Knowhow Care Plan Terms and Conditions

Section A - What are the benefits of my Knowhow Care Plan?

Repair and Support
If you require support and advice or for any reason your Product isn’t working, please call our Knowhow Customer Services Team on 0800 587 8787, we will try to diagnose the problem and find a solution. If we can’t solve the problem over the phone we will repair the Product or replace it, during the call we will advise on next steps (please note the Product Replacement details below and the Section B exclusions). You may be required to take a portable product to one of our stores.

Product Replacement
If we cannot readily and economically repair your Product you will be given a voucher to obtain a replacement product in one of our stores. The value will be based on an equivalent or similar specification product up to a maximum of your original Product purchase price. If you receive a product replacement voucher this Care Plan ends. You will receive a pro rata Care Plan refund voucher which can be redeemed during the purchase of another Knowhow Care Plan.

Multiple failures
If your Product breaks down again after being repaired on 3 previous occasions, and your Product is still within your Care Plan, then you may request a replacement. This benefit applies on the 4th separate mechanical or electrical failure.

24/7 Help & Advice
Our Help & Advice service covers a variety of products including computing, home entertainment and gadgets.

14 day repair promise
In the unlikely event that your repair takes over 14 days you may request a replacement product. The 14 day repair promise will start on each occasion from:

• The date you book in your Product for repair in one of our stores.
• The date of the engineer’s first visit.
• The date that we collect your Product.

If the Product is taken into a store the repair will be considered complete when the Product is available for collection. If the Product is collected from you it will be returned to the same address and the repair will be considered complete on the date of the earliest re-delivery slot we offer you. Please note the Product Replacement section above.

The 14 day repair promise is subject to allowing us reasonable access to the Product for repair. If we cannot get access to the Product (e.g. you are away), the 14 day promise will not apply. When the Product is still operational and safe to use the 14 day promise will not apply. Due to the additional time needed to carry out data recovery the 14 day repair promise will not apply to any repair where data recovery has been requested.

Loan Equipment (selected products)
When you call our helpline, if we can’t fix your problem over the phone, for PCs, Laptops and Televisions over 26 inches with a purchase price of over £150, you can request a loan product. Loan products are subject to availability. The loan television provided may be a different size and brand than the original Product and no additional stands or wall mounts will be provided. For desktop PCs and laptops, a Windows loan laptop will be provided. Only products with a Windows operating system will qualify for a loan product.

Once the repair has been made to your Product the loan equipment must be returned when we deliver your Product back to you. If your Product cannot be repaired the loan equipment must be returned before we will issue a product replacement voucher.

Healthcheck, Virus/Spyware removal and Data Recovery (PC/Laptop)
For the lifetime of your Care Plan for a PC or laptop, you are entitled to one healthcheck each year. If your computer is infected by a virus, Trojan, worm, spyware or malware or you have lost data Knowhow can also help. Simply take your Product into your nearest store with a Knowhow service bar or contact us on 0800 587 8787 and our team will arrange this for you. Only products with a Windows operating system will qualify for a healthcheck.

If you require data recovery you must request this service at the time of booking in the Product. Upon request we will attempt to retrieve your data however, all recoveries greater than 32GB will require you to provide an external hard drive. To carry out this service your machine will be taken to our Knowhow repair lab. This service is offered on a best endeavours basis only and we cannot guarantee we can recover your data.

Valet Service (selected large kitchen appliances)
For the lifetime of your Care Plan you are entitled to one valet service a year on the Product. We will clean and de-scale a washing machine or dishwasher, clean the trays, grills and exterior of a cooker, and defrost a fridge or freezer plus give it an anti-bacterial clean. To book an appointment, please call us on 0800 587 8787.

Section B - What is not included?

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

• The replacement of regularly replaced items/consumable items, including: Built-in batteries, Bulbs and lamps (except for bulbs used in rear projection TV) and Vacuum cleaner belts.
• Cosmetic damage where it does not affect the operation or safety of the Product.
• Repair costs that have not been expressly approved.
• 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.
• Repair or replacement of the Product which has been neglected, abused, misused, or damaged intentionally. You must take reasonable care of the Product.
• Repairing or replacing a product which has been exposed to insect infestation (or similar phenomenon) or human or animal fluid/matter.
• The Care Plan has been suspended.
• Software or data (subject to the Data Recovery service above).
Section B (contd) - What is not included?
- 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.
- Dishwashers, vacuum cleaners, cooking and laundry products if used for business.
- 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, Knowhow” means DSG Retail Limited, a company registered in England and Wales, number 504877 whose registered office address is Maylands Avenue, Hemel Hempstead, Hertfordshire, HP2 7TG and which trades under the names Currys, PC World, Dixons Travel, and Knowhow;

“you, Your” means the person who has entered into the Care Plan as defined in the document (top right).
- This Care Plan is an agreement between “You” and “DSG Retail Limited”, part of the Dixons Retail plc Group. In the event that DSG Retail Limited ceases trading there is no dedicated financial backing.
- Your product must be in full working order at the time you purchase this Care Plan. If we believe it is not, we reserve the right to refuse protection. If your product is not in full working order, please speak to us about our repair services.
- We will not be responsible for any failure to carry out our obligations under this Care Plan if it is caused by any circumstances outside our reasonable control.
- You must do all you reasonably can to keep the costs of providing the service as low as possible and allow us into your home or office at all reasonable times to repair the Product.
- 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 needs repairing.
- Where appropriate fully guaranteed refurbished parts may be used.
- Occasionally we may ask you to pay for the repair and claim the cost back from us by contacting the Knowhow Customer Services Team.
- Your Care 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 Care Plan, are 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.
- If you purchase a Knowhow Pay Monthly Care Plan you will pay monthly by direct debit or credit card mandate giving you support for as long as you need. Your Care Plan will automatically renew each month unless (i) your Product is replaced, (ii) you ask to cancel your Care Plan, (iii) we cancel the Care Plan due to non-payment.

Section D - Cancellation Notice
You can cancel this Care Plan at any time by either writing to us at the address in Section I or, by calling Knowhow Customer Services on 0800 587 8787. If you cancel within 45 days of purchase and you haven’t used the service we’ll give you a full refund.

For Pay Monthly Care Plans if you cancel within 14 days of purchase and you haven’t used the service we’ll give you a full refund. After this period you can cancel your Care Plan at any time, but no refund will be given.

For Care Plans that are not pay monthly If you want to cancel your Care Plan after 45 days of purchase, you’ll be entitled to a pro-rata refund.

Section E - What shall I do if my product breaks down outside the UK / Isle of Man?
Get a quote for repairing your Product. If the cost of repair is the equivalent to £150 or less (£300 or less for a laptop), pay for the repair and claim the cost back from us. You will need a receipt showing the cost of the repair. If the cost of repair is more than £150 (more than £300 for a laptop), please contact Knowhow Customer Service (see Section I). If making a claim from outside the UK, all other benefits will not apply.

Section F - Updating your details / Transferring the Plan
If you need to amend any of your details, such as your name or address please contact 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 Care 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 G - Data Protection
We ask for your name and address so that we can give you an efficient after sales service. We may pass your details to companies within the Dixons Retail group of companies or other organisations that we have carefully chosen. They may contact you with offers of goods and services. If you do not want to be contacted in this way, please write to the Knowhow Customer Services Team at the address in Section I or complete the online opt-out form accessible via the Privacy Policy on currys.co.uk or pcworld.co.uk.

Section H - Complaints Procedure
DSG Retail Limited is the Care Plan administrator and aims to provide the service in accordance with the terms and conditions. In the event of a complaint, please contact our Knowhow Customer Services Team (see Section I).

Section I - How to contact us
Just call: 0800 587 8787
Just email: customer.services@Knowhow.com
Just visit: www.Knowhow.com
Just write to: Knowhow Customer Services, PO Box 67887, London, SE5 5HU
Calls may be recorded for training and monitoring purposes

Amendments to Plan details
To update your details or to notify us of any errors on the Plan contact us using the details above.