

INTRODUCTION

Thank **you** for choosing Corporate Support Solutions Ltd to supply **Your Warranty**, **We** hope that **Your Product** will be trouble free, however should it fail during the **Warranty Period** please follow the claims procedure detailed in this document.

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

Administrator / We / Us / Our- Corporate Support Solutions Ltd, Picktree Court, Picktree Lane, Chester-le-street, County Durham, DH3 3SY for queries relating to the issue of **Your Service Agreement** and to report details of any claim.

Callout- The attendance of an engineer to **Your Home** during normal working hours (8am – 5pm Monday to Friday).

Claim Limit- **Your Service Agreement** provides unlimited claims up to the original purchase price of the **Product**.

Home- The property situated in the United Kingdom, Channel Islands or Isle of Man, detailed on **Your Service Agreement**.

Mechanical/Electrical Breakdown- The actual and sudden mechanical / electrical failure or breakdown which results in the sudden stoppage of the **Product** normal functions and which necessitates repair to resume those functions. Failure or breakdown that ultimately results from wear and tear is excluded from the scope of cover afforded by this **Service Agreement**.

Product- As detailed on the **Service Agreement**, cover only extends to the **Product** detailed on **Your Service Agreement**.

Service Agreement- Contains details of **You** and the **Product**.

Warranty Period- The duration period noted on **Your Service Agreement**.

You / Your- The person named on the **Service Agreement**.

WHAT IS COVERED

Your SafeGuard Warranty provides cover against **Mechanical / Electrical Breakdown** of the **Product** identified on **Your Service Agreement**. Cover includes parts, labour and callout charges (inc VAT) during normal working hours (8am – 5pm Monday to Friday) subject to the terms, conditions and exclusions of **Your Warranty**.

WHAT IS NOT COVERED

- **Callout** charges where a fault cannot be found with the **Product**.
- Consumable or auxiliary items e.g. batteries, scart leads or any Accessories or peripherals that were not part of the original **Product** offering at the time of purchase
- Accidental damage.
- Use of the **Product** by anyone other than **You** or your immediate family living at the address named on the **Service Agreement**.
- Failure to comply with the manufacturers instructions for the care of the **Product**.
- Screen burn on Plasma and LCD TV.
- A **Product** installed in a commercial environment or where the level of use is deemed beyond normal domestic use.
- A **Product** that does not meet the current electrical regulations in force at the time.
- Costs not authorised by the **Administrator** or its appointed engineers.
- Faults relating to the installation of the **Product**.
- Deliberate damage or neglect of the **Product**.
- Claims for rectifying maladjustment or incorrect configuration or setting of manual controls.
- Any cost arising from the change from analogue to digital broadcasting including the termination of analogue transmissions of any type.
- Damage caused by foreign objects or substances.
- Faults known to **You** before commencement of cover under **Your** warranty.
- Work, which relates to a manufacturer recall.
- Repair to or Damage of a cosmetic nature caused by but limited to denting, scratching, chipping, staining, and rust or corrosion.
- Routine maintenance of the **Product**, 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 **Product**.
- Claims arising as a result of normal wear and tear (e.g. belts, fuses, seals).
- Total loss of use of the **Product** due solely to the non availability of replacement or substitute parts, in which case **We** shall offer settlement based on a **Product** of equivalent or similar specification.
- Consequential loss of any type.

CLAIMS PROCEDURE

It is vital to obtain cover under **Your SafeGuard Warranty** in the event of a claim that **You** contact the **Administrator** by telephone on 0870 787 1089 or by fax 0191 3870784. Please provide the **Administrator** with as much information about what has happened as soon as possible.

Please have with **You** at the time of reporting the fault **Your Service Agreement** number and details of the **Product**

GENERAL CONDITIONS

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

1. The **Administrator** will make reasonable attempts to obtain a suitable tradesman, provided that provision of service is not precluded by:
 - a) adverse weather conditions.
 - b) industrial disputes (official or not).
 - c) failure of the public transport system (including the road network) and repair thereto.
 - d) other circumstances preventing access to **Your Home** or otherwise making provision of cover impractical.
2. **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 insurance covering the same loss or damage.
 - d) void the **Service Agreement** in its entirety if any misrepresentation or concealment of material facts is made by **You** or anyone acting on **Your** behalf.
3. **You** will be responsible for any call out charges if having requested assistance **You** are not at Home when the tradesman arrives or a fault cannot be found with the **Product**.
4. **We** will arrange to supply and fit replacement parts or components where required and covered under **Your Service Agreement**. 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 a **Product** are no longer available, or the **Product** 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 **Service Agreement** makes a claim that is false or dishonest in any way, **Your Service Agreement** will not be valid and **You** will lose all benefits under this agreement.
7. If **You** move address then **you** must inform the **Administrator** in writing or by phone.
8. Where **We** deem the **Product** to be beyond economical repair or make a financial settlement in lieu of the repair all benefits under this **Service Agreement** will cease.
9. This **Service Agreement** is automatically cancelled:
 - if **You** submit a claim knowing it to be false, fraudulent or a misrepresentation,
 - if **We** replace the **Product** following a valid claim.

CANCELLATION

We hope **You** are happy with the cover this **Service Agreement** provides. However, if after reading this document, this **Service Agreement** does not meet with **Your** requirements, please return it to the **Administrator** within 45 days and **We** will arrange to cancel.

The **Administrator** may at any time cancel this document by sending 14 days notice to **you** at **your** last known address.

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 Agreement** or the handling of a claim **You** should contact the Managing Director of the **Administrator**. The contact details are:

The Managing Director, Corporate Support Solutions Ltd, Picktree Court, Picktree Lane, Chester-le-street, County Durham DH3 3SY.

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

DATA PROTECTION ACT (1998)

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 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties.