

1. Acceptance of the Terms of Maintenance Service of Extended Warranty through Jarir

These terms of service govern the Extended Warranty Service to which you have subscribed through, or have purchased from, Jarir Marketing Company ("Extended Warranty Service", "EWS"), whether through the purchase of an eligible device from Jarir Marketing Company ("Jarir"), enrolling on www.jarir.com or otherwise.

EWS is governed by these terms and conditions.

2. Extended Warranty

Jarir offers Extended Warranty for the following electronic devices:

- a. Smartphones
- b. Tablets
- c. Smartwatches
- d. Gaming Consoles
- e. Laptops & Personal Computers and
- f. Smart TVs

(Collectively defined as "Devices").

Devices that are properly enrolled in Extended Warranty and registered accordingly by Jarir, for which the Extended Warranty subscription fee is paid at the time of purchase, are eligible for maintenance check-ups, repair and/or replacement for a period of [one (1)] year, to flaws or defects in factory-installed parts that interfere with the proper working of the device in the relevant device category, consistent with the manufacturer's original warranty against such flaws or defects during the [first two years] following original purchase of the device "Extended Warranty".

Extended Warranty Plan: Coverage consists of repairs of flaws or defects in factory-installed parts that interfere with the proper working of the device, consistent with the manufacturer's original warranty.

3. Overview of device categories and Warranty Extension Plans offered by Jarir for devices.

Device Category	Device Price Range	EWS Plan Name	EWS Service Plan Title	EWS Service Plan Description	EWS Plan Service Period
SMARTPHONE	(2900-7699)	Warranty Diamond Plan	Warranty Diamond	SMARTPHONE EXTENDED WARRANTY DIAMOND (2900 - 7699)	1095 Days (36 Months)
SMARTPHONE	(499-1199)	Warranty Extension Plan	Warranty Extension0	SMARTPHONE EXTENDED WARRANTY0 (499 - 1199)	1095 Days (36 Months)
SMARTPHONE	(1200-2099)	Warranty Extension Plan	Warranty Extension1	SMARTPHONE EXTENDED WARRANTY1 (1200 - 2099)	1095 Days (36 Months)
SMARTPHONE	(2100-2899)	Warranty Extension Plan	Warranty Extension2	SMARTPHONE EXTENDED WARRANTY2 (2100 - 2899)	1095 Days (36 Months)
SMARTPHONE	(2900-3499)	Warranty Extension Plan	Warranty Extension3	SMARTPHONE EXTENDED WARRANTY3 (2900 - 3499)	1095 Days (36 Months)
SMARTPHONE	(3500-4599)	Warranty Extension Plan	Warranty Extension4	SMARTPHONE EXTENDED WARRANTY4 (3500 - 4599)	1095 Days (36 Months)
SMARTPHONE	(4600-7699)	Warranty Extension Plan	Warranty Extension5	SMARTPHONE EXTENDED WARRANTY5 (4600 - 7699)	1095 Days (36 Months)

TABLETS	(2900-7699)	Warranty Diamond Plan	Warranty Diamond	TABLET EXTENDED WARRANTY DIAMOND (2900 - 7699)	1095 Days (36 Months)
TABLETS	(499-1199)	Warranty Extension Plan	Warranty Extension0	TABLET EXTENDED WARRANTY0 (499 - 1199)	1095 Days (36 Months)
TABLETS	(1200-2099)	Warranty Extension Plan	Warranty Extension1	TABLET EXTENDED WARRANTY1 (1200 - 2099)	1095 Days (36 Months)
TABLETS	(2100-2899)	Warranty Extension Plan	Warranty Extension2	TABLET EXTENDED WARRANTY2 (2100 - 2899)	1095 Days (36 Months)
TABLETS	(2900-3499)	Warranty Extension Plan	Warranty Extension3	TABLET EXTENDED WARRANTY3 (2900 - 3499)	1095 Days (36 Months)
TABLETS	(3500-4599)	Warranty Extension Plan	Warranty Extension4	TABLET EXTENDED WARRANTY4 (3500 - 4599)	1095 Days (36 Months)
TABLETS	(4600-7699)	Warranty Extension Plan	Warranty Extension5	TABLET EXTENDED WARRANTY5 (4600 - 7699)	1095 Days (36 Months)
SMARTWATCH	(249 - 3699)	Warranty Diamond Plan	Warranty Diamond	SMARTWATCH EXTENDED WARRANTY DIAMOND (249 - 3699)	1095 Days (36 Months)
SMARTWATCH	(249-999)	Warranty Extension Plan	Warranty Extension1	SMARTWATCH EXTENDED WARRANTY1 (249 - 999)	1095 Days (36 Months)
SMARTWATCH	(1000-1999)	Warranty Extension Plan	Warranty Extension2	SMARTWATCH EXTENDED WARRANTY1 (1000 - 1999)	1095 Days (36 Months)
SMARTWATCH	(2000-3699)	Warranty Extension Plan	Warranty Extension3	SMARTWATCH EXTENDED WARRANTY1 (2000 - 3699)	1095 Days (36 Months)
GAMING	(499 - 3499)	Warranty Diamond Plan	Warranty Diamond	GAMING EXTENDED WARRANTY DIAMOND (499 - 3499)	1095 Days (36 Months)
GAMING	(499-1999)	Warranty Extension Plan	Warranty Extension1	GAMING EXTENDED WARRANTY 1 (499 - 1999)	1095 Days (36 Months)
GAMING	(2000-3499)	Warranty Extension Plan	Warranty Extension2	GAMING EXTENDED WARRANTY 2 (2000 - 3499)	1095 Days (36 Months)
TV	(699-1999)	Warranty Extension Plan	Warranty ExtensionA1	TV EXTENDED WARRANTY A1 (699 - 1999)	1095 Days (36 Months)
TV	(2000-3999)	Warranty Extension Plan	Warranty ExtensionA2	TV EXTENDED WARRANTY A2 (2000 - 3999)	1095 Days (36 Months)
TV	(4000-5999)	Warranty Extension Plan	Warranty ExtensionA3	TV EXTENDED WARRANTY A3 (4000 - 5999)	1095 Days (36 Months)
TV	(6000-9999)	Warranty Extension Plan	Warranty ExtensionA4	TV EXTENDED WARRANTY A4 (6000 - 9999)	1095 Days (36 Months)
TV	(699-1999)	Warranty Extension	Warranty ExtensionB1	TV EXTENDED WARRANTY B1 (699 - 1999)	1460 Days (48 Months)

		Plan			
TV	(2000-3999)	Warranty Extension Plan	Warranty ExtensionB2	TV EXTENDED WARRANTY B2 (2000 - 3999)	1460 Days (48 Months)
TV	(4000-5999)	Warranty Extension Plan	Warranty ExtensionB3	TV EXTENDED WARRANTY B3 (4000 - 5999)	1460 Days (48 Months)
TV	(6000-9999)	Warranty Extension Plan	Warranty ExtensionB4	TV EXTENDED WARRANTY B4 (6000 - 9999)	1460 Days (48 Months)
TV	(699-1999)	Warranty Extension Plan	Warranty ExtensionC1	TV EXTENDED WARRANTY C1 (699 - 1999)	1825 Days (60 Months)
TV	(2000-3999)	Warranty Extension Plan	Warranty ExtensionC2	TV EXTENDED WARRANTY C2 (2000 - 3999)	1825 Days (60 Months)
TV	(4000-5999)	Warranty Extension Plan	Warranty ExtensionC3	TV EXTENDED WARRANTY C3 (4000 - 5999)	1825 Days (60 Months)
TV	(6000-9999)	Warranty Extension Plan	Warranty ExtensionC4	TV EXTENDED WARRANTY C4 (6000 - 9999)	1825 Days (60 Months)
PC	(699-1999)	Warranty Extension Plan	Warranty Extension1	PC EXTENDED WARRANTY 1 (699 - 1999)	1095 Days (36 Months)
PC	(2000-3999)	Warranty Extension Plan	Warranty Extension2	PC EXTENDED WARRANTY 2 (2000 - 3999)	1095 Days (36 Months)
PC	(4000-5999)	Warranty Extension Plan	Warranty Extension3	PC EXTENDED WARRANTY 3 (4000 - 5999)	1095 Days (36 Months)
PC	(6000-7699)	Warranty Extension Plan	Warranty Extension4	PC EXTENDED WARRANTY 4 (6000 - 7699)	1095 Days (36 Months)

4. Additional terms applicable depending on Warranty Extension Plan

a. Warranty Extension Plan for Smartphones:

Service Plan	Extended Warranty
Service Period	36 Months
Service Fees including VAT	no fee

b. Warranty Extension Plan for Tablets:

Service Plan	Extended Warranty
Service Period	36 Months
Service Fees including VAT	no fee

c. Warranty Extension Plan for Smartwatches:

Service Plan	Extended Warranty
Service Period	36 Months
Service Fees including VAT	no fee

d. Warranty Extension Plan for Gaming Consoles:

Service Plan	Extended Warranty
Service Period	36 Months
Service Fees including VAT	no fee

e. Warranty Extension Plan for Laptops and Personal Computers:

Service Plan	Extended Warranty
Service Period	36 Months
Service Fees including VAT	no fee

f. Warranty Extension Plan for Smart TVs:

Service Plan	Extended Warranty A (699-9999)	Extended Warranty B (699-9999)	Extended Warranty C (699-9999)
Service Period	36 Months	48 Months	60 Months
Service Fees including VAT	no fee	no fee	no fee

5. Treatment of Manufacturer's Warranty for devices with the Warranty Extension Plan

In case of any repair or replacement of eligible device under EWS, EWS will take over the manufacturer's warranty of the repaired or replaced device for the remaining period of the original manufacturer's warranty from the date of purchase. In the case of the customer availing the manufacturer's warranty to replace a device covered by any EWS Service Plan, the customer will be required to provide evidence of such replacement (such as work authorization and service confirmation receipts issued by the manufacturer that states the old and new device information). Only then will the remaining duration of the Service Period be applicable to the device for purposes of the Warranty Extension Plan.

6. Services not covered under Extended Warranty Plan; circumstances in which Extended Warranty Service is not responsible or liable.

The Extended Warranty Plan does not cover, and assumes no liability for, repairing or otherwise rectifying damage to devices other than damage covered under the Extended Warranty. Without limiting the foregoing, the Extended Warranty Plan does not include:

1. repair or replacement in cases of damage to, or disrepair, malfunction or obsolescence of the device arising from normal wear and tear.
2. repair or replacement in cases of damage to, or disrepair of, the device that is cosmetic in nature and does not affect the functionality of the device.
3. any type of preventative maintenance.
4. replacement of devices that are lost or stolen.
5. repair or replacement of devices that have been damaged as a result of reckless, abusive, wilful, or intentional conduct, or any use of the device in a manner that is not normal or inconsistent with its use as intended by the manufacturer.
6. repair or replacement of any damage to the device, or for replacing a device, with a serial number that has been altered, defaced, removed, or otherwise tampered with;
7. repair or replacement of any damage to the device (regardless of the cause), or replace the device, if the device has been serviced, disassembled, restored, refurbished, upgraded, adapted, reconfigured, or otherwise altered by anyone other than the manufacturer or a duly authorized and licensed representative of the manufacturer.
8. repair or replacement of the device where damage is caused by the installation of de-installation of software on the device other than software made available by the manufacturer or third parties approved by the manufacturer, and such software has been used in connection with the device in the manner intended by the software developer, licensor or reseller.
9. repair or replacement of any damage to the device caused by fire, earthquake, inclement weather or other environmental causes.
10. repair or replacement of any damage to the device where such damage occurs after the Service Period.
11. repair or replacement where any damage affects the device's SIM card, accessories, memory, or files, media, data, applications, and other content that have been installed or downloaded on the device other than those that were provided with, or accompanied, the device when it was originally purchased from Jarir; and
12. repair or replacement where there is any loss, liability, penalties, expenses or costs as a result of any damage or disrepair of a device, or the unavailability of the device or the media, data and information therein, business interruption resulting from the unavailability of the device once collected for repair or replacement, use or corruption of software, data or information on any device, or other pecuniary loss or for any special, indirect, incidental or consequential damages (including lost profits). Please also see Disclaimer of Warranties below.
13. any form of accidental or liquid damage
14. internal or external batteries

7. Customers' Responsibilities

In order to receive and benefit from the Extended Warranty Services, the customer agrees:

1. raise a service request as required by Jarir's aftersales contact point;
2. retain the original invoice and contract, containing the Device's IMEI;
3. provide information to Jarir, to the extent known to you, about the symptoms and causes of the damage or disrepair to the Device, and to respond to Jarir's requests for additional information where required for the Extended Warranty Plan;
4. take a backup copy of the files, media and other content stored on the Device;

5. confirm to Jarir that, during the Extended Warranty Service, Jarir may delete the contents of the covered equipment and format the storage media;
 6. to disable or deactivate the eSIM/iCloud/Find My iPhone/Google Account, and any user/password/personal data/pattern lock that restricts device access and diagnosis before the device is collected for repair/replacement.
 7. retain and therefore not handover any accessory associated with the Device (box, documentation, data cable, memory card, SIM, charger, battery pack, stylus/pen, etc.) to Jarir;
 8. to remain solely responsible for all media, data, content or information on the device (and Extended Warranty Service disclaims all responsibility and liability for loss or damage thereto, or any violation of privacy should such media, data, content or information become accessible in the course of performing the Extended Warranty Services).
 9. to provide reasonable evidence of any replacement of an Extended Warranty Service Sold Device by the manufacturer prior to availing repair or replacement under the Extended Warranty Plan.
 10. to complete payment of the requisite service fees before any repair or replacement can be undertaken.
- These terms and conditions are governed by the laws of the Kingdom of Saudi Arabia.
 - Extended Warranty Service through Jarir is certified as Shariyah compliant by Shariyah Review Bureau. You can verify the Certificate by visiting <https://shariyah.net/verify-your-certificate/> and entering the following Certificate Number ZSN-2090-02-01-10-21