

# SERVICE GUARANTEE - Further relevant information

Service Guarantee is provided by The Warranty Group Services (Isle of Man) Limited ("Provider"). Shop Direct Home Shopping Limited ("SDHS") has been appointed by the Provider to arrange Service Guarantee and Shop Direct Finance Company Limited ("SDFC") has been appointed by SDHS to administer the Service Guarantee.

## What services are provided?

Terms and Conditions apply. Service Guarantee provides a range of services including;

- Product Support in an Online Service Centre which includes Set Up Support, Hints and Tips and an Annual Health Check;
- Troubleshooting with a Technical Engineer
- Products on Loan; and
- Repair or replacement service in the event of mechanical or electrical breakdown after the expiry of the manufacturer's warranty period.

## Product Support will offer the following help and assistance with an Electrical Item:

**Set Up Support** - this is information on how to get an Electrical Item up and running and will include an installation guide for the Electrical Item.

**Hints and Tips** - this is information about things that can be done to help prolong the life of an Electrical item. If followed the Hints and Tips should help keep the Electrical Item in good working order. Information on how to troubleshoot common problems with an Electrical item will also be available.

**Annual Health Check** - a reminder of these useful Hints and Tips will be sent along with any additional information we think will help ensure an Electrical Item is working correctly. We will do this via email on an annual basis starting from the first anniversary of the Start Date of a Service Guarantee. A copy of the Annual Health Check will be available to view in the Online Service Centre.

## Troubleshooting with a Technical Engineer

If the information in Product Support is unable to assist with a query, a helpline is available to provide support or to request a call back from one of our Technical Engineers.

## Products on Loan

If an Electrical Item is a television and it suffers a mechanical or electrical breakdown, it may be possible to request a loan television subject to the television being repaired meeting certain criteria.

## Repair or Replacement

If the Electrical Item suffers a mechanical or electrical breakdown after the manufacturer's warranty has expired, the Electrical Item will be repaired. If it is not possible to repair the Electrical Item (or it is uneconomical to do so) it will be replaced with an electrical item that is the same make and model as the one listed on the Confirmation Schedule. If this cannot be done a choice of models with an equivalent specification will be given.

Where the Electrical Item has suffered a mechanical or electrical breakdown and a repair or replacement is not possible, contact will be made to discuss an alternative settlement. The value of the alternative settlement will be limited to the original purchase price of the Electrical Item.

The Service Guarantee will end on the date that the item is replaced or an alternative settlement is given.

The Service Guarantee documentation will be sent to you 2 to 3 weeks after the goods have been dispatched.

Please note that Service Guarantee is not an insurance policy. Loss, Theft, Accidental Damage Cover and Home Contents insurance can be purchased independently. If you already have cover for breakdown through an extended warranty programme included in a premium bank account package or another product this Service Guarantee may not be appropriate for you.

## Automatic Extension of your Service Guarantee

Please note if you take out Service Guarantee it may be automatically extended on a rolling one year basis for up to 6 years. You will be contacted a few weeks prior to the expiry of the Service Guarantee with further details including cost, payment method and information about how to opt out of the extension if you do not wish to continue with the Service Guarantee. If the Service Guarantee will not be automatically extended contact will be made to confirm this and the date the Service Guarantee will expire.

## Provider, Arranger and Administrator information

Provider; The Warranty Group Services (Isle of Man) Limited, Third Floor, St George's Court, Upper Church Street, Douglas, Isle of Man, IM1 1EE.

Service Guarantee agreements are backed by trust funds held by an independent trustee which are not protected by the Financial Services Compensation Scheme (FSCS).

Arranger; SDHS Limited. Registered number: 4663281. Registered office: 1st Floor, Skyways House, Speke Road, Speke, Liverpool L70 1AB.

Administrator; SDFC Limited. Registered number: 4660974, Registered Office: Aintree Innovation Centre, Park Lane, Netherton, Bootle, Liverpool L30 1SL.

## Cancellation Information

### Cooling Off Period

If, for any reason, you are not satisfied with the Service Guarantee you can cancel it within the first 60 days and receive a full refund of the price paid for the Service Guarantee. The 60 day period begins on the date the Service Guarantee is purchased or, if the Service Guarantee has been automatically extended, the first day of the extended period.

### Cancellation Rights

After expiry of the 60 day Cooling Off Period, you can cancel the Service Guarantee at any point during the term and receive a pro rata refund of the price paid for the Service Guarantee, based on the number of full unexpired months remaining.

For example, if you cancelled your Service Guarantee after half of the term has expired (e.g. after 1 year of a 2 year term) you will receive a 50% refund of the price paid. These cancellation rights also apply to your Service Guarantee if it has been automatically extended.

## Consumer Rights

Service Guarantee can be purchased when goods are ordered. The prices shown are the total amount payable including VAT. Where the manufacturer provides extended parts cover, Service Guarantee prices will be reduced accordingly. The Service Guarantee cover period includes the manufacturer's warranty.

The manufacturer, other retailers and insurance providers may also offer you an extended warranty.

The benefits offered under the Service Guarantee are in addition to your legal rights under the Consumer Rights Act 2015. Under this Act, if the product you purchase is subsequently found to be defective then you will be entitled to a remedy such as a repair, a replacement or a refund. This legal right lasts for up to 6 years (5 years in Scotland). If the product proves defective in the first 30 days after purchase then you may reject the goods and request a full refund. Thereafter, you will be entitled to a repair or replacement but if those remedies are not possible then you can claim a full, or partial, refund depending on the age of the goods. Further information on your rights can be obtained from the Citizens Advice Consumer Helpline 03454 040506.