

Service plan refund policy

If you have not made any claim you may cancel the service plan within 45 days from date of purchase and receive a full refund of the premium paid by you. After 45 days you may cancel the service plan and receive a proportional refund based on the remaining period of full unexpired months of cover regardless of whether a claim has been made, except where the service plan has ceased as detailed under 'Limitations'.

Customer care

- This insurance is arranged by John Lewis Plc
- This insurance policy has not been personally recommended
- Any details you supply will be held by John Lewis plc, London General Insurance Company Limited and their Administrators who will have access to these details only for the purposes of administering your service plan
- These details will not be kept for longer than necessary. You are entitled to a copy of this information
- You are advised that any telephone calls made to our administration and Claims Handling Units may be recorded. These recordings may be used to monitor the accuracy of information provided by customers and our own staff, and may also be used to allow additional training to be provided to our staff to prove that our procedures comply with legal requirements
- Our staff are aware that conversations can be monitored and recorded. From time to time we may contact you to ask if you have been satisfied with the service. You will be under no obligation to answer these questions but we will be grateful for your co-operation which will help us improve standards
- The contents of this policy do not effect your statutory rights.

If you have any doubts about your statutory rights please contact your local Trading Standards Department or Citizens Advice Bureau.

Company Status

This Policy is underwritten by London General Insurance Company Limited, a private company limited by shares and incorporated in England, whose head registered office is at Integra House, Floor 2, Vicarage Road, Egham, Surrey TW20 9JZ. Registered Number 186573.

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 100% of the first £2000 and 90% of the remainder of the claim. Further information is available from the FSCS.

Other Extended Warranty Schemes

- Extended warranties are also available from alternative providers such as manufacturers and insurance companies.
- Some household contents insurance policies cover for accidental damage, fire or theft.
- If after comparing the terms and conditions and price you would prefer to take another provider's warranty remember you have 45 days from date of purchase to cancel your John Lewis Service Plan.

If you need this literature in an alternative format, please ask us.

You can find this information and lots more online at johnlewis.com

Second year guarantee and optional service plan

Our customer terms and conditions

John Lewis department stores SD73198 / 01.12



Second year guarantee – provided by John Lewis plc

In addition to the first year manufacturer's guarantee, John Lewis plc includes a second year guarantee at no extra cost, plus accidental damage and, where appropriate, frozen food loss insurance. Subject to the following terms and conditions your appliance is warranted for one additional year in domestic use to be free of defects of manufacture to commence after the expiry of the manufacturer's one-year guarantee.

Applying for a service plan beyond the two-year guarantee

You can continue to enjoy this cover beyond the two-year guarantee by extending the two-year guarantee with a John Lewis service plan provided by London General Insurance Company Limited. This can be applied for at any time within 30 days of your purchase.

Simply refer to the application form with your documents for prices to extend to five years, then telephone 0844 871 7771, or alternatively apply by post by following the instructions on the application form.

A plan certificate will be sent to you within 28 days of your application. Please attach it to this document to form your full contract and keep in a safe place with the receipt for your insured product.

Terms and conditions for the additional second year guarantee and service plan

What services are provided?

In the event of breakdown or accidental damage resulting in breakdown:

- We shall provide the repair service on the insured product without charge up to a cost equal to the original purchase price paid for the insured product
- All repair services are provided by authorised service technicians
- If we decide your product cannot be repaired, or is uneconomical to repair, we may at our option replace it with the same model. Should that model no longer be available, we may at our option provide an alternative of similar specification and quality
- London General Insurance Company Limited will meet on your behalf the purchase cost of frozen food lost as a result of the covered product breaking down. This is limited to £300 per claim and £600 in total throughout the duration of the plan. London General Insurance Company Limited will meet the cost of any mechanical/operational damage caused to the appliance as a result of an accident. Please note cosmetic damage will not be covered
- Please note that coverage for Accidental Damage and Frozen Food start from the date you purchase your appliance or delivery date if later
- Occasionally, you may have to pay for the repair and claim this cost back from us.

What services and associated costs are not included for both the additional second year guarantee and service plan?

Repairs due to breakdown caused by:

- Use other than domestic by you or your resident family
- Deliberate damage or neglect of the insured product.

The plan does not cover:

- Consumable replaceable items including, but not limited to, fuses, batteries, light bulbs and other consumable items
- Cosmetic items such as cabinet trim, scratches, dents, corrosion or colour where the function of the insured product is unaffected
- Unblocking drainage channels in refrigeration equipment

- Work which relates to a manufacturer's recall of the insured product
- Servicing, inspecting or cleaning of the insured product; and failure to follow the manufacturers instructions and/or installation guidelines
- Repairing, recovering or replacing any computer software, stored data or virus prevention/detection or external accessories
- Any loss suffered as a result of not being able to use the insured product, or any loss over and above the purchase price of the original item
- Any external cause such as computer virus and software, fire, theft, or weather, including lightning damage.

The plan will not apply if the insured product has been modified or has been repaired by someone not authorised by us.

Limitations

- The services will be provided for products bought and used in the UK, the Isle of Man and the Channel Islands
- This agreement shall be governed by and construed in all respects in accordance with the laws of England and each party hereby submits to the non-exclusive jurisdiction of the English courts unless you live in Scotland when the laws of Scotland will apply
- You cannot transfer this agreement to someone else without our prior permission
- If a payment or replacement is made because the insured product is considered uneconomical or not possible to repair then:
 - the service plan ceases; and we may, at our option, take possession of the insured product and dispose of it.

Please note we will not cover any cost relating to the delivery and/or installation of a replacement product.

What to do if your product breaks down

- Look for visible signs of the breakdown and consult the fault-finding guide in the manufacturer's handbook, if any
- If the insured product still fails to function, telephone 0844 871 7771 within 14 days to arrange for a repair. Please have your contract number and details of the incident giving rise to the claim to hand
- If the breakdown is as a result of damage caused by an accident the repairer will first inspect the insured product and then must contact us to obtain authority for the repair cost or replacement product.

Claiming for frozen food loss

In the event that frozen food is spoilt as a result of a breakdown of a covered freezer or fridge/freezer please:

- Make a list of the food which cannot be saved, (showing per item: type of food; approximate weight; and price paid.) and retain the food until you have contacted us
- Telephone 0844 871 7771 to report the breakdown. Please have your contract number, details of the incident giving rise to the claim and the approximate value of the loss to hand. You will be advised within two days (immediately in most cases) as to whether an inspection is required and how to submit your claim.

How to contact us/complain

In the unlikely event of dissatisfaction occurring under this agreement, please telephone 0844 871 7771 or write to:

Service Plan Administrator
PO Box 99
Mitcheldean GL17 0SX

- We will confirm receipt of your complaint within five working days and make every effort to resolve the problem within four weeks. If we cannot, we will let you know when an answer may be expected.

If you are not satisfied with our response you may write to the Merchandise Director (DS), John Lewis plc, 171 Victoria Street, London SW1E 5NN.

Should you remain dissatisfied you may contact:
Financial Ombudsman Service at South Quay Plaza,
183 Marsh Wall, London E14 9SR. Tel: 0845 080 1800.

Cancellation

Should you wish to cancel either the additional second year guarantee or your service plan please write to Service Plan Administrator, PO Box 99, Mitcheldean GL17 0SX or telephone our customer service department on 0844 871 7771.