

Instant Replacement



Section A – What’s included

We will, at our sole discretion, either replace or repair your Product or any part of it.

We will provide you with the following:

Unlimited replacements if for any reason your Product isn't working due to an electrical or mechanical breakdown that affects the operation of the Product (please note the Section B exclusions below).

If your Product isn't working please take it to one of our stores, together with this document. Once the fault is confirmed your Product will be replaced on the spot.

The replacement that we select for you will be a Product of equivalent or similar specification up to a maximum of your original Product purchase price paid. If an appropriate Product is not available, the price originally paid will be credited towards a Product of your choice.

The Plan is for a total of 3 years, upon which your Plan will expire. You are entitled to unlimited replacements during the 3 years of your Plan.

We will cancel your Instant Replacement Plan if:

- An appropriate replacement Product is no longer available and we issue you with a Currys voucher towards a Product of your choice, or;
- If the replacement Product you have chosen is not eligible for Instant Replacement.

If your Instant Replacement Plan is terminated in either scenario you will be entitled to a pro rata refund of any Plan payments made for the period after the date of termination of the Plan.

Eligibility

Consumers:

- You must be a minimum of 16 years old.
- You need to be a resident of the United Kingdom or Isle of Man and have been living in the UK, Isle of Man or Channel Islands for at least 6 out of the last 12 months.

Businesses:

- The legal entity acquiring Instant Replacement must be registered in the UK for Plans sold in the UK or registered in the UK or Isle of Man for Plans sold in the Isle of Man.
- You must be an authorised agent of the legal entity acquiring Instant Replacement.

Consumers and Businesses:

- Your Product must be less than 12 months old.

Eligible Products

We will, at our discretion, offer Instant Replacement on the Products shown below:

- TVs & Entertainment, Household Appliances, Computing & Gaming and Lifestyle Tech & Gadgets.

Products excluded from Instant Replacement are Major Household Appliances, Laptops, Desktop PCs, Tablets, iPads, Boiling Water Taps, Waste Disposal Units, External Hard Drives, Computing Components, Software, Console Games, Mobile Phones, Refurbished Tech and non-electrical items.

Section B – What is not included

- Any accidental damage.
- Cosmetic damage (e.g. rust, scratches etc.) where it does not affect the operation or safety of the Product.
- Theft or loss of the Product (or any part of it).
- The replacement of parts due to normal wear and tear, regularly replaced items or consumables including light bulbs and lamps, batteries changeable by the user and filters.
- For Electric Transport, any tyre wear & tear or tyre punctures.
- Breakdown due to flood, wind or other severe weather conditions.
- Breakdown due to fire, unless caused by an electrical malfunction within the Product.
- Replacement of the Product which has been neglected, abused, misused, or damaged intentionally.
- Replacing a Product which has been exposed to insect infestation (or similar phenomenon) or human/animal fluid/matter.
- Replacement of the Product due to improperly maintaining the battery or caused by not following the manufacturers' instructions.
- Any faults with the Product caused by withdrawal of services by a third party or by a failure of, fault with or interruption of a utility supply.
- We are not liable for any loss that you suffer which is unforeseeable, out of our control, avoidable (you could have avoided by taking reasonable action) or a business loss (such as loss of profits or business) in connection with replacement of your Product. This includes, but is not limited to; costs relating to any other plans or policies you have in place; loss or corruption of data, records, software or information; and loss resulting from inability to use the Product.
- All Household Appliances that are purchased for use by a business or are located on commercial premises. For example, a dishwasher purchased for use in a café or a washing machine purchased by a home-based hairdresser for use by their business is excluded, whilst a washing machine purchased by a landlord for use in a residential rental property is eligible.
- Any loss suffered if you cannot use the Product.
- Repair costs incurred by you instructing an unauthorised third party to carry out any repairs on the Product.
- Any faults with the Product caused by the fitting of non-genuine parts by a third party or use of non-genuine accessories.

Section C – Important Information

This is not an insurance policy and is a warranty plan only.

"Us, We, Our, Currys" means Currys Group Limited, a company registered in England and Wales, number 504877 whose registered office address is Currys Newark Campus, Long Hollow Way, Newark, NG24 2NH and which trades under the name Currys;

"You, Your" means the person or legal entity who has entered into Instant Replacement as defined in the document.

- You don't have to buy Instant Replacement at the same time as you purchase your new Product. You have up to 12 months to decide.
- Instant Replacement is provided by Currys Group Limited. In the event that Currys Group Limited ceases trading there is no dedicated financial backing.
- Similar plans may be available from other providers.
- There are statutory rights in place that apply to faulty goods. You can find advice on those rights from the Citizens Advice Bureau.
- Compare prices of extended warranties for electrical goods at www.compareextendedwarranties.co.uk
- Your household insurance or business insurance may provide you with some protection for your Product but:
 - You may not be protected for faults caused by electrical or mechanical breakdown.
 - Portable Products may not be protected.
 - Your annual premium may increase after your claim.
 - You may have to pay an excess.
- You may cancel this Plan at any time. If you cancel a pay upfront (3 years) Instant Replacement Plan within the first 45 days of purchase, you will be entitled to a full refund (unless you have had a replacement). If you have had a replacement or wish to cancel after the first 45 days, you will receive a pro rata refund of the Plan payments you have paid based on the number of full unexpired months of cover remaining on your Plan.
- You are entitled to unlimited replacements during the 3 years of your Plan.
- We will not be responsible for any failure to carry out our obligations under Instant Replacement if it is caused by any circumstances outside our reasonable control.
- To prevent damage caused by viruses, we strongly recommend that you keep all operating systems and anti-virus software up to date.
- If the Product stores data, we strongly recommend that you back up your data regularly as we can't guarantee to restore data if your Product needs replacing.
- You must take reasonable care of the Product.

Section D – Cancellation notice

You can cancel this Plan at any time by either writing to us at the email or postal address in Section H or, by calling Currys Customer Services (see Section H for contact details). If you cancel within 45 days of purchase and you haven't used the service, we'll give you a full refund. If you want to cancel your Plan after 45 days of purchase, you'll be entitled to a pro-rata refund.

Our rights to cancel

We may cancel this Plan for any valid reason. If we cancel your Plan we will give at least one month written notice to the last known home or office address or email address you have provided to us. You will be entitled to a pro-rata refund of the Plan payments you have paid based upon the number of unexpired Plan months remaining on the Plan for which you have paid.

Section E – Updating your details / Transferring the Plan

If you need to amend any of your details, such as your name or address please contact Currys Customer Services (see Section H for contact details) 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 Plan to the new owner, free of charge. To do so you must contact us with details of the new owner's name and address.

Section F – Data protection

We ask for your name and address so that we can give you an efficient after sales service. We will only use your personal information as set out in our Privacy Policy, which can be found at <https://www.currys.co.uk/services/privacy-and-cookies.html>.

Section G – Complaints procedure

Currys Group Limited is the Instant Replacement Plan administrator and aims to provide the service in accordance with the Terms and Conditions. In the event of a complaint, please contact our Currys Customer Services Team (see Section H for contact details).

Section H – Get in touch for help and support

Call us on: 0344 800 6080

Email us: careservices@currys.co.uk

Go online to: www.currys.co.uk/instantreplacement

Write to us at: Currys Care Services, PO Box 194, Cramlington, NE23 0DA.

If you require any Care Services literature in an alternative format such as Braille, audio cassette or large print, please contact Currys Customer Services.

Calls to 03 numbers are charged from 3p to 65p per minute, although they may be included in your call allowance. Charges vary between providers. Check with your operator for details. Calls may be recorded and/or monitored.