



Computer Care Terms and Conditions

Definitions of the different types of equipment protected under the plan:

Non-Apple Desktop

Non-Apple brand desktop consists of PC Base Unit, PC monitor, keyboard and mouse.

Apple Desktop

Apple brand desktop consists of base unit, monitor, keyboard and mouse.

Non-Apple Laptop

Non-Apple brand Laptop consists of the Laptop computer.

Apple Laptop

Apple brand Laptop consists of the Laptop computer.

Breakdown services (Confirmation of sections provided available in plan document):

- The provision of repairs to or replacement of the equipment, with normally no bills to pay following a hardware failure caused by mechanical or electrical breakdown

Customer Services – Additionally we will provide a telephone helpline offering help and assistance in respect of your Repair Protection Plan.

1. What we will pay

If your equipment breaks down we will authorise repairs to it, and pay up to £1000 including VAT in a single period of protection subject to the full terms, conditions and exclusions of your plan unless:

- a) the fault is with software installed on your equipment, in which case please contact the software provider;
- b) the fault is with your Internet or broadband connection, in which case please contact your Internet service provider;
- c) we cannot repair it;
- d) we cannot obtain the spare parts to repair it;
- e) we can replace it for less than the cost of the repair;
- f) the estimated cost of repair or replacement is over £1000.

We will agree to replace an item of equipment if we have agreed to do so before a repair is carried out. When we have replaced your equipment, this plan will remain in force. The other items of equipment will continue to be protected along with the new item. When we have replaced an item of equipment you may dispose of the original equipment if it is in your possession.

If we need to replace your keyboard or mouse, we will replace it with a standard, basic model.

If we need to replace your CRT monitor we will replace it with a monitor with similar specifications up to a maximum screen size of 17”.

If we need to replace your LCD monitor we will replace it with a monitor with similar specifications up to a maximum screen size of 19”.

If we cannot reasonably arrange a replacement we will pay you a contribution towards the cost of the new equipment. Usually this will be in the form of vouchers from a retailer chosen by us. We will base this contribution on the price we would normally obtain directly from our chosen supplier.

We will not be responsible for any costs that you may incur to dispose of your original equipment.

You must also pay us for our supplier’s delivery and / or installation charges.

2. What is not provided by your plan

Repairs or replacements of equipment or claims under this plan will not be provided or reimbursed if they are still protected by any supplier’s or repairer’s guarantee or arise from:

- a) The equipment being recalled by us or the supplier;
- b) Any upgrades that have not been installed by an authorised dealer;
- c) Your failure to follow the equipment operating instructions;
- d) Hardware in non-domestic commercial or commercial environments is not protected. Protection is for domestic and SOHO (small office / home office) use only. A small office relates to offices with 5 or less pieces of equipment;
- e) Theft, attempted theft, malicious damage or damage caused by fire or explosion;
- f) Floods, lightning, storms, frost or other bad weather conditions;
- g) Any problem with the supply of electricity, gas or water;
- h) No fault being found with your equipment;
- i) Routine maintenance, cleaning and servicing;
- j) Labour charges for work outside our repairer’s normal working hours which are Monday – Friday 9am to 5pm (excluding public holidays);
- k) Repairs carried out outside the United Kingdom;
- l) Costs arising from not being able to use your equipment or from loss or damage caused when the equipment breaks down, including any costs to remove or reinstate built-in or fitted equipment;
- m) Cosmetic damage such as damage to paintwork or dents or scratches to the equipment;
- n) Replacement of any item or accessory that is intended to be replaceable. These include fuses, batteries, light bulbs, fluorescent tubes and related starters, filters, attachments, wires, discs, cartridges, cables or plugs;
- o) Rust, corrosion or water damage;
- p) Breakdown or damage caused by any non-hardware problems, including but not limited to software problems, viruses, worms, spyware, adware or Trojan horses;
- q) Scanners, printers, cameras, webcams and other accessories, unless otherwise stated in section 6 of your plan document;
- r) Faults with Internet or broadband connection;

- s) Damage caused accidentally;
- t) Delivery and installation charges if a replacement takes place as detailed in section 1;
- u) Data recovery, including any software installed by yourself or already installed when purchased;
- v) Non-critical failures falling within industry tolerances, such as noise and individual LCD pixel failure;
- w) Any claims made before protection commences;

3. How to claim

You can find details of how to arrange your repair in section 8 of your plan document. If you need to contact us before this arrives, call us on 08705 997 799.

You must use our approved repairer who will normally send the repair bill to us so that you have no repair bill to pay. In the unlikely event that we advise you to pay the repairer yourself, we will tell you how to claim.

4. Governing law and your statutory rights

Purchasing this plan does not affect your statutory rights. This plan is governed by English Law unless we have agreed otherwise with you.

5. Exclusion of third party rights

This plan is for the benefit of the plan holder only and any permitted transferee and no rights or benefits will be given to any other third party under the plan. The provisions of the Contracts (Rights of Third Parties) Act 1999 will not apply.

6. Transferring your plan

You can transfer your plan to a new owner of the equipment as long as you give us written details of the new owner. Your plan cannot be transferred to any other equipment.

7. Cancelling your plan

You may cancel this plan by giving 14 days notice in writing. If you pay by direct debit, you must tell your bank to cancel the direct debit instruction.

If you cancel the plan before breakdown services and no repairs or replacements have been carried out, you will be given a full refund.

If you cancel the plan after breakdown services, and no repairs or replacements have been carried out, the part of your fee relating to the remaining full months' protection under the plan will be refunded. No refund will be offered if you are paying by instalments.

We can cancel your plan by giving you 14 days notice in writing to your last known address. A refund of the amount paid for the remaining full months of protection will be given.

8. How to contact us or complain

- Call our Customer Service Department on 08705 997 799.
- Write to the Customer Care Manager at Domestic & General Services Ltd, Leicester House, 17 Leicester Street, Bedworth, Warwickshire, CV12 8JP.
- Email us at web.support@domgen.com or by clicking on 'contact us' at www.domgen.com.

We want you to contact us so that we know what you think of us and the services we provide. We hope that you are satisfied with our response to your enquiry. If you are not satisfied, you can ask for your case to be reviewed by us and a final decision made on behalf of the Managing Director.

If you are still not satisfied we will agree to seek to resolve our differences with the assistance of the ADR Group, an independent dispute resolution provider.

Their address is:

Grove House

Grove Road

Redland

Bristol BS6 6UN

Telephone 0870 240 1859.

9. Renewing your contract

At the end of your period of protection, we will write to you about renewing.

- If you pay by direct debit, we will send you a renewal notice showing the amount we will automatically collect, unless you inform us otherwise.
- If you pay by any other means, you will receive a renewal notice showing the amount to pay. You will need to return this with payment for protection to continue.

10. Data Protection Information

If you provide us with information about another person, you confirm that they have appointed you to act for them, to consent to the processing of their personal data including sensitive personal data and that you have informed them of our identity and the purposes (as set out in the Important Data Protection Information displayed when you register your appliance) for which their personal data will be processed. You are entitled to ask for a copy of the information we hold about you (for which we may charge a small fee) and to have any inaccuracies in your information corrected. For quality control and training purposes, we may monitor or record your communications with us. If your personal details change, if you change your mind about any of your marketing preferences or if you have any queries about how we use your information, please let us know by contacting our Mailing Exclusion Team, Domestic & General, Leicester House, 17 Leicester Street, Bedworth, Nuneaton, Warwickshire, CV12 8JP.

11. Telephoning Domestic & General Services Ltd

We may record your phone calls with our representatives to monitor and improve the quality of the service we provide.

12. Other plans or insurance

If, when you require breakdown services, there is any other service agreement or an insurance policy under which you are entitled to claim, we will only pay an appropriate proportion.

13. Statement of price

Your plan fee will include all costs of purchase such as premiums and taxes at the applicable rate.

14. Additional Information

Your repair protection plan is provided by Domestic & General Services Limited (Registered Number 1970780) part of Domestic & General Group PLC and our registered office is at Swan Court, Mansel Road, Wimbledon, SW19 4AA.

This agreement does not affect your statutory rights.

