

Target Market Determination for JB Hi-Fi Tech Care+

About this document

This Target Market Determination is made by JB Hi-Fi Group Pty Ltd ABN 37 093 114 286 (JB Hi-Fi) in relation to JB Hi-Fi Tech Care+, with effect from 24 November 2023. The full terms and conditions for JB Hi-Fi Tech Care+ are [available here](#).

This Target Market Determination is made for the purposes of section 994B of the Corporations Act 2001 (Cth) (the **Corporations Act**) and sets out certain information required to be made publicly available by JB Hi-Fi under Part 7.8A of the Corporations Act.

This Target Market Determination is not intended to constitute financial product advice in relation to JB Hi-Fi Tech Care+. You should read the full terms and conditions for JB Hi-Fi Tech Care+ and consider whether JB Hi-Fi Tech Care+ meets your own personal needs, objectives and financial situation before deciding whether to purchase JB Hi-Fi Tech Care+.

Key attributes

JB Hi-Fi Tech Care+ Plans can be purchased with eligible laptops and tablets (**Devices**) purchased from JB Hi-Fi and provide customers with:

1. In the case of 'replacement plans', the right to have their Device replaced for any reason during the plan term by payment of a service fee;
2. In the case of 'refresh plans', the right to have their Device refreshed for any reason during the plan term by payment of a service fee;
3. For both 'replacement' and 'refresh' plans, the right to have their Device repaired or replaced in the event the Device suffers a mechanical or electrical failure (including due to normal wear and tear) any time during the plan term, where no service fee is payable. Customers' rights under JB Hi-Fi Tech Care+ exist independently of (but may overlap with) their rights under the Australian Consumer Law and JB Hi-Fi's minimum voluntary warranty.

Target market

The target market for JB Hi-Fi Tech Care+ comprises Australian-based customers who:

- Purchase a Device from JB Hi-Fi which they wish to have the ability to replace during the plan term;
- Purchase a Device from JB Hi-Fi which they wish to have the ability to refresh during the plan term;
- Purchase a Device from JB Hi-Fi which may suffer mechanical or electrical failure and want certainty (beyond what is provided by the Australian Consumer Law) about their rights to have that Device replaced or repaired in the event that Device suffers a mechanical or electrical failure after expiry of the equivalent repair and replacement rights under the applicable manufacturer's warranty and JB Hi-Fi's minimum voluntary warranty;
- Can afford to pay upfront the purchase price of JB Hi-Fi Tech Care+; and
- Can afford to pay the service fees payable upon making a replacement or refresh service request (as the case may be) for their Device under the Tech Care+ plan.

JB Hi-Fi Tech Care+ is not suitable for customers who:

- Intend on using the Device they purchase from JB Hi-Fi in a manner contrary to the manufacturer's instructions for usage;
- Wish to manage the financial consequences of the Device they purchase from JB Hi-Fi suffering loss or theft;
- Wish to have their original Device returned to them after a service request, rather than replaced (which may occur for any service request in JB Hi-Fi's discretion);
- Cannot afford to pay upfront the purchase price of JB Hi-Fi Tech Care+; or
- Cannot afford to pay the service fees for service requests made under JB Hi-Fi Tech Care+.

When will this Target Market Determination be reviewed?

A review of this Target Market Determination will occur within 24 months of the date on which this Target Market Determination was made and within 24 months following the last review.

Events that may cause early reviews of the Target Market Determination are:

- Amendments are made to the Australian Consumer Law (or the interpretation of relevant provisions of the Australian Consumer Law are clarified by a superior Australian court) which materially affects the degree of certainty or other additional benefits provided by JB Hi-Fi Tech Care+ beyond what customers are entitled to under the Australian Consumer Law.
- The JB Hi-Fi Tech Care+ terms and conditions are amended in a way which materially affects its key attributes.
- Systemic complaints are received from customers making claims under their JB Hi-Fi Tech Care+ plans, which indicate that they misunderstood the benefits provided by JB Hi-Fi Tech Care+ and were not within the target market.
- Information provided by regulators (ASIC or ACCC) indicate this Target Market Determination may no longer be appropriate.
- A significant dealing in JB Hi-Fi Tech Care+ occurs which is inconsistent with this Target Market Determination.

Distribution of JB Hi-Fi Tech Care+

JB Hi-Fi Tech Care+ should only be made available for purchase by customers in respect of eligible Devices purchased from JB Hi-Fi which (a) are able to be refreshed or replaced (as the case may be) by JB Hi-Fi; and (b) may suffer mechanical or electrical failure.

Prior to purchasing JB Hi-Fi Tech Care+, customers should be:

- Given access to the details of the applicable manufacturer's warranty and JB Hi-Fi's minimum voluntary warranty, along with an explanation that the warranty guarantee under the JB Hi-Fi Tech Care+ plan covers them for instances of mechanical or electrical failure the full term of the plan for no service fee and at committed service time frames;
- Informed that even if they do not purchase JB Hi-Fi Tech Care+, they also have rights under the Australian Consumer Law which may provide them with a remedy in the event their Device becomes faulty after expiry of the manufacturer's warranty and JB Hi-Fi's minimum voluntary warranty period, but the exact duration and nature of these rights is uncertain;
- Provided with a copy of (or provided with access to) JB Hi-Fi's "Understanding Your Rights" brochure which contains information about JB Hi-Fi's minimum voluntary warranty and the Australian Consumer Law;
- Informed that purchasing JB Hi-Fi Tech Care+ provides them with certainty that they will be entitled to a remedy in the event their Device becomes faulty during the period of their JB Hi-Fi Tech Care+ Plan;
- Informed that purchasing JB Hi-Fi Tech Care+ provides them with an opportunity to make up to 3 service requests for replacement or refresh of their Device (depending on the plan type) upon payment of a service fee during the term of the plan;
- Informed of the purchase price of JB Hi-Fi Tech Care+; and
- Informed of the service fees for service requests under the JB Hi-Fi Tech Care+ plan.

These disclosures make it likely that customers who purchase JB Hi-Fi Tech Care+ will be within the target market because such customers, when they are making a decision about whether to purchase JB Hi-Fi Tech Care+, will be fully informed about:

- The rights they have (even if they do not purchase JB Hi-Fi Tech Care+) under the Australian Consumer Law, JB Hi-Fi's minimum voluntary warranty and the manufacturer's warranty to have their Device repaired if it is faulty;
- The key attributes of JB Hi-Fi Tech Care+ which may benefit them;
- The purchase price of JB Hi-Fi Tech Care+; and
- The service fees for service requests under JB Hi-Fi Tech Care+ plans.