

## Standard 12 Month Guarantee

We hope that Your Equipment will be trouble free, however should it fail during the 12 month guarantee Period please follow the claims procedure detailed in Your policy.

**DEFINITIONS** The words or expressions detailed below have the following meaning wherever they appear in this policy.

**Provider-** Chaps IT Recycling LTD, Unit 24/25 Step Business Centre, Sheffield, S36 2UH For queries relating to the issue of Your Service Plan / Service Plan amendments and to report details of any claim.

**RTB - Return to Base.** You returning to Chaps IT Recycling LTD for the repair to be carried out

**Claim Limit-** Your Service Plan provides unlimited claims up to the original purchase price of the Equipment in aggregate.

**Home-** The property situated in the United Kingdom.

**Mechanical/Electrical Breakdown** The actual and sudden mechanical / electrical failure or breakdown which results in the sudden stoppage of the Equipment normal function and which necessitates repair to resume those functions. Failure or breakdown that ultimately results from any software or programme failure is excluded from the scope of cover afforded by this Service Plan.

**Policy Period-** 12 Months from the original purchase date.

**Schedule-** Contains details of You and the Equipment the subject of this Service Plan.

## 1. We/Our/Us/Provider Chaps IT Recycling LTD

In consideration of the Insured being accepted for cover, We agree to indemnify the Insured up to the Claim Limit detailed herein, subject always to the definitions, conditions, exclusions and periods contained herein.

## 2. WHAT IS COVERED

Your 12 Month Guarantee return to base cover against Mechanical / Electrical Breakdown of the Equipment purchased. Cover includes parts, labour and return courier costs (inc VAT) during normal working hours (9am – 5pm Monday to Friday) subject to the terms, conditions and exclusions of Your policy.

## 3. WHAT IS NOT COVERED

- Return charges where a fault cannot be found or where the fault relates to a software or programme error.
- Admin charges where a fault cannot be found with the Equipment.
- Unauthorised modifications to the Equipment.
- Consumable or auxiliary items e.g. discs, leads, printers, print materials, batteries / battery packs or any accessories, peripherals or hardware that were not part of the original Equipment offering at time of purchase
- Accidental damage.
- Failure to comply with the manufacturer's instructions for the care of the Equipment.
- Any Equipment installed in a commercial environment or where the level of use is deemed beyond normal domestic use.
- Any Equipment that does not meet the current electrical regulations in force at the time.
- Costs not authorised by the Provider or its appointed engineers.
- Faults relating to the installation of the Equipment, software installation, and corrupted software installed on the Equipment or due to computer viruses.
- Deliberate damage or neglect of the Equipment.
- Claims for rectifying maladjustment or incorrect configuration or setting of manual controls or programming.
- Damage caused by foreign objects or substances.
- Faults known to You before commencement of cover under Your policy.
- Work, which relates to a manufacturer recall.
- Repair to or Damage of a cosmetic nature caused by but not limited to denting, scratching, chipping, staining, and rust or corrosion.
- Routine maintenance of the Equipment, supplies or service in Your Home.
- Claims arising from the interruption, failure, disconnection or power surge in the power supply to Your Home however caused or due to inadequate ventilation of the Equipment.

- Claims arising as a result of normal wear and tear (e.g. belts, fuses, batteries).
- Total loss of use of the Equipment due solely to the non-availability of replacement or substitute parts, in which case We shall offer settlement based on the depreciated value of the Equipment and the estimated cost of repairs had the parts been available.
- Consequential loss of any type.
- Loss of data or information from the Equipment.
- If the manufacturers / repairers seal is broken then all benefits under the policy will cease.

## 4. CLAIMS PROCEDURE

In the event of a claim that You contact the Provider by telephone on 0345 066 0101

Please provide the Provider with as much information about what has happened as soon as possible.

Please have with You at the time of reporting the fault

- Your sales order number and details of the Equipment

**GENERAL CONDITIONS** Claims are only valid where authority has been issued by the Provider or their appointed engineer.

1. We shall be entitled to:
  - a) decline cover if, in Our opinion, Your Home or services have not been maintained in a safe or serviceable condition.
  - b) decide on the most appropriate means of providing cover, although We will take Your wishes into account whenever possible.
  - c) settle any claim on a proportionate basis if You have any other Service Plan covering the same loss or damage.
  - d) void this Service Plan in its entirety if any misrepresentation or concealment of material facts is made by You or anyone acting on Your behalf.
2. You will be responsible for any Return charges if having requested assistance You are not at Home when the courier arrives or a fault cannot be found with the Equipment.
3. If the cost of Your claim exceeds the cover provided by this policy, You will be required to pay any additional costs direct to the Provider prior to the completion of repairs.
4. We will arrange to supply and fit replacement parts or components where required and covered under Your policy. If You request any addition work or replacement parts, You will be responsible for the additional cost. We are not responsible for any inconvenience, loss or damage caused by delay in the supply of spare parts or components by manufacturers or their suppliers or agents.

5. In the event that the parts for the Equipment are no longer available, or the Equipment is beyond economical repair, We will base Our settlement on the replacement cost of the same or similar model at the time of the breakdown.
6. If You or anyone else claiming under this policy makes a claim that is false or dishonest in any way, Your Service Plan will not be valid and You will lose all benefits under this Service Plan.
7. If You move address then you must inform the Provider in writing.
8. Where the Provider deems the Equipment to be beyond economical repair or makes financial settlement in lieu of repair all benefits under this policy will cease.
9. This Service Plan is automatically cancelled:
  - a) if You submit a claim knowing it to be false, fraudulent or a misrepresentation,
  - b) if We replace the Equipment following a valid claim.

## 5. OUR PROMISE OF SERVICE

It is the intention to give You the best possible service but if You do have any questions or concerns about this Service Plan or the handling of a claim You should in the first instance contact Chaps IT Recycling LTD  
[complaints@chapsitrecycling.co.uk](mailto:complaints@chapsitrecycling.co.uk)

Please ensure Your sales order number is quoted in all correspondence to assist a quick and efficient response.

Your statutory rights are not affected. For further information about Your statutory rights please contact Your local Trading Standards or Citizens Advice Bureau.

## 6. DATA PROTECTION ACT (2018)

Please note that any information provided to Us will be processed by Us and Our agents in compliance with the provisions of the Data Protection Act 2018, for the purpose of providing Service Plan and handling claims, if any, which may necessitate providing such information to third parties.