



Branch: 1901 Pinmill Brow Clearance
 Electrical Clearance Store, Mancunian Way
 Manchester, M12 6EH
 08445 610000
 www.currys.co.uk

Till: 3 Receipt: 038805 Date: 19/03/14
 Operator: 3 Paul Time: 14:08

Thank you for shopping with Currys
 If you require further advice or support
 please refer to
 www.currys.co.uk
 or call
 08445 610000

16 COLGATE CRESCENT
 SALE

Assistant: 3 PAUL

AEG L75480WD WASHER/DRYER £638.00

1 x 0000525436 @ £638.00

Non-Pristine (40.00%) -£255.20

WHATEVER HAPPENS £149.00

1 x 0000520576 @ £149.00
 Item: 0000525436
 AEG L75480WD
 Length of Agreement: 5 YEARS
 Start Date: 19/03/14
 End Date: 18/03/19
 Ref: 0736204132

IDS COLLECTED

AMOUNT DUE £531.80
 MASTERCARD £531.80
 Card *****1162 C/APP CASHPLUS
 M/CARD
 Expiry 10/15 ICC PIN
 Auth No. 039786 App ID A0000000041010
 PAN Seq No. 00 App Start Date 10/13
 Merchant No. 45190192 EFT No. 000016
 Cryptogram 8137C390785207B2 Crypto Type
 40

TOTAL TENDERED £531.80

If you change your mind the last day for a full refund or
 exchange is 09/04/2014.
 Proof of purchase is required and your product must be in
 its original unopened and sealed packaging.



Txn Num: 1901003201403190088058

DSG Retail Limited
 Registered Office: Maylands Avenue
 Hemel Hempstead
 Herts, HP2 7TG
 Registered in England No: 504877
 VAT Number GB226 6599 33

COST OF MACHINE = £638.00
 DISCOUNT = £255.00

TOTAL COST OF MACHINE = £383.00

TOTAL COST OF INSURANCE = £149.00

Whatever Happens™ Care Plan - Pay Once

IMPORTANT DOCUMENT - PLEASE KEEP SAFE

This document validates your Whatever Happens™ Care Plan. Please keep this in a safe place for future reference.

What are the benefits of my Whatever Happens™ Care Plan?

- Protection against breakdown and mishaps (exclusions may apply).
- There is no charge if no fault is found or the fault is due to user error.
- You won't pay a penny extra: labour, parts and general advice are included.
- Worldwide protection.
- We'll fix it or we'll replace it.
- If your product suffers a 4th technical fault you can request a replacement.

Definitions

"Us, We, Our, Dixons Retail, Knowhow™" means DSG Retail Limited, a company registered in England and Wales under company number 504877 whose registered office address is Maylands Avenue, Hemel Hempstead, Hertfordshire, HP2 7TG; "You, Your" means the person who has entered into the Care Plan as defined in this document (top right).

Just Call One Number

If your product breaks down, please call our Knowhow™ Customer Services Team on 0800 587 8787.

For Laptops and Desktop PCs

If we are unable to resolve your problem over the phone, we will advise on next steps. You can either return your product to store, or we will arrange for a courier to collect your product and return it to us for repair.

For TVs

If we are unable to resolve your problem over the phone, we will advise on next steps. For larger products, we will arrange for a courier to collect your product and return it to us for repair.

For Kitchen Appliances

If we cannot solve your problem over the phone we will send an engineer out to you. We will aim to visit two working days after your call.

For all other products (over £150)

When you call, we will advise on next steps. You may be asked to return your product to a store.

What if my product cannot be repaired?

In most cases we will fix your product first time. In the unlikely event that your specific problem takes over 21 days to repair, you may request a replacement product (see note (1) below). Simply call our Knowhow™ Customer Services Team on 0800 587 8787. A replacement after 21 days is subject to allowing us reasonable access to the product for repair. If you are away and we cannot get access to the product, we will fix as soon as access to the product is possible, however this will mean that the 21 day replacement will not apply. 21 days repair time will start on each occasion from:

- The date you book your product in for a repair in any Currys, Currys Digital or PC World store.
- The date of the engineer's first visit.
- The date the courier collects your product.

For previously owned products or where a discount has been given because a product is incomplete, non pristine or previously on display, if we cannot repair your product we will supply vouchers to the value of the purchase price paid, the 21 day replacement will not apply.

You will be given an authorisation code to obtain a replacement product in one of our stores. The value will be based on an equivalent specification product and up to a maximum of your original product purchase price.

Sometimes it is very difficult to get hold of the right buttons, knobs and casing for damaged products. Please be aware that this may take longer than 21 days. When a product is still operational and safe to use, then the 21 day replacement will not apply.

If your product is replaced your Whatever Happens™ Care Plan ends.

Note (1) In some areas of the UK, non mainland UK (excluding the Isle of Wight) and Isle of Man the extra distances involved mean that we will service your product promptly however our specified time promises will not apply.

Purchased: 19/03/14 14:09:37

Mr J Skelton
16 Colgate Crescent
Manchester
M14 6FN

Product: AEG L75480WD
Whatever Happens™: £149.00
Delivery: 19/03/14

Whatever Happens™ Reference: 0736204132

Standard Guarantee Expiry Date: 19/03/19

Whatever Happens™ Expiry Date: 18/03/19

What's not included:

- Regularly replaced items/consumable items, including:
 - Built-in batteries.
 - Bulbs and lamps (except for bulbs used in rear projection TV).
 - Vacuum cleaner belts.
- Cosmetic damage where it does not affect the operation or safety of the product.
- Repair costs that have not been 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.
- The cost of repairing or replacing a product which fails because anyone neglects, abuses or misuses the product.
- The cost of repairing or replacing a product which has been exposed to insect infestation (or similar phenomenon) or human or animal fluid/matter.
- Any service or benefit where the Care Plan has been suspended.
- Inoperability of a product caused by withdrawal of services by a third party.
- Software or data.
- Protection for dishwashers, vacuum cleaners, cooking and laundry products if used for business.
- Image retention on plasma, LCD, LED, 3D or rear projection screens.
- Theft or any loss suffered if you cannot use the product or any loss other than repair or replacement.
- Cost of Data Recovery if unit needs to be sent to specialist laboratory.

Important information

- Your Whatever Happens™ Care Plan is with DSG Retail Limited, Registered office: Maylands Avenue, Hemel Hempstead, Hertfordshire HP2 7TG. Registered in England, number: 504877.
- Whatever Happens Care Plans are provided by DSG Retail Limited. If DSG Retail Limited ceases trading there is no dedicated financial protection.
- 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.
- We recommend that you back up your data regularly as we can't guarantee to restore data if your product needs repairing.
- Unless agreed differently with you in writing the language of this Care Plan and all communications relating to it will be in English and all aspects of the Care Plan, including negotiation and performance are subject to English Law and the decisions of English Courts.
- Where appropriate fully guaranteed refurbished parts may be used.
- Occasionally you may have 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, which include the right to a remedy for defective goods. If you buy goods which are faulty when sold you have the right to claim for a repair or replacement for up to 6 years (5 in Scotland) from the date of purchase. However, after the first 6 months you have to show that the fault was there from the start and the longer it takes for the fault to show up the more difficult that becomes. Whatever Happens™ gives you benefits which are in addition to your legal rights and your product will be repaired free of charge if it breaks down or malfunctions at any time while your Care Plan is current without you having to prove that the fault was present at time of sale. Further information about your legal rights can be obtained from your local Trading Standards Department or Citizens Advice Bureau.

Multiple failures

If you are unfortunate and your product breaks down again after being repaired on 3 previous occasions, and your product is still within your Whatever Happens™ Care Plan, then you may request a replacement product. Simply call our Knowhow™ Customer Services Team on 0800 587 8787. We will validate your claim and then collect the product before issuing a replacement.

You will be given an authorisation code to obtain a replacement product in one of our stores. The value will be based on an equivalent specification product and up to a maximum of your original product purchase price. Occasionally a fully reconditioned product may be supplied.

This benefit applies only after 4 separate mechanical or electrical failures - breakdowns caused by mishaps or non-technical faults do not apply.

Virus & Spyware Removal Service

Identification and safe removal of any viruses or spyware on your computer in accordance with the scope of the Virus & Spyware Removal service (ask in store for details).

Data Recover & Protect

Includes recovery of deleted or lost files as the result of a mechanical breakdown. All data less than 4.7GB will be copied to a DVD. All recoveries greater than 4.7GB will require an external hard drive. The service does not include the cost of the external hard drive that is required if more than 4.7GB of data is recovered. To conduct the service your machine will be taken to our Knowhow™ repair lab.

Remote Fix

Phone or remote advice and support is available to you 24 hours a day, 7 days a week, 365 days a year. If we consider it appropriate and with your permission, we may use our remote support service. You can access either Remote Support or Phone Support by calling on 0800 587 8787. Our Knowhow™ colleagues will use reasonable skill and care to resolve the problems you have referred to us however we may not be able to correct your problem using our remote support service. In the event that it is not possible we will discuss alternative resolution methods.

If whilst performing the Remote Support service our engineers are exposed to any illegal material, it is our civic and legal responsibility to report such findings to the appropriate authorities. Any disclosure under these circumstances will not be a breach of our confidentiality.

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 on (+44) 844 561 4000 or send an e-mail to the address below. If making a claim from outside the UK, all other benefits will not apply.

How do I amend my Care Plan details?

If you need to amend any of your details, such as your name or address, please call Knowhow™ Customer Services. To ensure you get the best service possible it is important that your details remain up to date.

Can I transfer my Whatever Happens™ Care Plan?

You can transfer this Care Plan to the new owner, free of charge. Write to us with details of the new owner's name and address.

Data Protection

We ask for your name and address so that we can give you an efficient after sales service. We may pass your name to companies within the DSG Retail Limited 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.

Complaints Procedure

DSG Retail Limited is the administrator of the Care Plan 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.

How to contact us

Just ask: Any of our staff in store

Just call: 0800 587 8787

Just email: whateverhappens@knowhow.com

Just visit: www.knowhow.com

Just write to: Knowhow™ Customer Services, PO Box 10910, The Pinnacles, Harlow, Essex, CM19 5BD

Calls may be recorded for training and monitoring purposes.

Cancellation Notice

If you are not completely satisfied with your Whatever Happens™ Care Plan you can cancel it within 45 days of purchase. Please call Knowhow™ Customer Services on 0800 587 8787 and if you haven't used the service we'll give you a full refund. If you want to cancel your Whatever Happens™ Care Plan after 45 days of purchase, you'll be entitled to a pro-rata refund.

You may also give notice of your intention to cancel your Care Plan by writing to the address above.