

Repaircare Terms and Conditions (Appliance repair)

What is included?

- The fixed price appliance repair fee includes VAT and covers you against the cost of the service engineers call out and evaluation
- Labour
- Parts (when required) up to the value of £250 (www.buyspares.co.uk)
- Full testing and a professional safety check.
- Repair of a single fault as entered in the "Description of Fault" box on your original quotation form.

What is not included?

- Commercial appliances or domestic appliances installed in commercial premises.
- Appliances situated in caravans or on boats.
- Glass hob tops.
- Food loss or spoilage.
- Repairs as a result of misuse, negligence or poor installation.
- Repairs as a result of appliances being affected by flood damage or infestation.
- Repairs to appliances which have not been installed in accordance with the manufacturers' recommendations.
- Appliances which differ from the details used to obtain the quote, including the age of the appliance.
- Appliances over 8 years old and the parts are found to be obsolete.
- Refrigeration products such as fridges, freezers, air conditioning units, dehumidifiers and certain tumble dryers require refrigerant gas to operate correctly. If your appliance requires refrigerant system work we can only undertake this work where the gas type is R600a. We cannot carry out refrigerant system work on any other gas type. Please review the rating plate of your product to determine the gas type.

If our engineer visits and finds that your repair falls into any of the above categories we will cancel the repair and arrange to refund you the fixed price fee paid less a call out / administration charge of £45.00.

Your Fixed Price Repair Appointment

1. 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.
2. 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.
3. 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.
4. If the parts required are in stock they will be delivered to the engineer within 2 working days of the order being placed.

5. 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.
6. 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. 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. In such instances we will refund you the original fixed price fee paid less a call out / administration charge of £45.00.
8. 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

9. 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 0844 557 3701. In this case you will receive a full refund.
10. 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 £45.00.
11. 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 £45.00 with the balance of the fee paid refunded to you.
12. 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.
13. If you wish to cancel whilst your repair is in progress, for example, the engineer has visited once but will need to return to complete the repair, we will refund you the original fixed price fee paid less a call out / administration charge of £45.00, provided no parts have been fitted. If parts have been fitted, you will not be eligible for a refund.

If We Cannot Repair Your Appliance

14. Your right to cancel may be exercised in writing or in another durable medium by contacting us. For ways to contact us please see the [Contact Us](#) page.
15. In a few instances the required part(s) may not be readily available from our suppliers and may have extended lead times where they require sourcing from abroad.
16. 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 this 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

17. If it is found that your appliance doesn't contain R600a gas and the engineer is required to work on the gas system, we will be unable to complete the repair. In this instance we will refund you the original fixed price fee paid less a call out / administration charge of £45.00.

18. We reserve the right to cancel a fixed price repair if on evaluation or during the repair:

- a. We estimate that the cost of parts required is greater than £250.
(www.buyspares.co.uk)
- b. If the appliance is less than 8 years old and parts are found to be obsolete.
- c. If the service engineer deems the appliance un-repairable.

In these instances you will be entitled to receive a full refund of the original fee paid.

Guarantee period

19. The fixed price repair is guaranteed to cover the initial fault for 90 days from the date the repair is completed.

20. 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 0844 557 3701.

21. If we have arranged for an engineer to re-visit but you subsequently wish to cancel you may do so up to 16:00 on the day before the agreed call out date. If you wish to cancel after this time or during the repair, you will be charged a call out / administration fee of £45.00, which will be charged to the original card.

Calls made directly to the engineer to request a re-visit are not covered under this guarantee.

22. This guarantee does not cover any subsequent unrelated breakdown / fault(s) to the appliance. If you request and 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.

23. The guarantee becomes invalid if the appliance is not used in accordance with manufacturer guidelines, moved within the property or to a new address.

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.

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 £45.00.
- 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.

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 £45.00.
- 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 £45.00.
- 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.

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:-

1. Please ensure you have suitable ventilation. This could be a suitable extraction fan or window that opens.
2. Please check the dimensions of the new appliance to make sure there will be enough room around the back and side for ventilation once the appliance has been installed.
3. 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 with 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 £45.00.
4. 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 £45.00.
5. 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.

What is not included?

- Commercial appliances or domestic appliances to be 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 £45.00.
- Removal of any packaging supplied with new appliance.
- Moving your new appliance into the room where the item is required to be installed

Your Fixed Price appliance installation Appointment

6. 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.
7. 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.
8. Our approved service engineer will call out on the agreed date and carry out the installation of your appliance.
9. 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 £45.00.
10. 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

11. 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 0844 557 3701. In this case you will receive a full refund.
12. If you cancel the fixed price installation 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 £45.00.
13. 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 £45.00 with the balance of the fee paid refunded to you.
14. 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 installation fee paid.

Other information (includes appliance repair and appliance installation services)

15. 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](#)'
16. 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.
17. You can monitor the repair situation via the "Track Your Repair" page on <http://www.repaircare.co.uk/repair/your-repair> at any time or receive an

update from our Contact Centre by calling 0844 557 3701, and selecting option 2.

18. If you have a complaint regarding your fixed price repair please email escalations@repaircare.net quoting your Job Number and giving a brief description of your grievance. We will respond within 2 working days.
19. Write to us at Repaircare Customer Services Department, Connect House, Talbot Way, Small Heath, Birmingham B10 0HJ.

Use of the Repaircare website

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 - b. Copy, distribute or otherwise use any material from the web site for any commercial purpose.
 - c. Remove any copyright, trade mark or other intellectual property notices contained in the original material from any material copied or printed off from the web site.
25. Write to us at Repaircare Customer Services Department, Connect House, Talbot Way, Small Heath, Birmingham B10 0HJ.

Links to external web sites

26. 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

28. 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

29. 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

30. 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.