

**Extended warranties sold with rent-to-own agreements: customer information and deferred opt-in**

## Chapter 5

Extended warranties sold with  
rent-to-own agreements:  
customer information and  
deferred opt-in



5.2 Deferred opt-in for extended warranties

- 5.2.1

R

(1) A *firm* must:

  - (a) not conclude the sale of an *extended warranty*; and
  - (b) ensure that no other *person* to whom the *firm* has referred the *customer* concludes the sale of an *extended warranty*;

until at least two clear *days* have passed since the required information was provided to the *customer* (■ PROD 5.1.1R).

(2) The period in (1) is one clear *day* after providing the information if the *customer*:

  - (a) initiates the conclusion of the sale of the *extended warranty*;
  - (b) consents to the conclusion of the sale of the *extended warranty* earlier than provided for in (1); and
  - (c) confirms that they understand the restriction in (1).
- 5.2.2

G

For example, if a *firm* provided the required information to the *customer* on Monday, it would not (absent the *customer's* consent) be able to conclude the sale of the *extended warranty* until Thursday.
- 5.2.3

G

Before the conclusion of the sale of an *extended warranty*, a *firm* should have regard to the information needs of its *customers* and consider whether it would be in the *customer's* interest to receive the information in ■ PROD 5.1.1R again, for example if a long time has passed between the provision of the information and the conclusion of the sale.