

# "Fixed Price Repair" - Terms and Conditions

## Your fixed price repair

1. The fixed price appliance repair fee covers you against the cost of the service engineers call out, evaluation, labour & parts (when required), full testing a professional safety check and VAT. The focus of the repair is based on what has been entered in the "Description of Fault" box on your original quotation form.
2. We aim to repair all 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.
3. On completion of your quotation and acceptance of our terms and conditions your credit card will be charged at the agreed fee.
4. We will then send you an email confirmation / invoice which will include details of your service provider including their telephone number and the agreed repair date. If we do not hold your email address we will send this information to you by post to your home address.
5. We will then text you the day before the agreed appointment date to confirm the arrangements.
6. Our approved service engineer will call out on the agreed date and carry out the repair to your appliance. If at the time of the call out any required part(s) are unavailable our service engineer will usually order the part(s) within 1 working day of the call out. We will then immediately process the part(s) order and if in stock the item(s) will be delivered to the 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 email). You will also be able to monitor the repair situation via the "Track Your Repair" page on [www.repaircare.co.uk](http://www.repaircare.co.uk). 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.
7. We exclude commercial appliances, domestic appliances installed in commercial premises and appliances situated in caravans or on boats. In such instances if our service engineer is called out we will cancel any further involvement and arrange to refund you the fixed price fee paid less a call out / administration charge of £45.00 (inc VAT).
8. In respect of refrigeration equipment we do not cover food loss or spoilage.

## **If we cannot repair your appliance**

**9.** If at the time of the call out the fault is found to be as a result of misuse, neglect or poor installation or, the appliance type or fault is not as described on the original quotation we reserve the right to cancel the fixed price repair and refund you the original fee paid less a call out / administration charge of £45.00 (inc VAT).

**10.** We also reserve the right to cancel a fixed price repair if on evaluation or during the repair (i) we estimate that the cost of repair will exceed the current replacement value of the appliance of the same or similar make and specification, or (ii) we are unable to obtain spare parts from our suppliers to repair the appliance. In such instances we will refund you the original fixed price fee paid less a call out / administration charge of £45.00 (inc VAT).

**11.** In a few instances the required part(s) may not be readily available from our suppliers and may have extended lead times (also see 6. above). If after a period of 6 weeks beginning from the first call out the required part(s) is / are still outstanding and the appliance is inoperable either party has the right to cancel the fixed price repair in which case you will be entitled to receive a full refund of the original fee paid. This can be arranged by calling our Customer Services Department on 0844 557 3701.

**12.** Some repairs will require that the appliance is fully accessible (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. In such instances we will refund you the original fixed price fee paid less a call out / administration charge of £45.00 (inc VAT).

## **Changing or cancelling the appointment date**

**13.** You may change the appointment date at anytime up to 16.00 on the day before the original agreed call out date by calling our Customer Services Department on 0844 557 3701.

**14.** You may cancel the fixed price repair at anytime up to 16.00 on the day before the agreed appointment date and receive a full refund by calling our Customer Services Department on 0844 557 3701

**15.** If you cancel the fixed price repair at anytime 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 £45.00 (inc VAT).

**16.** If you are out when our approved service engineer calls on the agreed appointment date you will be charged a call out / administration fee of £45.00 (inc VAT) with the balance of the fee paid refunded to you.

**17.** 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.

## **Guarantee period**

**18.** The fixed price appliance repair is guaranteed for 3 months from the date of completion of the original fixed repair. In the event of claim during the guarantee period please call our Customer Services Department on 0844 557 3701. This guarantee does not cover any subsequent unrelated breakdown / fault(s) to the appliance. It also becomes invalid if the appliance is moved to a new address.

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

**19.** Email us by clicking on "Contact Us" on our website [www.repaircare.co.uk](http://www.repaircare.co.uk)

**20.** Write to us at repaircare Customer Services Department, Connect House, Talbot Way, Small Heath, Birmingham B10 0HJ.

**21.** Telephone our repaircare Contact Centre on 0844 557 3701. Please note your telephone calls may be recorded to monitor and improve the quality of the service provided.

**22.** 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 then respond within 2 working days.

## **Use of the Repaircare website**

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## **Links to external web sites**

The repaircare web site includes links to external web sites. These links are provided to help you find additional information quickly and easily. Connect Distribution Services Limited accepts no responsibility for the content of these web sites.

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## **Amending these Terms & 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, Connect House, Talbot Way, Small Heath, Birmingham, West Midlands B10 0HJ

## **Data Protection**

Your personal information will be held and used by Connect Distribution Services 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, Connect Distribution Services Limited, Connect House, Talbot Way, Small Heath, Birmingham, West Midlands B10 0HJ.

Please click on our [Security & Privacy page](#) for more information

## **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.