

### **What is provided under the plan**

The plan protects you for the repair carried out on your Equipment plus a year's breakdown protection.

As the cost of repair is included in the fee for the Repair Protection Plan, if you cancel the plan you will be required to settle the repair bill directly with ourselves.

Unfortunately we are unable to honour Repair Protection Plans for appliances which cannot be repaired by our engineers at the initial repair stage. You will naturally be given a full refund.

If your Equipment is successfully repaired but can't be repaired on subsequent visits, you will be given a replacement appliance free of charge. All you'll need to pay is the delivery and installation charge.

### **What is not provided under the plan**

Repairs or replacements of Equipment or claims will not be provided or reimbursed if they are still covered by any suppliers or repairers guarantee or arise from;

- a The Equipment being recalled by us or the supplier.
- b Any modification of the Equipment.
- c Your failure to follow the Equipment operating instructions.
- d Use of your Equipment in a non-domestic or commercial environment unless this has been agreed in writing beforehand.
- e Theft, attempted theft, malicious damage or damage caused by fire or explosion.
- f Damage caused by accidents.
- g Floods, lightning, storms, frost or other bad weather conditions.
- h Any problem with the supply of electricity, gas or water.
- i No fault being found with your Equipment.
- j Routine maintenance, cleaning and servicing.
- k Labour charges for work outside our repairer's normal working hours which are Monday - Friday 9am to 5pm.
- l Repairs carried out outside the United Kingdom, unless otherwise agreed
- m Costs arising from not being able to use your Equipment or from loss or damage caused when the Equipment breaks down, including any costs to remove or reinstate built-in or fitted equipment.
- n Cosmetic damage such as damage to paintwork or dents or scratches to the Equipment.
- o Replacement of any item or accessory that is intended to be replaceable. These include fuses, batteries, light bulbs, fluorescent tubes and related starters, filters, attachments, cables, plugs or light covers.
- p Rust, corrosion or water damage.
- q Delivery and installation charges if a replacement takes place

Problems with:

- Cooking Equipment: ceramic or glass surfaces and oven liners.
- Vacuum cleaners and floor polishers: bags, brushes or belts.
- Shower Equipment: scale damage.

- Refrigeration Equipment: Food spoilage.

### **Governing Law and your Statutory Rights**

Purchasing this plan does not affect your statutory rights. This plan is governed by English Law unless we have agreed otherwise with you.

### **Exclusion of third party rights**

The plan is for the benefit of the plan holder only and any permitted transferee and no rights or benefits will be given to any other third party under the plan. The provisions of the Contracts (Rights of Third Parties) Act 1999 will not apply.

### **Transferring your plan**

You can transfer your plan to a new owner of the equipment by given us written details of the new owner. The plan cannot be transferred to any other equipment.

### **Cancelling your plan**

a You may cancel this plan by calling us on 08444 810 251, giving 14 days notice in writing. You can also cancel by e-mailing [web.supportdomgen.com](mailto:web.supportdomgen.com), by clicking on contact us at [www.domgen.com](http://www.domgen.com), or by writing to Domestic & General Services Limited, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP. If you pay by Direct Debit, you must also tell your bank to cancel the Direct Debit instruction.

b If you cancel the plan before breakdown services under section A starts and no repairs or replacements have been carried out, you will be given a full refund.

c If you cancel the plan after breakdown services under section A starts, and prior to the repair value being collected, you will be required to settle any outstanding repair charges directly with ourselves.

d If you cancel the plan after breakdown services under section A starts, and no repairs or services have been carried out, the part of your fee relating to the remaining full months protection under the plan will be refunded. No refund will be offered if you are paying by instalments.

e We reserve the right to cancel the plan by giving you 14 days notice in writing to your last known address. A refund of the amount paid for the remaining full months of protection will be given.

### **How to contact us or complain**

- Call our Customer Service Department on 08444 810 500;
- Write to the Customer Care Manager at Domestic & General Services Ltd., Leicester House, 17 Leicester Street, Bedworth, Warwickshire, CV12 8JP
- Email us by clicking on 'contact us' at [www.domgen.com](http://www.domgen.com).

We want you to contact us so that we know what you think of us and the services we provide. We hope that you are satisfied with our response to your enquiry. If you are not satisfied, you can ask for your case to be reviewed by us and a final decision made on behalf of the Managing Director.

If you are still not satisfied we will agree to seek to resolve our differences with the assistance of the ADR Group, an independent dispute resolution service provider. Their address is Grove House, Grove Road, Redland, Bristol, BS6 6UN. Telephone 0870 2401859.

### **Data protection**

Your details will be held and used by Domestic & General Services Limited, Domestic & General Insurance PLC, and selected companies acting on our behalf to administer your plan. We may pass your data to any relevant regulator or dispute resolution provider. We may also use your data for training and testing purposes. If you have given us permission, your details may also be used by us or third parties for other marketing purposes. We may disclose your information to our service providers and agents for these purposes. We and the third parties (if applicable) may contact you by mail, telephone or email. If you no longer want your data to be used by third parties or by us for marketing purposes and you have not already notified us please write to the Data Protection Officer at: Domestic & General, Freepost CV2560, Bedworth, Warwickshire, CV12 86R. To help keep your details accurate we may use information we receive from our partners. You can ask us for a copy of your details (for a small fee) and to correct any inaccuracies. To improve our service we may monitor or record our communications with you.

### **Telephoning Domestic & General Services Ltd**

Your telephone calls may be recorded to improve the quality of service provided.

### **Other Plans or Insurance**

If, when you require breakdown services, there is any other service agreement or an insurance policy under which you are entitled to claim, we will only pay an appropriate proportion.

### **Additional information**

Your Repair Protection Plan is provided by Domestic & General Services Limited (Registered Number 1970780) part of Domestic & General Group PLC and our registered office is at Swan Court, 11 Worple Road, Wimbledon, 5W19 4J5.

The agreement does not affect your statutory rights.