



LIFEBOOK Shield Plus Terms & Conditions for Full Accidental Damage Protection

Statement of this Terms & Conditions

The LIFEBOOK Shield Plus provided by Fujitsu Business Technologies Asia Pacific Limited (“FBTA”) for Full Accidental Damage Protection to Fujitsu Lifebook (“the Product”) installed in the Product at the time of purchase, including mainboard, integrated hard disk drive, integrated optical drive, integrated keyboard, integrated pointing devices, integrated LCD screen is limited and conditional. This statement of terms and conditions describes or contains important information about the services and support to which you, the original Purchaser (“Purchaser”) are entitled.

This “LIFEBOOK Shield Plus Terms & Conditions for Full Accidental Damage” applies only to Fujitsu Made in Japan Lifebook and which sold by FBTA authorized distributors/resellers in APAC regions. The coverage commences from the date of purchase specified on your sales receipt or invoice unless Fujitsu informs you otherwise in writing.

LIFEBOOK Shield Plus is only valid in the original country/region of purchase. The coverage is not part of the general warranty or extended warranty coverage provided by FBTA. Please refer to the General/Extended Warranty Terms and Conditions for details.

Terms Definitions

“Accidental Breakage” means externally-visible physical damage harm, cracking or destruction that results from an external, unintentional, non-negligent, unexpected and unforeseeable cause that impedes the normal functioning of the Fujitsu Lifebook.

“Asia Pacific” or “APAC” means Bangladesh, People Republic of China, Hong Kong SAR, Indonesia, Malaysia, Myanmar, Nepal, Philippines, Singapore, Sri Lanka, Taiwan, Thailand and Vietnam;

“Coverage Period” means the period of LIFEBOOK Shield Plus coverage, being the period commencing on the date of purchase as shown or specified in a valid invoice;

“Repair Cost” means the amount it costs the purchaser to repair Fujitsu Lifebook, which amount is inclusive of tax, duty, parts, labour and transportation charges for the respective Lifebook;

“Terrorist Act” means any actual or threatened use of force or violence directed at or causing damage, injury, harm or disruption, or commission of an act dangerous to human life or property, against any individual, property or government, with the stated or unstated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not;

“Third Party” means any person other than the Purchaser, as well as any person not authorized by the Purchaser to use the Fujitsu Lifebook;

“War” means war, whether declared or not, or any warlike activities, including the use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.



What is included in the LIFEBOOK Shield Plus

FBTA will cover the Purchaser for the repair costs which the Purchaser of the PC unit incurs, in providing the following services to a Purchaser in APAC with present of FBTA Authorized Service Provider, for a Fujitsu Lifebook which bundled with the extra coverage during the LIFEBOOK Shield Plus Coverage Period:

1. Accidental Breakage: In the event of any Accidental Breakage to a Fujitsu Lifebook's parts including mainboard, integrated hard disk drive, integrated optical drive, integrated keyboard, integrated pointing devices, integrated LCD screen, FBTA covers the repair costs it incurs during the Coverage Period in having to repair. Only one event of Accidental Breakage to a Fujitsu Lifebook's per year may be claimed under this coverage;
2. Accidental Liquid Damage to Motherboard: In the event of any Accidental Liquid Damage to a Fujitsu Lifebook's Motherboard, FBTA cover the costs it incurs during the Coverage Period in having to repair. Only one event of Accidental Liquid Damage to a Fujitsu Lifebook's Motherboard per year may be claimed under this coverage.

A service request should be made by the Purchaser to an authorized service centre of the original county of purchase located in Asia Pacific.

Exclusion of the LIFEBOOK Shield Plus Coverage

FBTA will not pay for any expenses or loss whatsoever arising from any of the following:

- 1 Any dishonest, criminal, malicious or fraudulent acts or omissions, gross negligence, or willful misconduct committed by the Purchaser, a Relative, or the Policy holder;
- 2 Malfunctions, failure or damage caused by:
 - a). Misuse or abuse;
 - b). Improper installation, operation or maintenance;
 - c). Improper connections to peripherals or any third party products, including those that Fujitsu may provide or integrate into the Fujitsu product at your request;
 - d). Use of non-FBTA spare parts;
 - e). Service modifications or repair performed by a person not authorized by FBTA;
 - f). Natural disasters;
 - g). Connection to irregular voltage sources;
 - h). Other conditions not arising from defects in Product material or workmanship;
- 3 Equipment which:
 - a). Has been abused;
 - b). Has been opened by unauthorized personnel;
 - c). Is without valid FBTA serial number sticker;
- 4 Any software programs, whether provided with the product or installed subsequently;
- 5 All media such as diskettes, CD-ROM and other consumables supplied with FBTA Products;
- 6 Preventive maintenance such as conditioning hard disk, data recovery, virus check, hardware diagnostics test and cleaning;



- 7 Non FBTA parts, associated equipment and third party peripherals, memory expansion card, PC cards or accessories;
- 8 Any transfer or assignment of ownership to any third party;
- 9 Hard disk which cannot be unlocked due to the loss of password; and Product purchased outside the Sales Territories of FBTA.
- 10 Any damage caused by earthquake, typhoon, tsunami or flood;
- 11 Any damage to the Fujitsu Lifebook caused by normal wear and tear, manufacturing defects, vermin or insects. Fungi, wet or dry rot, or bacteria, meaning the presence, growth, proliferation, spread or any activity of fungi, wet or dry rot or bacteria. Whenever fungi wet or dry rot, or bacteria occur, the fungi, wet or dry rot, or bacteria and any resulting loss is always excluded under this Policy, however caused. In addition, there is no coverage to test for, monitor, clean up, remove, remediate, contain, treat, detoxify, neutralize, or in any way respond to, or assess the effects of, fungi, wet or dry rot, or bacteria;
- 12 Any damage or financial loss suffered by the Purchaser during or after Accidental Damage to the Fujitsu Lifebook;
- 13 Any damage or loss in relation to any product liability for the Fujitsu Lifebook;
- 14 Any damage to the Fujitsu Lifebook caused by any civil or foreign War, invasion, strike, riot, rebellion, civil commotion, Terrorist Act or confiscation by the authorities;
- 15 Any damage to the Fujitsu Lifebook caused by nuclear, biological or chemical exposure;
- 16 Burglary, Robbery or Theft of the Fujitsu Lifebook and/or mysterious disappearance;
- 17 Any losses or expenses that are not covered under the "What is included in the LIFEBOOK Shield" Section included sales tax, bank transfer charge, shipping and postage costs.

Governing Laws and Jurisdiction

The interpretation of this Terms & Conditions is governed by and subject to the laws of the Hong Kong SAR. The parties herein irrevocably agree to submit to the exclusive jurisdiction of the courts of the Hong Kong SAR.