

**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

## 5.1 Ensuring the customer can make an informed decision

- (1) A *firm* must give the *customer* the information in (3), at the same time and in the same *document*, when it offers to sell them an *extended warranty*.
- (2) A *firm* must ensure that any other *person* to whom it has referred the *customer* or invited or induced the *customer* to obtain an extended warranty from gives the *customer* the information in (3), at the same time and in the same *document*, when that *person* offers to sell the *customer* an *extended warranty*.
- (3) The information is:
  - (a) the total cost of the *extended warranty*, separate from any other prices, in the following terms:
    - (i) weekly;  
annually; and  
over the duration of the *rent-to-own agreement*;
  - (b) the significant features and benefits, significant and unusual exclusions or limitations of the *extended warranty*, with cross-references to the relevant warranty document provisions;
  - (c) a statement that *extended warranties* may be available from other *persons*;
  - (d) an explanation of how the *extended warranty* interacts with and compares against any other products sold or offered for sale in connection with the *rent-to-own agreement* (e.g. theft and accidental damage insurance);
  - (e) an explanation of how the *extended warranty* interacts with and compares against any standard manufacturer's warranty that may apply to the *goods* which are the subject of the *rent-to-own agreement*, given in a way that enables the *customer* to make a clear comparison between the two;
  - (f) when the *extended warranty* can be concluded, as described in **PROD 5.2.1R**; and
  - (g) the date the information in (a) to (f) is provided to the *customer*.
- (4) The information in (3) must be communicated in a way that is:
  - (a) fair, clear and not misleading;
  - (b) in writing or another *durable medium*; and

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- (c) made available and accessible to the *customer*.
- (5) The information in (3) must be drawn to the *customer's* attention and must be clearly identifiable as key information that the *customer* should read.
- (1) A *firm* that sells *extended warranties* that constitute *contracts of insurance* must also comply with the *rules* in ■ **ICOB5 6** (Product Information).
- (2) *Firms* should also take into account the Supply of Extended Warranties on Domestic Electrical Goods Order 2005. Other consumer protection legislation may also be relevant.