

Extended Service Plan

Terms and Conditions apply. Extended Service Plan provides a repair service for all new appliances after the expiry date of the manufacturer's guarantee period, it is not an insurance product. If we cannot repair or replace the item we will offer a refund of a proportion of the purchase price as depreciation will be applied. If a refund or replacement is given the Service Plan will cease. Your agreement may be extendable. Here's how it works; The Service Plan starts when the manufacturer's guarantee runs out. All you need to do is choose how long you want the agreement for (up to 5 years – inclusive of manufacturer's guarantee). We'll let you know the cost of Service Plan for the initial period. Where the manufacturer provides extended parts cover the Extended Service Plan price will reflect the cost of labour only. Then, if extendable, we'll write to you before the end date to let you know the cost of maintaining your agreement for a further period. If, at that stage, you are an account holder, the cost will be charged to your account (subject to account status) unless you notify us that you don't want to continue with your agreement - the choice is yours. Once we've arranged for your agreement to be extended, we'll continue to advise you of the cost of maintaining your Service Plan, unless you decide that you no longer need it. Your Extended Service Plan documentation will be sent to you 2 to 3 weeks after the goods have been dispatched. This optional Extended Service Plan provides a repair or replacement in the event of a mechanical and electrical failure. Loss, Theft, Accidental Damage Cover and Home Contents insurance can be purchased independently. See our Shopping Insurance page for further information.

Provided by The Warranty Group Services (Isle of Man) Limited, St George's Court, Upper Church Street, Douglas, Isle of Man, IM1 1EE. We reserve the right to change provider. Extended Service Plan agreements are backed by trust funds held by an independent trustee. Service activation requests are administered by Shop Direct Finance Company Limited. Registered number: 4660974, Registered Office: Aintree Innovation Centre, Park Lane, Netherton, Bootle, Liverpool L30 1SL.

Cancellations - If you wish to cancel your Extended Service Plan, just notify us in writing or simply return your documentation to us. If you cancel within 60 days of purchase, you will receive a full refund. Thereafter, you will receive a proportionate refund based on the unexpired period remaining.

Consumer Rights - You can purchase Extended Service Plan when you order your goods or at any time within the following 60 days at the prices displayed on our website, in your latest catalogue or prices given over the phone. Where the manufacturer provides extended parts cover, Extended Service Plan prices will be reduced accordingly. Where, on the merchandise page it shows 'one years extra cover' this is provided after the manufacturer's guarantee has expired. The manufacturer, other retailers and insurance providers may also offer you an extended warranty and your household insurance may be relevant. The Extended Service Plan is in addition to your statutory rights – see our returns policy section. Under those statutory rights, you can request a repair or replacement for up to 6 years (5 in Scotland) if the product when sold was not of satisfactory quality. However, after the first 6 months, you would have to prove that the product had a fault when it was sold and this could involve having to take legal action. In practice, during the period of the manufacturer's guarantee, the manufacturer will deal with any reliability or quality issues.