Currys

Branch: 1901 Electrical Clearance Store
0161 276 1331, Pin Mill Brow, Mancunian Way
Manchester, M12 6EH
03445 610000
www.currys.co.uk

Till: 3 Receipt: 038249 Date: 03/05/18
Operator: 42 Billy Time: 12:38

Thank you for shopping with Currys
If you require further advice or support
please refer to
www.currys.co.uk
or call
03445 610000

18 ESTON STREET TBC

SALE

Assistant: 42 BILLY

KENWOOD KSBSW17 £449.99
1 x 0000185297 @ £449.99

BD AMERICAN FRIDGE/FREEZER

Non-Pristine (50.00%)	-£225.00
CUSTOMER SUPPORT AGREEMENT	£99.99

1 x 0000206823 @ £99.99
Item:0000185297
KENWOOD KSBSW17
Length of Agreement:5 YEARS
Start Date:03/05/18
End Date:02/05/23
Ref:1042834653

AMOUNT DUE	£324.98
MasterCard	£324.98

Card **********2930
ICC PIN Verified TSB
Auth No. 216319 App ID A0000000041010
PAN Seq No. 05
Merchant No. ***90192 EFT No. 000100
Cryptogram D4BC01CB22847AD8 Crypto Type 40

TOTAL TENDERED	£324.98

If you change your mind the last day for a full refund or exchange is 24/05/2018.
Proof of purchase is required and your product must be in its original unopened and sealed packaging.

Txn Num:190100320180503008249O

DSG Retail Limited
Registered Office: 1 Portal Way
North Acton
London, W3 6RS
Registered in England No: 504877
VAT Number GB226 6599 33

TOTAL TO CLAIM = £324.98

AMERICAN FRIDGE FREEZER WARRANTY
MODEL Nº KENWOOD KSBSW17
WARRANTY EXPIRES 02/05/2023
TELEPHONE NUMBER: 0344 561 4000
POLICY REF: BHXJ G59E

Team Knowhow
Help with all life's kit

Repair & Support Plan - Fixed Term

IMPORTANT DOCUMENT - PLEASE KEEP SAFE
This document sets out the terms and conditions of your Customer Support Agreement. Please keep this in a safe place for future reference and to help you receive support.

Purchased: 03/05/18 12:39:15

Mr J Skelton
18 Eston Street
Manchester
M13 0FF

Product: KENWOOD KSBSW17
Repair & Support Plan: £99.99
Delivery: 03/05/18

Repair & Support Plan Reference: 1042834653

Standard Guarantee Expiry Date: 03/05/19

Repair & Support Plan Expiry Date: 02/05/23

Section A - What's included

Repair and Support
If you require support and advice or for any reason your Product isn't working, please call our Team Knowhow experts on **0344 561 1234**, who will try to diagnose the problem and find a solution.

If we can't solve the problem over the phone we will repair the Product or replace it, during the call we will advise on next steps (please note the Product replacement details below and the Section B exclusions). If your Product is small you may be required to take it to one of our stores.

Product replacement
If we cannot repair your Product you will be given a voucher to obtain a replacement in one of our stores. The value will be based on an equivalent or similar specification product up to a maximum of your original Product purchase price. In some instances, at our discretion a replacement product may be given instead of a voucher. Apple iPads will be replaced by an Apple authorised replacement product.

If you receive a Product replacement voucher this plan will end. You will receive a pro rata refund voucher which can be redeemed during the purchase of another Repair & Support Plan.

Multiple mechanical or electrical failures
If your Product has a mechanical or electrical failure after being repaired on three previous occasions, and your Product is still within your Repair & Support Plan, you may request a replacement. This benefit applies on the fourth separate mechanical or electrical failure.

24/7 expert support
Our expert support service covers a variety of products including computing, home entertainment and gadgets.

7-day repair promise
If your repair takes more than 7 days, you may request a replacement product. The 7-day repair promise will start on each occasion from:

- The date you book in your Product for repair in one of our stores.
- The date of the engineer's first visit.
- The date that we collect your Product.

If the Product is taken into a store the repair will be considered complete when the Product is available for collection. If the Product is collected from you it will be returned to the same address and the repair will be considered complete on the date of the earliest re-delivery slot we offer.

Please note the Product replacement section above.

The 7-day repair promise is subject to allowing us reasonable access to the Product for repair. If we cannot get access (e.g. you are away), the 7-day promise will not apply. When the Product is still operational and safe to use the 7-day promise will not apply.

Due to the additional time needed to carry out data recovery the 7-day repair promise will not apply to any repair where data recovery has been requested. The 7-day repair promise will also not apply to iPads unless the Find my iPad feature has been disabled.

Healthcheck, Virus/Spyware removal and Data Recovery (PC/Laptop)
For the lifetime of your Repair & Support Plan for a PC or laptop, you are entitled to one healthcheck each year. If your computer has a virus, Trojan, worm, spyware or malware or you have lost data our experts can also help. Simply take your Product into your nearest store with a Team Knowhow service centre or contact us on 0344 561 1234 and our team of experts will help. Only products with a Windows operating system will qualify for a healthcheck.

If you require data recovery you must request this service at the time of booking. Upon request, we will try to retrieve your data however, all recoveries greater than 32GB will require you to provide an external hard drive. To carry out this service your machine will be taken to our Team Knowhow repair lab where we will do our best to recover your data.

Valet Service (selected large kitchen appliances)
For the lifetime of your Repair & Support Plan you are entitled to one valet service a year on the Product. We will clean and de-scale a washing machine or dishwasher, clean the trays, grills and exterior of a cooker, and defrost a fridge or freezer plus give it an anti-bacterial clean. To book an appointment, please call us on 0344 561 1234.

Section B - What is not included?

- The replacement of regularly replaced items/consumable items, including:
  - Built-in batteries. (except Dyson cordless vacuum cleaners)
  - Bulbs and lamps
  - Vacuum cleaner belts
- Cosmetic damage (e.g. rust, scratches etc.) where it does not affect the operation or safety of the Product
- Repair costs that have not been expressly 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.
- Repair or replacement of the Product which has been neglected, abused, misused, or damaged intentionally. You must take reasonable care of the Product.
- Repairing or replacing a Product which has been exposed to insect infestation (or similar phenomenon) or human or animal fluid/matter.
- Repair and Support where the Plan has been suspended due to non-payment.
- Inoperability of the Product caused by withdrawal of services by a third party or by a failure of, fault with or interruption of a utility supply.
- Software or data (subject to the Data Recovery service above).
- Dishwashers, cooking and laundry products if used for business.
- Theft of the Product.
- Any loss suffered if you cannot use the Product.
- Any loss other than repair or replacement.

Section C - Important information

"Us, We, Our, Team Knowhow" means DSG Retail Limited, a company registered in England and Wales, number 504877 whose registered office address is 1 Portal Way, Acton, London, W3 6RS and which trades under the names Currys, PC World, Dixons Travel, and Team Knowhow;
"You, Your" means the person who has entered into the Repair and Support Plan as defined in the document (top right).

- This Repair and Support Plan is an agreement between **"You"** and **"DSG Retail Limited"**, part of the Dixons Carphone PLC group of companies. In the event that DSG Retail Limited ceases trading there is no dedicated financial backing.
- We will not be responsible for any failure to carry out our obligations under this Repair & Support Plan 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 caused by viruses. To prevent such damage, we strongly recommend that you keep all operating systems and anti-virus software up to date.
- If the Product stores data, we strongly recommend that you back up your data regularly as we can't guarantee to restore data if your Product needs repairing.
- Where appropriate fully guaranteed refurbished or generic parts may be used.
- Occasionally we may ask you to pay for the repair and recover the cost back from us by contacting Team Knowhow Customer Services.
- Your Repair & Support Plan does not affect your legal rights. Further information about your legal rights can be obtained from your local Trading Standards Department or Citizens Advice Bureau. All aspects of the Repair & Support Plan, are subject to English Law.
- Other suppliers such as your Product's manufacturer may offer an alternative support service. Your household insurance may provide some protection for your Product.

Section D - Cancellation Notice

You can cancel this Plan at any time by either writing to us at the email or postal address in Section I or, by calling Team Knowhow Customer Services on 0344 561 1234. If you cancel within 45 days of purchase and you haven't used the service, we'll give you a full refund. If you want to cancel your Repair & Support Plan after 45 days of purchase, you'll be entitled to a pro-rata refund.

Section E - What shall I do if my Product needs repair outside the UK / Isle of Man?

Get a quote for repairing your Product. If the cost of repair is the equivalent to £150 or less (£300 or less for a laptop), pay for the repair and recover the cost back from us. You will need a receipt showing the cost of the repair. If the cost of repair is more than £150 (more than £300 for a laptop), please contact Team Knowhow Customer Service (see Section I). For all repairs outside the UK, all other benefits will not apply.

Section F - Updating your details / Transferring the Plan

If you need to amend any of your details, such as your name or address please contact Team Knowhow Customer Services so that we can update our records. To ensure you get the best service possible it is important the details of the owner of the Product remain up to date.

If you sell or give away your Product, you can transfer this Repair & Support Plan to the new owner, free of charge. To do so you must write to us with details of the new owner's name and address.

Section G - Data Protection

We ask for your name and address so that we can give you an efficient after sales service. We may pass your details to companies within the Dixons Carphone 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 Team Knowhow Customer Services at the address in Section I or complete the online opt-out form accessible via the Privacy Policy on currys.co.uk or pcworld.co.uk.

Section H - Complaints Procedure

DSG Retail Limited is the Repair & Support Plan administrator and aims to provide the service in accordance with the terms and conditions. In the event of a complaint, please contact Team Knowhow Customer Services (see Section I).

Section I - Get in touch for help and support

Call our experts on: 0344 561 1234
Email: customer.services@Teamknowhow.com
Go online to: www.Teamknowhow.com
Write to us at: Team Knowhow Customer Services, PO Box 4043, Swindon, SN4 4NA
Calls may be recorded for training and monitoring purposes

Changes to your details

To update your details or to notify us of any errors, contact us on **0344 561 1234**, otherwise complete the form below.
Please Tick (✓)

***Change of name** ☐ **Change of address** ☐ **Transfer of plan** ☐

*Note: for change of name you will need to provide appropriate documentary evidence of name e.g. copy of marriage certificate, decree absolute, deed poll certificate, etc.

Name (Including title and initials)

Address

Post Code

Phone number

E-mail address

Plan holder signature

Once completed, please return the whole of this document, together with any additional documentary evidence to Team Knowhow Customer Services, PO Box 4043, Swindon, SN4 4NA