

## Instant Replacement Plan

### IMPORTANT DOCUMENT - PLEASE KEEP SAFE

This document sets out the terms and conditions of your Team Knowhow Instant Replacement Plan. Please keep this in a safe place for future reference and to help you receive support.

### Section A - What's included

We will provide you with the following:

Unlimited replacements if for any reason your Product isn't working (please note the Section B exclusions below).

If your Product isn't working please take it to one of our stores, together with this document. Once the fault is confirmed your product will be replaced on the spot.

The replacement that we select for you will be a Product of equivalent or similar specification up to a maximum of your original Product purchase price paid. If an appropriate Product is not available, the price originally paid will be credited towards a Product of your choice.

You are entitled to as many replacements as required during the 3 years of your Plan. However, your agreement will end if an appropriate Product is no longer available and we issue a credit towards a Product of your choice or if the replacement chosen is not eligible for the Instant Replacement Plan.

### Section B - What is not included?

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

- 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.
- 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.
- Replacement of the Product which has been neglected, abused, misused, or damaged intentionally. You must take reasonable care of the Product.
- Replacing a Product which has been exposed to insect infestation (or similar phenomenon) or human or animal fluid/matter.
- The Instant Replacement 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 loss.
- 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 Instant Replacement Plan as defined in the document (top right).

- This Plan is an agreement between **"You"** and **"DSG Retail Limited"**, part of Dixons Carphone PLC. 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 Plan if it is caused by any circumstances outside our reasonable control.
- 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.
- Your Instant Replacement 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 Instant Replacement Plan, is 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 plan after 45 days of purchase, you'll be entitled to a pro-rata refund.

### Section E - 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 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 F - How we use and share your information

Your personal information will be treated in accordance with our Privacy Policy which can be viewed in full at [www.teamknowhow.com](http://www.teamknowhow.com). The data controller responsible for this personal information is Team Knowhow, a trading name of DSG Retail Ltd. We collect this information so we can provide you with a Plan which suits your needs. If you have any questions or if you have a concern about how we use your personal information, please contact us at the details found in Section H. You also have the right to lodge a complaint with the Information Commissioners Office. Alternatively, you can write to us at the following address: Data Protection Officer, PO Box 375, Southampton, SO30 2PU.

### Section G - Complaints procedure

DSG Retail Limited is the Instant Replacement Plan administrator and aims to provide the service in accordance with the terms and conditions. In the event of a complaint, please contact our Team Knowhow Customer Services Team. See Section H.

### Section H - Get in touch for help and support

Call us on: 0344 561 1234

Email us: [customer.services@Teamknowhow.com](mailto:customer.services@Teamknowhow.com)

Go online to: [www.Teamknowhow.com](http://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 notify us of any errors in our records relating to your agreement please contact us using one of the options above.