

# Knowhow Care Plan Terms and Conditions

## IMPORTANT DOCUMENT - PLEASE KEEP SAFE

This document sets out the details of your Knowhow Care Plan. Please keep this in a safe place for future reference and to help you receive support.

## Section A - What are the benefits of my Knowhow Care Plan?

### Repair and Support

If you require support and advice or for any reason your Product isn't working, please call our Knowhow Customer Services Team on **0800 587 8787**, we 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). You may be required to take a portable product to one of our stores.

### Product Replacement

If we cannot readily and economically repair your Product you will be given a voucher to obtain a replacement product 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.

If you receive a product replacement voucher this Care Plan ends. You will receive a pro rata Care Plan refund voucher which can be redeemed during the purchase of another Knowhow Care Plan.

### Multiple failures

If your Product breaks down again after being repaired on 3 previous occasions, and your Product is still within your Care Plan, then you may request a replacement. This benefit applies on the 4th separate mechanical or electrical failure.

### 24/7 Help & Advice

Our Help & Advice service covers a variety of products including computing, home entertainment and gadgets.

### 14 day repair promise

In the unlikely event that your repair takes over 14 days you may request a replacement product. The 14 day repair promise will start from 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 you.

Please note the Product Replacement section above.

The 14 day repair promise is subject to allowing us reasonable access to the Product for repair. If we cannot get access to the Product (e.g. you are away), the 14 day promise will not apply. When the Product is still operational and safe to use the 14 day promise will not apply.

Due to the additional time needed to carry out data recovery the 14 day repair promise will not apply to any repair where data recovery has been requested.

### Loan Equipment (selected products)

When you call our helpline, if we can't fix your problem over the phone, for PCs, Laptops and Televisions over 26 inches with a purchase price of over £150, you can request a loan product. Loan products are subject to availability. The loan television provided may be a different size and brand than the original Product and no additional stands or wall mounts will be provided. For desktop PCs and laptops, a Windows loan laptop will be provided. Only products with a Windows operating system will qualify for a loan product.

Once the repair has been made to your Product the loan equipment must be returned when we deliver your Product back to you. If your Product cannot be repaired the loan equipment must be returned before we will issue a product replacement voucher.

Purchased: 04/01/17 13:18:27

Mr J Skelton  
6 Beech Range  
Manchester  
M19 2EU

Product: NEW WLD 600TSDLM  
Knowhow Care Plan: £94.00  
Delivery: 08/01/17

Knowhow Care Plan Reference: 0951217488

Standard Guarantee Expiry Date: 08/01/18

Knowhow Care Plan Expiry Date: 07/01/22

### Healthcheck, Virus/Spyware removal and Data Recovery (PC/Laptop)

For the lifetime of your Care Plan for a PC or laptop, you are entitled to one healthcheck each year. If your computer is infected by a virus, Trojan, worm, spyware or malware or you have lost data Knowhow can also help. Simply take your Product into your nearest store with a Knowhow service bar or contact us on 0800 587 8787 and our team will arrange this for you. 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 in the Product. Upon request we will attempt 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 Knowhow repair lab. This service is offered on a best endeavours basis only and we cannot guarantee we can recover your data.

### Valet Service (selected large kitchen appliances)

For the lifetime of your Care 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 0800 587 8787.

## Section B - What is not included?

There are some matters which will not entitle you to support under this Care Plan which are listed below:

- The replacement of regularly replaced items/consumable items, including:
  - Built-in batteries.
  - Bulbs and lamps (except for bulbs used in rear projection TV).
  - Vacuum cleaner belts.
- Cosmetic damage 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.
- The Care Plan has been suspended.
- 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, vacuum cleaners, 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, Knowhow" means DSG Retail Limited, a company registered in England and Wales, number 504877 whose registered office address is 1 Portal Way, London, W3 6RS and which trades under the names Currys, PC World, Dixons Travel, and Knowhow;  
"You, Your" means the person who has entered into the Care Plan as defined in the document (top right).

- This Care Plan is an agreement between "You" and "DSG Retail Limited", part of the Dixons Retail plc Group. 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 Care 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 parts may be used.
- Occasionally we may ask you to pay for the repair and claim the cost back from us by contacting the Knowhow Customer Services Team.
- Your Care 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 Care 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 Care Plan at any time by either writing to us at the address in Section I or, by calling Knowhow Customer Services on 0800 587 8787. 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 Care Plan after 45 days of purchase, you'll be entitled to a pro-rata refund.

### Section E - What shall I do if my product breaks down 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 claim 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 Knowhow Customer Service (see Section I). If making a claim from 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 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 Care 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 Retail 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 the Knowhow Customer Services Team at the address in Section I or complete the online opt-out form accessible via the Privacy Policy on [currys.co.uk](http://currys.co.uk) or [pcworld.co.uk](http://pcworld.co.uk).

### Section H - Complaints Procedure

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

### Section I - How to contact us

Just call: 0800 587 8787

Just email: [customer.services@Knowhow.com](mailto:customer.services@Knowhow.com)

Just visit: [www.Knowhow.com](http://www.Knowhow.com)

Just write to: Knowhow Customer Services, PO Box 67887, London, SE5 5HU

Calls may be recorded for training and monitoring purposes

#### Amendments to Plan details

To update your details or to notify us of any errors on the Plan contact us on **0800 587 8787**, 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 eg. 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 Knowhow Customer Services, PO Box 67887, London, SE5 5HU



## Customer Order Confirmation

Page 1

**Order Reference Number:** 7447273492  
**Customer Name:** Mr J Skelton  
**Delivery Address:** 6 Beech Range, Manchester, M19 2EU, UK  
**Contact Number(s):** 07920067900 (Home)  
07854803762 (Mobile)

### Products

0000152249 NEW WLD 600TSIDL

### Services

EXPRESS DELIVERY SERVICE

### Delivery Instructions:

You have paid for 0 item(s) to be collected for recycling  
None

### Delivery Date:

Sunday 08 January 2017

*Thank you for booking our delivery service*

#### What happens now?

- Now that you have booked a delivery for the date shown above, we will deliver your product between 7am and 8pm
- If you have paid a little extra for a specific time slot the time is shown above
- To find out more information and your estimated delivery time [available on the day of your delivery] just go to [knowhow.com](http://knowhow.com) and enter your reference number into the track it box.
- If we have your mobile number, we'll send you a text message beforehand as a reminder

#### What we will do on the day?

- If you have ordered an installation service we'll disconnect your old product and install your new one
- If you have paid for recycling we will take your old product away
- We'll unpack your product and dispose of the packaging for you - we'll recycle it if we can
- We'll do all this automatically [you don't need to contact us to arrange]
- Before we leave, we'll make sure you're happy with the work we have done

#### What do you need to do before we arrive?

- If you have not bought our installation service but have paid to have an item collected for recycling, please disconnect it and ensure its free of water [fridges/freezers will also need to be defrosted please]
- Please make sure you're in for when we arrive!

Please bear in mind, we reserve the right not to complete your delivery /installation if it could cause injury to our delivery crews or to you; if it could cause damage to your property; if there is insufficient access to your property or if it falls outside of the technical connection requirements outlined by the manufacturer.

### Transaction Number:

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