

## Service Guarantee Information

Service Guarantee is offered by Shop Direct Home Shopping Limited ("SDHS"). Terms and Conditions apply. Service Guarantee provides a repair service for all new appliances after the expiry date of the manufacturer's guarantee period in the event of a mechanical or electrical failure; it is not an insurance product. If the appliance cannot be repaired or replaced a refund of a proportion of the purchase price will be offered, as depreciation will be applied. If a refund or replacement is given the Service Guarantee will cease. Your agreement may be extendable. Here's how it works; The Service Guarantee starts when the manufacturer's guarantee runs out. All you need to do is choose how long you want the agreement for (up to 5 years – inclusive of manufacturer's guarantee). You will be informed of the cost of Service Guarantee for the initial period. Then, if extendable, you will receive a letter before the end date to let you know the cost of maintaining your agreement for a further period. If, at that stage, you are a credit account holder, the cost will be charged to your credit account (subject to credit account status) unless you notify that you don't want to continue with your agreement - the choice is yours. Once the agreement has been arranged to be extended, you will continue to be advised of the cost of maintaining your Service Guarantee, unless you decide that you no longer need it. Your Service Guarantee documentation will be sent to you 2 to 3 weeks after the goods have been dispatched. Loss, Theft, Accidental Damage Cover and Home Contents insurance can be purchased independently. See the Shopping Insurance page for further information.

Service Guarantee is provided by The Warranty Group Services (Isle of Man) Limited, St George's Court, Upper Church Street, Douglas, Isle of Man, IM1 1EE. SDHS reserves the right to change provider. Service Guarantee agreements are backed by trust funds held by an independent trustee which are not protected by the Financial Services Compensation Scheme (FSCS). Service activation requests are administered by Shop Direct Finance Company Limited. Registered number: 4660974, Registered Office: Aintree Innovation Centre, Park Lane, Netherton, Bootle, Liverpool L30 1SL.

**Cancellations** - If you wish to cancel your Service Guarantee, just notify SDHS in writing or simply return your documentation to SDHS. If you cancel within 60 days of purchase, you will receive a full refund. Thereafter, you will receive a proportionate refund based on the unexpired period remaining.

**Consumer Rights** - You can purchase Service Guarantee when you order your goods or at any time within the following 10 months at the prices displayed on your brand website, in your latest catalogue or prices given over the phone. The prices shown in this publication are the total amount payable including VAT. Where the manufacturer provides extended parts cover, Service Guarantee prices will be reduced accordingly. Where, on the merchandise page it shows 'a period of extra cover' this is provided after the manufacturer's guarantee has expired. The manufacturer, other retailers and insurance providers may also offer you an extended warranty and your household insurance may be relevant. The Service Guarantee is in addition to your statutory rights – see SDHS returns policy section. Under those statutory rights, you can request a repair or replacement for up to 6 years (5 in Scotland) if the product when sold was not of satisfactory quality. However, after the first 6 months, you would have to prove that the product had a fault when it was sold and this could involve having to take legal action. In practice, during the period of the manufacturer's guarantee, the manufacturer will deal with any reliability or quality issues. Further information on your rights can be obtained from your local Trading Standards Service.

## Terms and Conditions

If your product, as specified in the Confirmation Schedule, suffers a mechanical or electrical failure during normal use we will repair or replace it with a product of the same or equivalent specification. If no replacement is available, we will either issue a cheque or arrange a credit to the account through which the product was purchased, up to the Market Value. For the purposes of this Service Guarantee Market Value means the original price less 20% if failure occurs between 12 and 24 months from purchase date and less 1% per month thereafter.

An assistance Helpline is available 24 hours a day for 365 days a year for emergencies at home, via a large network of approved and regularly monitored contractors. Typical examples of such emergencies would include storm damage, broken windows and burst pipes. Call 0117 934 0118 quoting scheme no. HL/3465958 and you will be put in touch, either directly or on your behalf, with an appropriate contractor within your area. The Helpline service is free from the Issue Date of this Service Guarantee as detailed in the Confirmation Schedule. You will be required to meet the cost of all emergency repair services.

The cost of Service Guarantee is inclusive of all applicable Value Added Tax.

### How to request our services

**Breakdown:** First check that all electrical connections are in working order. Then, if after consulting the manufacturer's handbook you still require assistance, then contact us on the Service Helpline 0844 391 4025 (Monday – Friday 8.30am – 8.00pm, Saturday 9.00am – 1.00pm).

Customers with additional requirements: if you have hearing or speech difficulties, you can text telephone on 0844 822 4676. This document and all our literature is available in large print, audio or Braille. We will be happy to provide you with a copy on written request, or you can call us on 0844 822 4676 to request a copy.

**Enquiries:** If you have any queries regarding the Service Guarantee then call us on the Service Helpline. If you have your Service Guarantee ready your enquiry can be dealt with speedily.

### Service Guarantee will provide the following services within the United Kingdom:

- If your product, as specified in the Schedule, suffers a mechanical or electrical failure during normal use:-
  - We will endeavour to repair the product at no cost to you, up to the original price paid for the product, which includes, either labour and call out charges or labour, call out and parts charges, depending on the manufacturer's guarantee.
  - If your product cannot be repaired within 6 weeks of authorisation of repair from the Service Helpline, it will be replaced with a product of the same or similar specification.
  - We will replace it with a product of the same or equivalent specification if we decide your product is uneconomical to repair, the parts are no longer available or the cost of repair will exceed the Market Value of the product.
  - If you are entitled to a replacement under ii. or iii. above and no replacement is available, we will either issue a cheque or arrange a credit to the account through which the product was purchased up to the Market Value. For the purposes of this Service Guarantee, 'Market Value' means the current retail price less 20% if failure occurs between 12 and 24 months from the purchase date of the product from new and less 1% per month thereafter (12% per annum).

- An assistance helpline is available 24 hours a day 365 days a year for emergencies at home, to put you in contact with one of a large network of approved and regularly monitored contractors. Typical examples of such emergencies would include storm damage, broken windows and burst pipes. One call and you will be put in touch, either directly or on your behalf, with an appropriate contractor within your geographical location. The Helpline service is free from the Issue Date of this agreement, as detailed in the Confirmation Schedule. You will be required to meet the cost of all emergency repair services.
- Your Confirmation Schedule will identify both the initial duration (including the manufacturer's guarantee period) and whether this Service Guarantee is extendable. If it is extendable then at the expiry of the initial term, we shall extend this agreement for a further period(s) up to the 8th year after the date of delivery subject to an extended offer being available and receipt from you of an additional payment(s). We shall advise you at the relevant time of the duration and payment options. If you choose not to make the payment to extend the agreement, then it shall terminate at the end of the period you have paid for. If this Service Guarantee is not extendable, then it will simply last for the duration as set out in your Confirmation Schedule. Details on how to request our services are included on your Confirmation Schedule and form part of this Service Guarantee.

### What services and associated costs are not included?

- Repair or replacement costs due to failure caused by:
  - Use other than domestic use by you or members of your family residing with you.
  - Accidental damage, any wilful act or neglect.
  - Not following the manufacturer's instructions.
  - Repairs carried out by persons not authorised by us or without our prior approval.
  - Failure of the fuse, plug or public electricity supply.
  - Incorrect or faulty installation (including faulty software).
  - The weather such as lightning, flood and high winds.
  - Any loss or damage caused by the failure of any electrical or computer equipment, software, micro-controller, microchip, accessories or associated equipment to correctly recognise and process any calendar date or time.
- Repair or replacement costs for:
  - Failure which is included under the manufacturer's guarantee period.
  - Any routine maintenance, adjustments, cleaning, de-scaling, blockage removal, tuning, realignment, modification, installation or transit.
  - Work because of a manufacturer's recall of the product or through routine maintenance.
  - Consumer replaceable items including, but not limited to, batteries, styli, light bulbs, hoses, belts, tools, attachments and disposable bags.
  - Cosmetic items not affecting the normal usage of the product including, but not limited to, damage to cabinet trim and scratches.
  - Damage caused by scratching, chipping, staining, rust, corrosion or limescale.
  - Damage to aerial sockets, caused by loss or surge of power or application of an incorrect power supply.
  - Loss or damage to additional free goods supplied with the product as part of a sales promotion.
  - Damage caused by foreign objects or substances normally associated with the product.
  - Theft.
  - Compensation for loss of use or any consequential loss caused directly or indirectly by the product.
  - Satellite system repairs caused by weather damage to satellite antennae, failure of the television set or realignment of satellite antennae.
  - The expense of a service call where no fault has been found after inspection.

### Limitations

- You can transfer the benefits of Service Guarantee by obtaining permission from, or register a change of address by sending a written request to Insurance Customer Services, Sandringham House, Sandringham Avenue, Chelmsford, CM92 1LH or on telephone number 0844 822 4676.
- You may cancel the Service Guarantee within 60 days of purchase and obtain a full refund of the fee paid providing no services have been provided. Thereafter, you will receive a proportionate refund based on the unexpired period remaining. You can do this by returning this Service Guarantee or by sending your request to cancel in writing, to Insurance Customer Services, Sandringham House, Sandringham Avenue, Chelmsford, CM92 1LH or on telephone number 0844 822 4676. If this Service Guarantee is cancelled any promotional credit or discount given at point of purchase will be clawed back in full by Shop Direct via a debit to your account.
- If your product cannot be repaired the Service Guarantee will terminate after replacement or any other settlement and The Warranty Group Services (Isle of Man) Limited may take possession of the original product and dispose of it.
- The home emergency assistance Helpline is free from the Issue Date of this Service Guarantee, should you wish to cancel or if the goods are replaced or the Service Guarantee is terminated for any other reason the Helpline service will cease. You are responsible for the cost of call-out charges, or cost of work carried out for emergency repairs including but not limited to, broken windows, storm damage or burst pipes. We are not liable for any defect in the work carried out by, or the actions of, any contractor recommended by Assistance Helpline for any costs associated with the emergency repairs.
- The Service Guarantee will be terminated without refund in the event of fraud or misinformation.
- The Service Guarantee is subject to English Law.

### How to Complain

In the unlikely event that you are dissatisfied with anything related to the Service Guarantee, in the first instance contact Insurance Customer Services, Sandringham House, Sandringham Avenue, Chelmsford, CM92 1LH. You may also contact the Provider of the Service Guarantee The Warranty Group Services (Isle of Man) Limited at the address below: None of the above affects your right to legal action.

Service Guarantee is offered by Shop Direct Home Shopping Limited, Registered number 04663281, Registered office: First Floor, Skyways House, Speke Road, Speke, Liverpool, L70 1AB and provided by The Warranty Group Services (Isle of Man) Limited, St George's Court, Upper Church Street, Douglas, Isle of Man, IM1 1EE, Registered number 94279C.

Service requests will be administered by Shop Direct Finance Company Limited. All communications with our customers will be in English.