

Knowhow™ Fixed Price Repair

IMPORTANT DOCUMENT – PLEASE KEEP SAFE

Please find below your Knowhow Fixed Priced Repair Terms and Conditions, please keep this in a safe place for future reference.

What is included in a Knowhow™ Fixed Price Repair

- Over the phone diagnostics
- Domestic appliance repair of a single fault
- Our repair work is guaranteed for 3 months from the date the product is fixed
- The costs of labour, parts (up to £150) and general advice are included

What's not included:

- Repair of faults not highlighted at the time of booking.
- Failure of the repair not caused by a mechanical fault
- Theft or any loss suffered if you cannot use the product or any loss other than repair
- The cost of any spoilt food caused by product failure
- Repairing a product which has been exposed to insect infestation (or similar phenomenon) or human or animal fluid/matter.
- We cannot repair products which are more than 8 years old.

How long is my repair guarantee?

Your repair will be protected for the same fault for 3 months from the completion of your original repair.

What to do if your repair fails within 3 months of repair

Please call our customer services line on 0844 561 1234.

If the same fault reoccurs and we cannot solve your problem over the phone we will send an engineer out to you.

Typically we will be able to offer you a visit within 2 working days. If we are unable to repair your product you will receive a full refund.

What isn't covered by the repair guarantee:

- Regularly replaced items/consumable items, including:
 - Built-in batteries
 - Bulbs
- Cosmetic damage where it does not affect the operation or safety of the product.
- Repair costs that have not been approved.
- Damage or breakdown due to flood, wind or other severe weather conditions.
- Damage or breakdown due to fire, unless caused by an electrical malfunction within the product.
- The cost of repairing or replacing a product which fails because anyone neglects, abuses or misuses the product.
- The cost of repairing or replacing a product which has been exposed to insect infestation (or similar phenomenon) or human or animal fluid/matter.
- Any service or benefit where the Agreement has been suspended.
- Inoperability of a product caused by withdrawal of services by a third party.
- Protection for dishwashers, cooking and laundry products if used for business.
- Theft or any loss suffered if you cannot use the product or any loss other than repair or replacement.
- The cost of any spoilt food caused by product failure.

What if my product cannot be repaired?

If we cannot repair your product within 14 days of our first visit or your product is beyond economical repair (the cost of the parts required is greater than £150) we will refund the price of your Fixed Price Repair. A full refund after 14 days will not apply if you have not given us access to repair the appliance.

Data Protection

We ask for your name and address so that we can give you an efficient after sales service. We may pass your name to companies within the Dixons Retail plc group of companies or other organisations that we have carefully chosen. They may contact you with offers of goods and services. If you do not want to be contacted in this way, please write to us.

Complaints Procedure

In the event of a complaint, please contact our Customer Services Team via any of the means listed below

How to contact us

Just call: 0844 561 1234

Just email: customerservice@knowhow.com

Just visit: www.knowhow.com

Just write to: KNOWHOW Customer Service, PO Box 10910, The Pinnacles, Harlow, Essex, CM19 5BD

If you require literature from us in a different format such as Braille, audio cassette or large print please contact Customer Services.