

# Knowhow™ Fix & Protect Agreement

## IMPORTANT DOCUMENT – PLEASE KEEP SAFE

Please find below your KNOWHOW Fix & Protect Agreement Terms and Conditions, please keep this in a safe place for future reference.

### What are the benefits of my Knowhow™ Fix & Protect Agreement?

Firstly your appliance will be repaired, you will then receive

- Protection against mechanical breakdown
- Protection against breakdown due to mishaps
- No charge if no fault is found or if the fault is due to user error
- The costs of labour, parts (up to £150) and general advice are included
- If it breaks down again and we can't fix it – we'll replace it

### Definitions

**“Us, We, Our, Dixons Retail, Knowhow™”** means DSG Retail Limited, a company registered in England and Wales under company number 504877 whose registered office address is Maylands Avenue, Hemel Hempstead, Hertfordshire, HP2 7TG;

**“You, Your”** means the person who has entered into the Care Plan as defined in the document (top right).

### What's not included:

- 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.
- We cannot repair products which are more than 8 years old.

### What to do if your product breaks down

**If your product breaks down, please call our customer services line on 0844 561 1234.**

If we cannot solve your problem over the phone we will send an engineer out to you. Subject to availability, if you call before 6pm and we will visit you at the following times: - call Monday to Wednesday and we will visit two working days after your call; call on Thursday and we will visit on the following Monday; call on Friday or Saturday and we will visit on the following Tuesday.

### How long will my product be protected?

Your product will be protected for 12 months from the start of your Agreement. Towards the end of the 12 month period you will be sent an invitation to renew the Agreement.

### What if my product cannot be repaired?

#### The first Repair

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 Fix & Protect Agreement. A full refund after 14 days will not apply if you have not given us access to repair the appliance.

If a repair for the same fault is declared within 28 days of the first repair we will attempt repair. If this repair is unsuccessful, a full refund of the price of your Fix & Protect Agreement will be issued. This decision will be based on Customer information and Engineer assessment.

#### Subsequent Repairs

If you experience a different fault or the same fault occurs following a successful repair and we cannot repair your product, you will be given an authorisation code to obtain a replacement product in a Currys, Currysdigital or PCWorld store. The value will be based on an equivalent specification product and up to a maximum of your original product purchase price. Occasionally a fully reconditioned product may be supplied.

If your product is replaced your Knowhow™ Agreement ends.

### Cancellation Notice

**If you are not completely satisfied with your Knowhow™ Fix & Protect Agreement, you can cancel it within 45 days of purchase. Please call Customer Services on 0844 561 1234 and if you haven't used the service we'll give you a full refund. If you want to cancel your Agreement after 45 days of purchase, you will be entitled to a pro-rata refund.**

You may also give notice of your intention to cancel your Knowhow™ Fix & Protect Agreement by writing to the address above.

### Important information

- Your Knowhow™ Fix & Protect agreement is with DSG Retail Limited, Registered office: Maylands Avenue, Hemel Hempstead, Hertfordshire HP2 7TG. Registered in England, number: 504877.
- We will not be responsible for any failure to carry out our obligations under this Agreement if it is caused by any circumstances outside our reasonable control.
- You must do all you reasonably can to keep the costs of providing the service as low as possible and allow us into your home or office at all reasonable times to repair the product.
- You must take all reasonable precautions to protect your product from damage.
- Unless agreed differently with you in writing the language of this Agreement and all communications relating to it will be in English and all aspects of the Agreement, including negotiation and performance are subject to English Law and the decisions of English Courts.
- Where appropriate fully guaranteed refurbished parts may be used.
- Occasionally you may have to pay for the repair and claim the cost back from us by contacting the Knowhow™ Customer Services Team.
- Your Agreement does not affect your legal rights

### How do I amend my Agreement details?

If you need to amend any of your details, such as your name or address, please call us. To ensure you get the best service possible it is important that we have your up to date details.

### Can I transfer my Fix & Protect Agreement?

You can transfer this Agreement to the new owner of your product, free of charge. Write to us with details of the new owner's name and address.

### 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

DSG Retail Limited is the administrator of the Agreement and aims to provide the service in accordance with the terms and conditions. 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](mailto:customerservice@knowhow.com)

Just visit: [www.knowhow.com](http://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.**