reseller, inside the Maltese territory, used for private or domestic use, and which is included and listed in the Programme above mentioned.

**Breakdown**

Any unforeseen electrical, electronic or mechanical failure of the Covered Good, its components or appliances to perform its fundamental operation(s) in normal service, according to the manufacturer's specifications. The occurrence has to be inside the Maltese territory (Malta and Gozo islands).

**Purchase Price**

Means the price effectively paid as shown on the sales receipt or invoice, by the Beneficiary for the Covered Good, including Value Added Tax (V.A.T.).

**CONDITIONS OF MAPFRE MIDDLESEA EXTENDED COVER**

- This cover is not transferable to any subsequent owner of the covered Good.
- The cover is included with the purchase of the covered Good.
- The Extended cover Programme is not renewable.
- In the event of a replacement of the Covered Good at any time, this cover will end immediately.

**THE COVER**

- The MAPFRE Middlesea Extended Cover, covers a mechanical or electrical breakdown that begins immediately after the expiry of the manufacturer's 2 year warranty and will end on the 5th year after the purchase date or the technician's installation or the commissioning certificate in case of built in appliances depending on your case.
- Mechanical or electrical failure means the inability of a covered component to perform its intended purpose.
- The cover includes the repair or replacement, including parts, labour and transportation (if necessary but excluding lifting services) of the Covered Good.
- This Programme covers only new products purchased at a CROSSCRAFT outlet or authorised reseller.

**ECONOMIC UNIT**

**a. Maximum claim liability.**

The total amount of repairs or replacements carried out while this warranty is in force cannot exceed the Purchase Price of the covered good at the time of the purchase.

NAME OF CLIENT

ADDRESS

EMAIL

TELEPHONE

#### Months of maximum coverage compensation

0 - 12	100%
13 - 24	80%
25 - 36	60%

#### b. The covers of the warranty are limited to:

1. Labour cost for the repair or replacement of the faulty or damaged parts.
2. The cost of the parts used to replace the faulty or damaged ones.
3. The replacement with an item of similar characteristics and quality in case the covered good is not repairable.
4. Transportation and technical visit at owner's home in case of a covered good weighing more than 10KG (if necessary). Custody or safekeeping expenses are not covered.
5. The total amount to be paid by MAPFRE Middlesea in case of replacement of the Covered Good will be the result of applying the following percentage to the aforementioned purchase price.

#### EXCLUSIONS

The following products, parts, situations, operations and causes of failure or breakdown to the covered good and its elements, are hereby expressly excluded:

1. Failures or elements not expressly included in the Manufacturer's Warranty certificate; those goods that have their manufacturer's warranty voided for any reason; any damage reimbursable under any insurance or warranty.
2. Any type of normal wear and tear such as lamps, capsules, rubber, PVC conductions, vacuum cleaner hoses, exposed piping, and any other consumable or perishable component. Gas refills and filters in Air conditioners. Obsolescence, maintenance, cleaning, re-setting, clogging of filters, batteries of any kind, reservoirs, piping, exposition to weather and/or dust.
3. Breakdowns or failures due to the power source, electrical fluctuations, inadequate connection to the electrical network, adaptors, stabilizers, peak suppressors or other appliances, and those happened in generators or transformers in general.
4. Cost for the diagnosis, when the breakdown or failure is not covered under this warranty for any reason.
5. Breakdowns due to repairs, modifications, actions carried out by a technician non-authorized by the manufacturer or the Company or prior to the lodging of a claim under the terms and conditions of this policy, or blatant oversight of the instructions provided by the manufacturer.
6. Breakdowns of aesthetic or structural parts, such as the casing, frame or any decoration, scratches, dents or cosmetic damage that does not impede the proper functioning of the appliances.
7. Breakdowns of accessories or complements, such as remote control, adapters, battery chargers, transformers, external cables, buttons, handles,

antennae, recipients, connectors, plugs, etc. or those caused by accessories not authorized by the manufacturer. And breakdown of glass, crystals, windows, lamps and light bulbs.

8. Failures caused by mishandling or inadequate use, including but not limited to bumps or hits, moisture, liquids, heat or cold exceeding manufacturer indications, and voltage changes, aesthetic defects, corrosion, rust, caused by normal wear and tear or accelerated by environmental circumstances.
9. Accidents, damages external to the Covered Good itself, Acts of God, Natural disasters, War of any kind, military force insurrection, rebellion, usurped power or action taken by government authority, nuclear Hazard however caused or any other cause beyond the control of the Company.
10. Any Accidental Damage.

#### HOW TO CLAIM

**In the event of a failure, and always before any work is carried out on the Covered Good:**

The owner must contact CROSSCRAFT Customer Service on **2180 5805**. Outside of office hours on can contact the Assistance Company's Claim Department on **2248 0279** to open your claim and CROSSCRAFT will contact you back when office hours resume.

Claims are to be made within a maximum of 5 working days from the date of the breakdown's detection.

#### The beneficiary must provide the following documents:

- Original copy of the Covered Good's purchase receipt / invoice showing both product and cover purchase.
- Proof of the technician's installation and commissioning certificate in case of built in appliances, showing the make and model of the Covered Goods, as usually noted on the original invoice.

The Assistance Company will arrange the repair of the covered good's breakdown or damage, at the CROSSCRAFT Customer Service, under the Terms and Conditions of this warranty and in accordance with the beneficiary, who is required to provide the Covered Good to the Company or the Assistance Company.

#### For more details please contact Crosscraft on

Phone: **21 805 805** Email: **info@crosscraft.com.mt**

MODEL NO.

SERIAL NO.

DATE OF INSTALLATION



SOLD BY

INVOICE NO.

DATE OF INSTALLATION

PURCHASE PRICE

MODEL

SERIAL NO.

