

# Repaircare Terms and Conditions (Appliance Repair)

## About Us

Repaircare is a fixed-price appliance repair specialist where customers can book repairs for all their household and kitchen appliances. We operate nationwide and our network of service engineers can repair appliances from all leading manufacturers. Since Repaircare was launched in 2002, we have successfully repaired over 1 million appliances and we pride ourselves on offering a competitively priced, fast, efficient and reliable repair service. For more information take a look at our website.

## What is included?

- The fixed price appliance repair fee covers you against the cost of the service engineers call out and an evaluation of your product. This onsite visit will determine whether it is repairable.
- We will pay for the cost of labour + parts up to the value of £250.00 ([www.buyspares.co.uk](http://www.buyspares.co.uk))
- Repair of a single fault as entered in the "Description of Fault" box on your original quotation form.
- A Professional Safety Check and Full Testing.
- All repairs come with a 90-day repair guarantee.
- VAT included in the fixed price repair fee.

## What is not included?

- If your product fails to pass the evaluation and/or is determined to not be repairable.
- If you give us false or inaccurate information at the point of booking.
- If the parts required to complete your repair exceed the value of £250.00 ([www.buyspares.co.uk](http://www.buyspares.co.uk))
- If we cannot obtain parts because they have been made obsolete by manufacturers or suppliers.
- The appliance is a commercial appliance or a domestic appliance installed in commercial premises.
- The service engineer cost of parking or any associated cost if the appliance or property is not accessible.
- For more information please see [If we cannot fix your appliance or continue with your repair.](#)

## Your Fixed Price Repair Appointment

- You can book your repair online or over the phone. At the point of booking we require you to provide us with accurate appliance and fault information this includes the appliance make, model and serial number and true description of the fault. This information will help us generate an accurate quote and allow the service engineer to obtain parts and diagnose the fault before attendance.
- On completion of your quotation and acceptance of our terms and conditions your credit card will be charged at the agreed fee the next working day.
- You will receive an email or postal booking confirmation and invoice. This will contain your job number and the date the engineer has been booked to visit.
- We do not guarantee first time fix but the more information provided to us at the point of booking will help our service provider diagnose the fault and obtain spare parts.
- Our approved service engineer will call out on the agreed date and carry out the repair to your appliance. If any part(s) are required the service engineer will usually order the part(s) within 1 working day of the call out. If manufacturer spares are not available then we will seek to use Repaircare approved spare parts in the form of pattern alternatives.
- If the parts required are in stock they will be delivered to the service engineer within 2 working days of the order being placed.

- If the part(s) are not in stock we will arrange to obtain the part(s) from our suppliers and will keep you informed of progress (normally via phone). As soon as the part(s) are available our service engineer will contact you to arrange a new appointment date to complete the repair.
- It should be noted that unfortunately there are a handful of manufacturers whose parts are not easily sourced and in some cases these have to be obtained from abroad which will result in a delay in completing the repair.
- All repairs will require full and easy access to the appliance (e.g. able to be moved from under a work surface without damaging the surrounding fascia). If your appliance cannot be easily accessed to facilitate the repair we reserve the right to abort the repair.
- Parking that gives reasonable access to your property must be provided for the service engineer. If the parking is pay and display or permit controlled, it is your responsibility to arrange for the service engineer to park free of charge for the duration of his visit.
- If your product fails to pass the evaluation and/or is determined to be unrepairable or if we cannot continue with repair then your contract will be cancelled and we will give you a full refund of any fixed price fee you have paid, less the call-out / administration charge of £75.00. No other compensation will be paid. For more information please see [If we cannot fix your appliance or continue with your repair](#)

#### If we cannot fix your appliance or continue with your repair

If your product fails to pass the evaluation and/or is determined to be unrepairable or if we cannot continue with repair because of one of the below conditions then your contract will be cancelled and we will give you a full refund of any fixed price fee you have paid, less the call-out / administration charge of £75.00. No other compensation will be paid.

All information you give must be true, factual and not misleading.

We cannot continue with the repair if our assessment or evaluation determines the following:

- The appliance is a commercial appliance or a domestic appliance installed in commercial premises.
- The appliance is found to be working and requires no repair.
- The appliance is situated in caravans or on boats.
- The fault requires a replacement glass hob top.
- The fault occurred as a result of misuse, negligence or poor installation.
- The fault occurred as a result of appliances being affected by flood damage or infestation.
- The fault occurred as a result of appliances being not been installed in accordance with the manufacturers' recommendations.
- If you cannot agree a suitable date for a repair to take place and the engineer has attended the property.
- If our approved service engineer cannot gain access to the appliance or property.
- The appliance parts are found to be obsolete or if the repair length exceeds 6 weeks from the first visit and we cannot source spares.
- The appliance is covered by another guarantee or warranty on the product.

If our engineer visits and finds that your repair falls into any of the above reasons, or a valid reason that is not listed above, we will cancel the repair and arrange to refund you the fixed price fee paid, less the call out / administration charge of £75.00. In these instances customer service will contact you to notify you of our intent to cancel the repair and process a refund.

### Guarantee period?

The Guarantee period covers the spare parts and labour required to fix the single fault described on the original booking and does not cover / guarantee the appliance itself.

- The fixed price repair is guaranteed to cover the initial fault for 90 days from the date the repair is completed.
- If your appliance fails with the same fault as detailed in your initial repair, we will arrange to send the original service provider back to you at a mutually convenient time at no extra cost. In the event of the fault re-occurring during the guarantee period please call our Customer Services Department on 0333 400 0481.
- This guarantee does not cover any subsequent unrelated breakdown / fault(s) to the appliance. If you request an engineer re-visit and an alternative fault is found and you wish to continue with the repair, you will be given the option to purchase an additional repair at the original rate.
- The guarantee becomes invalid if the appliance is not used in accordance with manufacturer guidelines, moved within the property or to a new address.
- The guarantee becomes invalid if the appliance is not used in accordance with service engineer's guidelines or recommendations.

### Changing or Cancelling Your Appointment

If you wish to change or cancel your appointment please call our Customer Services Department on 0333 400 0481.

You may change your appointment date at any time up to 16:00 on the day before the original agreed call out date.

You may cancel your appointment date at any time up to 16:00 on the day before the original agreed call out date. In these instances we will give you a full refund of the fixed price repair fee paid.

- If you cancel the fixed price repair at any time after 16:00 on the day before the agreed appointment date we will refund you the original fixed price fee paid less a call out / administration charge of £75.00.
- We reserve the right to cancel the repair if our approved service engineer cannot gain access to the appliance on the agreed appointment date we will refund you the original fixed price fee paid less a call out / administration charge of £75.00.
- If our approved service engineer has to change or cancel your selected appointment date before the first visit and any alternative date offered is unacceptable to you we will give you a full refund of the fixed price repair fee paid.
- If at any point you no longer wish to continue with the repair but our approved service engineer has attended the property then you can cancel at any time and we will refund you the original fixed price fee paid less a call out / administration charge of £75.00.

### General Disclaimer

Screwfix Spares Limited has done its best to ensure the accuracy of the material contained in this website but makes no express or implied warranties or representations about any of the content of this website. Screwfix Spares Limited accepts no responsibility for loss or damage which may arise from reliance on information or advice contained in this website and shall not be liable for any typographical or other errors or emissions within the material contained in this website.

### Amending these Terms and Conditions

We reserve the right to change these terms and conditions at any time and without notice. Any such changes will take effect when posted on the website and it is your responsibility to read these terms each time you place a booking. By placing a booking you are indicating your acceptance to be bound by the latest terms and conditions. A full copy of the current terms and conditions is available by applying in writing to Repaircare Customer Services Department, TS2 Pinewood Business Park, Coleshill Road, Solihull, B37 7HG.

### Governing Law and Statutory Rights

We will communicate in English and English Law will apply unless we have agreed otherwise with you. Nothing in these terms and conditions will reduce or affect your statutory rights; for further information about your statutory rights contact your local authority, Trading Standards Department or Citizens Advice Bureau.

### Links to external websites

The Repaircare website includes links to external websites. These links are provided to help you find additional information quickly and easily. Screwfix Spares Limited accepts no responsibility for the content of these websites.

### Other Information

We store the contract's contents and will send you details of your order as well as our general terms via email. You can find the terms here at all times. The details of recent orders can be found under Track your repair

We aim to repair a wide range of kitchen appliances, but the manufacturer, appliance type, model and age will have a major influence on whether we can promptly obtain replacement part(s) and ultimately complete the repair. It should also be noted that once a specific appliance is no longer made the manufacturer will only retain replacement parts for a given period.

You can monitor the repair situation via the Track Your Repair page on [www.repaircare.co.uk/repair/your-repair](http://www.repaircare.co.uk/repair/your-repair) at any time or receive an update from our Contact Centre by calling 0333 400 0481, and selecting option 2.

If you have a complaint regarding your fixed price repair please email [escalations@repaircare.net](mailto:escalations@repaircare.net) quoting your Job Number and giving a brief description of your grievance. We will respond within 2 working days.

Or write to us at Repaircare Customer Services Department, TS2 Pinewood Business Park, Coleshill Road, Solihull, B37 7HG.

### Use of the Repaircare website

Repaircare is a division of Screwfix Spares Limited whose registered office is: Trade House Mead Avenue, Houndstone Business Park, Yeovil, Somerset, BA22 8RT, registered in England, No. 3593012.

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You may:

- Access any part of the web site
- Print off one copy of any individual page for your personal use only.

You may not:

- Copy (by printing off onto paper, storing on disc or in any other way), distribute (including distributed copies), alter or tamper with in any way or otherwise use any material contained in the web site except as specifically permitted above.
- Copy, distribute or otherwise use any material from the website for any commercial purpose.
- Remove any copyright, trade mark or other intellectual property notices contained in the original material from any material copied or printed off from the website.

If you need more information, you can write to us at Repaircare Customer Services Department, TS2 Pinewood Business Park, Coleshill Road, Solihull, B37 7HG.

Data Protection

Your personal information will be held and used by Screwfix Spares Limited and selected companies acting on our behalf. We may disclose your information to our service providers / service engineers to undertake the repair to your appliance and to provide us with relative technical information. We may also use your data for training and testing purposes. We may pass your data to any relevant regulator or dispute resolution provider. If you have given us permission, your details may also be used by us to market and promote other complimentary products, services and solutions. 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 Office, Screwfix Spares Limited, Medco House, Bordesley Green Road, Birmingham, B9 4UA. Please click on our [Privacy Policy](#) page for more information.

## Repaircare Terms and Conditions (Appliance Installation)

### What is included?

- The fixed price appliance installation fee includes VAT.
- Labour
- Full testing and a professional safety check.

### What is not included?

- Commercial appliances or domestic appliances installed in commercial premises.
- Appliances situated in caravans or on boats.
- Any electrical/plumbing supplies fail testing by the engineer or are unsuitable.
- Any water supply needed cannot be isolated or is unsuitable.
- Any drainage / waste facilities needed are unusable.
- Mechanical adjustments are required to the appliance to overcome such things as water pressure etc. Alterations to existing plumbing and electrical are required.
- In all of the above situations we will cancel the installation and arrange to refund you the fixed price fee paid less a call out / administration charge of £75.00.
- Removal of any packaging supplied with new appliance.

### Your Fixed Price Repair Appointment

- On completion of your quotation and acceptance of our terms and conditions your credit card will be charged at the agreed fee the next working day.
- You will receive an email or postal booking confirmation and invoice. This will contain your job number and the date the engineer has been booked to visit.
- Our approved service engineer will call out on the agreed date and carry out the installation of your appliance.
- We will require the new appliance to be located in the same room as where the installation is taking place. If your appliance is not in the same room to facilitate the installation we reserve the right to abort the repair. In such instances we will cancel the installation and arrange to refund you the fixed price fee paid less a call out / administration charge of £75.00.
- Parking that gives reasonable access to your property must be provided for the engineer. If the parking is pay and display or permit controlled, it is your responsibility to arrange for the engineer to park free of charge for the duration of his visit.

### Changing or Cancelling Your Appointment

- You may change or cancel your appointment date at any time up to 16:00 on the day before the original agreed call out date. If you wish to change or cancel your appointment please call our Customer Services Department on 0333 400 0481. In this case you will receive a full refund.
- If you cancel the fixed price repair at any time after 16:00 on the day before the agreed appointment date we will refund you the original fixed price fee paid less a call out / administration charge of £75.00.
- If our approved service engineer cannot gain access to the appliance on the agreed appointment date you will be charged a call out / administration fee of £75.00 with the balance of the fee paid refunded to you.

- If we or our approved service engineer has to change or cancel your selected appointment date and any alternative date offered is unacceptable to you we will give you a full refund of the fixed price repair fee paid.

#### Installation of laundry and dishwashers

- Our appliance installation service for laundry and dishwashers include the unpacking and removal of any transit bolts. The appliance will be connected to the existing water pipes, levelled and tested.
- We will remove the kickboard as long as it easily removable and refit your cupboard door as long as it is in good condition.
- If on attendance the location is not we will cancel the installation and arrange to refund you the fixed price fee paid less a call out / administration charge of £75.00.

#### Installation of hobs and cookers

- Our appliance installation does include all hobs based on the current aperture in the work top is the same size to accommodate the new appliance. We are not able to make any changes to the size of the aperture and in these circumstances where the location is not suitable we will cancel the installation and arrange to refund you the fixed price fee paid less a call out / administration charge of £75.00
- For electric cookers and hobs, we need to be able to access an isolation switch and electricity supply at the connection point.
- Prior to installation of a built-in oven, we will assess the housing before installation to make sure it is safe for use and can hold the weight of the appliance. We will check to make sure there is not any existing damage, unfortunately if damage is found we will cancel the installation and arrange to refund you the fixed price fee paid less a call out / administration charge of £75.00

#### Conditions for gas and electric installations

Our team of Gas Safe engineers who also skilled in electrical connections and are able to install your appliance. If you require you old appliance disconnecting, this will be done when our engineer arrives including gas and hard wired appliances. For your safety the following rules apply when connecting cookers and should be checked prior to the engineers visit:

- Please ensure you have suitable ventilation. This could be a suitable extraction fan or window that opens.
- Please check the dimensions of the new appliance to make sure there will enough room around the back and side for ventilation once the appliance has been installed.
- Please ensure there is an adequate gap between your cooker or hob and anything above it. The dimensions of this space, known as the 'Hot Zone', need to comply the manufacturer requirements and Gas Safe legislation. It will also need to be completely clear of any flammable materials, such as wallpaper, cupboards or shelves and plug sockets. If on attendance the engineer arrives and the Hot Zone is not clear, the engineer will be unable to complete the installation. We will cancel the installation and arrange to refund you the fixed price fee paid less a call out / administration charge of £75.00.
- There needs to be an existing gas supply to the installation point. The room where the appliance is being connected needs to have a door or window to the outside of the property to allow adequate ventilation and we also need access to a 3 pin electric socket within 1.2 metres of the installation area. If on attendance the location is not suitable we will cancel the installation and arrange to refund you the fixed price fee paid less a call out / administration charge of £75.00.

- All appliances must be on site prior to installation and on the day of the installation, located within the room where the item is required to be installed.

Other information (includes appliance repair and appliance installation services)

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- We aim to repair a wide range of kitchen appliances, but the manufacturer, appliance type, model and age will have a major influence on whether we can promptly obtain replacement part(s) and ultimately complete the repair. It should also be noted that once a specific appliance is no longer made the manufacturer will only retain replacement parts for a given period.
- You can monitor the repair situation via the Track Your Repair page on [www.repaircare.co.uk](http://www.repaircare.co.uk) at any time or receive an update from our Contact Centre by calling 0333 400 0481, and selecting option 2.
- If you have a complaint regarding your fixed price repair please email [escalations@repaircare.net](mailto:escalations@repaircare.net) quoting your Job Number and giving a brief description of your grievance. We will respond within 2 working days.

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Data Protection

Your personal information will be held and used by Screwfix Spares Limited and selected companies acting on our behalf. We may disclose your information to our service providers / service engineers to undertake the repair to your appliance and to provide us with relative technical information. We may also use your data for training and testing purposes. We may pass your data to any relevant regulator or dispute resolution provider. If you have given us permission, your details may also be used by us to market and promote other complimentary products, services and solutions. 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 Office, Medco House, Bordesley Green Road, Birmingham, B9 4UA. Please click on our [Privacy Policy](#) page for more information.

#### Governing Law and Statutory Rights

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