

MONTHLY BREAKDOWN CARE



MAKING
CARE MORE
FLEXIBLE



FOR MOST LARGE ELECTRICAL ITEMS



PROTECT YOUR NEW PRODUCT

What would you do if your washing machine broke down? Or if your TV suddenly went blank? Finding someone reliable to repair it could be a big hassle and it could be expensive too. But if you take out Argos Monthly Breakdown Care provided by Domestic & General, you won't have to worry about who to call.

About Argos Monthly Breakdown Care



This is a summary of key information you need to know about when purchasing Argos Monthly Breakdown Care (the plan). More detailed information can be found in the terms and conditions at the back of this leaflet.

Your Statutory Rights

Your Statutory Rights will not be affected when you buy a plan. These include the right to claim a refund, repair, or replacement for up to six years (may be different in Scotland) if your electrical goods were not of satisfactory quality or fit for purpose when they were sold to you.

Other providers

Plans may be available from other providers. You may also be covered under your household contents insurance or other policies that you may hold.

When can I buy a plan?

You can buy a plan at the point of purchase or within 45 days of buying your item.

When does the plan end?

If your item is replaced under the plan, the plan will end.

Cancellation period

Your plan can be cancelled at any time within 14 days of purchase. You will receive a full refund if you have not used any services under the plan.

Termination rights

After the 14 day cancellation period you may terminate the plan at any time. You will not receive any refund.

Meeting the obligations under your plan

The obligations under your Domestic & General plan are backed by assets held within a trust fund for your protection.

Compare online

You can compare the prices of product care for your electrical goods online using any internet enabled device at: www.compareextendedwarranties.co.uk

HOW DOES MONTHLY BREAKDOWN CARE COMPARE TO BREAKDOWN CARE?

TAKE A LOOK AT THE RANGE OF BENEFITS THAT COME WITH MONTHLY BREAKDOWN CARE	ARGOS BREAKDOWN CARE	ARGOS MONTHLY BREAKDOWN CARE
Unlimited repair requests	✓	✓
Approved repairs include damage caused by accident	✓	✓
A brand new product if we decide to replace yours	✓	✓
Direct Debit available	✓	✓
14-day service target	✗	✓
Free delivery if your appliance is replaced	✗	✓
Up to £50 contribution towards the installation of your replacement kitchen appliance	✗	✓
Free recycling of a product that gets replaced	✗	✓
Tech Support for up to four of your computers	✗	✓
Additional benefits, e.g. Argos vouchers, discounts, etc. (subject to change)	✗	✓

Terms and conditions apply. Argos Breakdown Care leaflet can be found in store.

WHAT YOU GET WITH MONTHLY BREAKDOWN CARE

Argos Monthly Breakdown Care is designed to give you peace of mind and flexibility. You can benefit from:

PROTECTION AGAINST BREAKDOWNS AND DAMAGE CAUSED BY ACCIDENT

From the moment you buy the plan, Argos Monthly Breakdown Care can help in case of damage caused by accidents. And once your manufacturer's guarantee expires, you can request repairs for breakdowns and faults too. In either case, you won't have to worry about the cost of any repairs we approve.

REPAIRS OR REPLACEMENTS

Once your repair is approved, our engineer will always try to fix your product first. If they can't repair it, we can decide to replace it with a brand new one. If we cannot reasonably arrange a replacement we may decide to give you vouchers instead.

UNLIMITED REPAIR REQUESTS

It doesn't matter how many times your product breaks down – because there's no limit to the number of times you can request a repair.

BUT THAT'S NOT ALL – THIS PLAN COMES PACKED WITH EXTRAS

OUR SERVICE TARGET

We don't want to keep you waiting. If your item isn't fixed within 14 days and you haven't missed or turned down a repair visit, you can ask us to replace it.

FREE DELIVERY AND REMOVAL

If we replace your product, we'll pay for the costs of delivery and recycling.

A LITTLE HELP

For any kitchen appliance we replace, we'll give you up to £50 towards any installation costs you have to pay.

DISCOUNT VOUCHER

If you sign up to Monthly Breakdown Care, we'll send you an Argos money-off voucher. And there's other additional benefits too. You'll get all the details with your plan documents.

COMPUTER PROBLEMS?

We can help. No matter what you protect with Monthly Breakdown Care, expert Tech Support over the phone or online is included with the plan for up to four computers, subject to our fair usage policy. For details, please read the 'Fair usage policy' section.

For further details, please read the full terms and conditions in this leaflet.

What's not included?

- ✗ Deliberate damage
- ✗ Loss or theft
- ✗ Cosmetic damage that doesn't stop the product from working

For a full list of exclusions and restrictions, please see the terms and conditions in this leaflet.

Do I need to take out Argos Monthly Breakdown Care today?

If you decide not to purchase Argos Monthly Breakdown Care today, you have up to 45 days from the date you bought your item in which to purchase the plan. Simply return to any Argos store with your till receipt and this leaflet. The item must still be in good working order and undamaged. Please note that extended warranties may be available from other providers and household insurance may be relevant for some items.

How to pay

You pay as you go by monthly Direct Debits and the plan renews automatically each month for as long as you need it.

WHAT TO DO IF YOU NEED A REPAIR

Just call our friendly agents on **0344 481 0546***. Please make sure you've got the following items to hand, both when you call and when the engineer visits:

- Your receipt for the product itself
- Your plan document for Argos Monthly Breakdown Care

Price

The pricing tables in this leaflet show the price of Monthly Breakdown Care available for the product you are buying. All prices displayed in this leaflet are applicable from 21 January 2017. If your item is replaced under the plan, the plan will end. Your Monthly Breakdown Care plan commences on the date the plan is purchased.

Cancellation and termination rights

If you purchase Monthly Breakdown Care and change your mind, you can cancel the plan within 14 days. Provided you have not used the service, you will be entitled to a full refund. The refund will be given via the original method of payment. After the 14 day period you may cancel the plan at any time and no refund will be given.

To cancel, please call us on 0800 597 8615, write to us at Domestic & General Services Limited, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP or click 'contact us' at www.domesticandgeneral.com. You may need to send in your documentation and receipt.

Remember, you've only got 45 days to protect your product with Argos Monthly Breakdown Care

Accidents can happen at any time. Protect your product in store today so you know what to do if things go wrong.

However, if you'd like to have a think about it first, you have 45 days in which to purchase. Simply pop back in store with your original purchase receipt and this leaflet where a member of staff will help you.

Please note, your product must be in good working order when you purchase Argos Monthly Breakdown Care.

* Lines open 8am to 8pm, 7 days a week. Calls cost the basic rate per minute, plus your phone company's access charge. Calls may be recorded and monitored for quality and training purposes.

Argos Limited Registered Address: Avebury, 489-499 Avebury Boulevard, Saxon Gate West, Central Milton Keynes MK9 2NW. Registered Number 01081551.

Argos Monthly Breakdown Care is provided by Domestic & General Services Limited. Registered office: Swan Court, 11 Worple Road, Wimbledon, London SW19 4JS. Registered in England and Wales. Company No. 1970780.

Monthly Breakdown Care pricing tables

The fee for your **Argos Monthly Breakdown Care** depends on your product, its purchase price and whether or not it has an extended parts guarantee.

Example: You're buying an LCD TV costing £330.00. It comes with a 1 year manufacturer's guarantee, therefore you can only purchase **Argos Monthly Breakdown Care for £4.39 a month by Direct Debit.**

The cost of the care you need to add to your order is **£4.39**

Monthly Breakdown Care Pricing Table		Monthly Fee by Direct Debit	
Product Description	Cost of Product	For products with a 1 year manufacturer's parts and labour guarantee	Labour only, for products with an extended manufacturer's parts guarantee.
TV	£150 to £199.99	Price £2.39	n/a
TV	£200 to £299.99	£3.39	n/a
TV	£300 to £399.99	£4.39	n/a
TV	£400 to £499.99	£5.29	n/a

Monthly Breakdown Care Pricing Table		Monthly Fee by Direct Debit	
Product Description	Cost of Product	For products with a 1 year manufacturer's parts and labour guarantee	Labour only, for products with an extended manufacturer's parts guarantee †
Vision			
TV	£150 to £199.99	£2.39	n/a
TV	£200 to £299.99	£3.39	n/a
TV	£300 to £399.99	£4.39	n/a
TV	£400 to £499.99	£5.29	n/a
TV	£500 to £699.99	£5.79	n/a
TV	£700 to £899.99	£6.79	n/a
TV	£900 to £999.99	£7.69	n/a
TV	£1,000 and over	£8.49	n/a
DVD Player / Recorder	£150 to £299.99	£2.19	n/a
DVD Player / Recorder	£300 to £499.99	£2.69	n/a
DVD Player / Recorder	£500 and over	£3.39	n/a
Set top box	£150 to £299.99	£2.89	n/a
Set top box	£300 to £499.99	£3.89	n/a
Home Theatre	£150 to £199.99	£1.99	n/a
Home Theatre	£200 to £299.99	£2.89	n/a
Home Theatre	£300 and over	£3.39	n/a
Projector	£150 to £299.99	£4.79	n/a
Projector	£300 to £499.99	£5.99	n/a
Projector	£500 and over	£7.29	n/a

Prices are accurate as of 21 January 2017 and are inclusive of all applicable taxes. Plan fees are fixed for at least 3 years; we reserve the right to alter the price of your plan thereafter. We will notify you of any changes to your monthly fee.

† Labour only: We pay the cost of labour on approved repairs while the manufacturer will cover the cost of parts. We also pay all costs for approved repairs for damage caused by accident.

Monthly Breakdown Care Pricing Table

Monthly Fee by Direct Debit

For products with a 1 year manufacturer's parts and labour guarantee

Labour only, for products with an extended manufacturer's parts guarantee †

Product Description	Cost of Product	Price	
Video Games Systems			
Video Games System	£150 to £199.99	£1.79	n/a
Video Games System	£200 to £299.99	£2.29	n/a
Video Games System	£300 and over	£2.69	n/a
Gaming chair	£150 to £199.99	£1.59	n/a
Gaming chair	£200 and over	£3.09	n/a
Audio / Hi Fi Systems			
Audio System	£150 to £199.99	£3.29	n/a
Audio System	£200 to £299.99	£3.59	n/a
Audio System	£300 to £499.99	£4.39	n/a
Audio System	£500 and over	£5.79	n/a
iPod	£150 to £199.99	£3.79	n/a
iPod	£200 to £299.99	£3.99	n/a
iPod	£300 to £499.99	£4.99	n/a
iPod	£500 and over	£6.09	n/a
In-car Entertainment	Up to £49.99	£0.29	n/a
In-car Entertainment	£50 to £99.99	£0.69	n/a
In-car Entertainment	£100 to £199.99	£0.99	n/a
In-car Entertainment	£200 to £299.99	£1.49	n/a
In-car Entertainment	£300 to £399.99	£1.89	n/a
In-car Entertainment	£400 and over	£3.69	n/a
Musical Instrument	£150 and over	£1.29	n/a
Photographic			
Camcorder	£150 to £199.99	£1.59	n/a
Camcorder	£200 to £299.99	£1.89	n/a
Camcorder	£300 to £399.99	£2.39	n/a
Camcorder	£400 to £499.99	£2.89	n/a
Camcorder	£500 and over	£3.39	n/a

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Monthly Breakdown Care Pricing Table

Monthly Fee by Direct Debit

For products with a 1 year manufacturer's parts and labour guarantee

Labour only, for products with an extended manufacturer's parts guarantee †

Product Description	Cost of Product	Price	
Photographic			
Camera	£150 to £199.99	£2.19	n/a
Camera	£200 to £299.99	£2.39	n/a
Camera	£300 to £399.99	£2.69	n/a
Camera	£400 to £499.99	£2.89	n/a
Camera	£500 and over	£3.39	n/a
Cooking			
Microwave	£150 to £199.99	£2.19	£1.89
Microwave	£200 and over	£3.39	£3.09
Cooker	Up to £99.99	£1.69	n/a
Cooker	£100 to £199.99	£1.89	n/a
Cooker	£200 to £349.99	£2.69	£2.39
Cooker	£350 to £499.99	£3.09	£2.89
Cooker	£500 to £999.99	£3.89	£3.49
Cooker	£1,000 and over	£4.79	£4.39
Oven and Hob	£150 to £399.99	£2.69	£2.39
Oven and Hob	£400 to £649.99	£3.39	£2.99
Cooker Hood	Up to £249.99	£0.59	£0.59
Cooker Hood	£250 and over	£0.99	£0.89
Hob	Up to £249.99	£0.59	£0.59
Hob	£250 and over	£0.99	£0.89
Refrigeration			
Freezer	Up to £99.99	£1.09	£0.89
Freezer	£100 to £199.99	£1.29	£1.39
Freezer	£200 and over	£1.59	£1.49
Fridge	Up to £99.99	£1.19	£0.79
Fridge	£100 to £199.99	£1.69	£1.29
Fridge	£200 and over	£2.19	£1.79
Fridge Freezer	Up to £149.99	£2.19	£1.79
Fridge Freezer	£150 to £249.99	£2.39	£1.99
Fridge Freezer	£250 to £399.99	£3.09	£2.79
Fridge Freezer	£400 and over	£3.89	£3.49

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We will notify you of any changes to your monthly fee.

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Monthly Breakdown Care Pricing Table

Monthly Fee by Direct Debit

For products with a 1 year manufacturer's parts and labour guarantee

Labour only, for products with an extended manufacturer's parts guarantee †

Product Description	Cost of Product	Price	
Dishwashers			
Dishwasher	Up to £199.99	£2.89	£2.59
Dishwasher	£200 to £249.99	£3.39	£2.99
Dishwasher	£250 and over	£3.59	£3.29
Cleaning & Laundry			
Washer Dryer	Up to £249.99	£5.59	£5.09
Washer Dryer	£250 to £349.99	£6.49	£5.99
Washer Dryer	£350 and over	£7.49	£6.99
Washing Machine	Up to £179.99	£3.89	£3.49
Washing Machine	£180 to £229.99	£4.09	£3.69
Washing Machine	£230 to £349.99	£4.39	£3.99
Washing Machine	£350 and over	£4.59	£4.19
Iron	£150 to £199.99	£3.39	n/a
Iron	£200 and over	£3.89	n/a
Tumble Dryer / Condenser	£100 to £149.99	£2.39	£2.19
Tumble Dryer / Condenser	£150 and over	£3.09	£2.89
Vacuum Cleaner	£150 to £249.99	£1.89	£1.69
Vacuum Cleaner	£250 and over	£2.39	£1.89
Garden Equipment			
Electric Tool	£150 and over	£2.19	n/a
Lawnmower	£150 and over	£2.79	n/a
Pressure Washer	£150 and over	£1.99	n/a
Electronic Ignition Barbecue	£150 to £349.99	£2.39	n/a
Electronic Ignition Barbecue	£350 and over	£2.89	n/a
Satellite Navigation			
Sat Nav / Road Assistance	£150 to £299.99	£2.69	n/a
Sat Nav / Road Assistance	£300 to £499.99	£3.89	n/a
Sat Nav / Road Assistance	£500 and over	£4.49	n/a
Personal & HealthCare			
Sports Equipment	£150 to £249.99	£3.39	n/a
Sports Equipment	£250 to £499.99	£3.89	n/a
Sports Equipment	£500 and over	£4.79	n/a
Personal Care	£150 and over	£1.99	n/a
Shower	Up to £99.99	£1.19	n/a
Shower	£100 and over	£1.49	n/a

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Monthly Breakdown Care Pricing Table

Monthly Fee by Direct Debit

For products with a 1 year manufacturer's parts and labour guarantee

Labour only, for products with an extended manufacturer's parts guarantee †

Product Description	Cost of Product	Price	
Housewares			
Dehumidifier / Fans	£150 to £199.99	£1.89	n/a
Dehumidifier / Fans	£200 and over	£2.09	n/a
Fire	£150 and over	£2.19	n/a
Food Preparation	£150 to £199.99	£2.19	n/a
Food Preparation	£200 and over	£2.69	n/a
Sewing Machine	£150 and over	£1.59	n/a
Technology			
Printer / Scanner	£150 to £249.99	£2.29	n/a
Printer / Scanner	£250 and over	£2.49	n/a
Telephone / Fax Machine	£150 and over	£1.99	n/a
Desktop	£150 to £199.99	£3.99	n/a
Desktop	£200 to £249.99	£4.39	n/a
Desktop	£250 to £299.99	£4.79	n/a
Desktop	£300 to £399.99	£5.59	n/a
Desktop	£400 to £499.99	£6.29	n/a
Desktop	£500 to £599.99	£6.79	n/a
Desktop	£600 to £799.99	£7.29	n/a
Desktop	£800 to £999.99	£7.69	n/a
Desktop	£1,000 and over	£8.19	n/a
Monitor	£150 to £249.99	£1.69	n/a
Monitor	£250 to £349.99	£2.19	n/a
Monitor	£350 and over	£2.59	n/a
Personal Organiser	£150 to £249.99	£2.69	n/a
Personal Organiser	£250 to £499.99	£3.89	n/a

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Monthly Breakdown Care Pricing Table

Monthly Fee by Direct Debit

Product Description	Cost of Product	Monthly Fee by Direct Debit	
		For products with a 1 year manufacturer's parts and labour guarantee	Labour only, for products with an extended manufacturer's parts guarantee †
Laptop	Up to £150	£4.39	n/a
Laptop	£150 to £199.99	£5.09	n/a
Laptop	£200 to £299.99	£6.49	n/a
Laptop	£300 to £399.99	£6.89	n/a
Laptop	£400 to £499.99	£7.29	n/a
Laptop	£500 to £599.99	£9.39	n/a
Laptop	£600 to £799.99	£10.89	n/a
Laptop	£800 to £999.99	£12.29	n/a
Laptop	£1,000 and over	£13.79	n/a
iPad	Up to £199.99	£4.39	n/a
iPad	£200 to £299.99	£5.79	n/a
iPad	£300 to £399.99	£7.29	n/a
iPad	£400 to £499.99	£9.39	n/a
iPad	£500 to £599.99	£11.59	n/a
iPad	£600 to £1,000	£13.09	n/a
Tablet	£100 to £149.99	£3.59	n/a
Tablet	£150 to £199.99	£4.39	n/a
Tablet	£200 to £299.99	£5.09	n/a
Tablet	£300 to £399.99	£5.59	n/a
Tablet	£400 to £499.99	£6.99	n/a
Tablet	£500 to £649.99	£8.49	n/a
Tablet	£650 to £799.99	£10.49	n/a
Headphones	£150 to £199.99	£4.39	n/a
Headphones	£200 to £299.99	£5.79	n/a
Headphones	£300 to £499.99	£7.29	n/a
Headphones	£500 and over	£8.69	n/a
Wearable Tech	£150 to £249.99	£3.59	n/a
Wearable Tech	£250 and over	£3.79	n/a
Spas			
Spas	Up to £599.99	£7.99	n/a
Spas	£600 to £999.99	£10.49	n/a
Spas	£1,000 to £1,600	£19.19	n/a

Prices are accurate as of 21 January 2017 and are inclusive of all applicable taxes. Plan fees are fixed for at least 3 years; we reserve the right to alter the price of your plan thereafter.

We will notify you of any changes to your monthly fee.

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As you're paying by Direct Debit here's a few things you need to know

THE DIRECT DEBIT GUARANTEE

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Domestic & General Services Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed.
If you request Domestic & General Services Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Domestic & General Services Limited or your bank or building society you are entitled to a full refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when Domestic & General Services Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



N.B. The fee will be collected monthly commencing approximately 14 days after receipt of the completed application. The first collection amount may be on a different date of the month than subsequent collections.

PLAN TERMS AND CONDITIONS

It is important for your benefit and protection that you read these terms and conditions. These terms and conditions (including the "Tech Support Benefit Terms And Conditions"), and any changes we notify you about (at renewal or otherwise), form your agreement with us. We intend to rely on the terms and conditions set out in these documents.

Definitions

plan: this contract of services.

product(s): the appliance(s) protected by this plan.

we / us/our: Domestic & General Services Limited, the provider of the plan.

you/your: the customer.

Contract of services

This plan is not categorised as an insurance product and therefore insurance regulation does not apply. This plan is a contract of services and is governed by UK laws and regulations concerning service contracts.

Eligibility

You must be at least 18 years old and resident in the United Kingdom to be eligible. When this plan starts your product must be less than 45 days old and in good working order.

Important conditions and your obligations

Conditions

The following conditions apply to this plan:

- You must provide us with any information that we request when you apply for the plan.
- All information you give must not be false, exaggerated or misleading;
- Your product must have been installed, maintained and used in accordance with the manufacturer's instructions;
- Your product must be owned by you and kept only for non-commercial use;
- Your product must be used in a private home, solely occupied by a single household (at the address you gave to us);
- Your product must be easily accessible and meet all relevant safety standards and be safe to work on; and
- Your product (if it is able to store data or images, e.g. laptops or PCs) must not contain any content that may be considered to be illegal, and if we find any content we consider to be illegal, we reserve the right to inform the relevant authorities.

Your obligations

You must arrange any work required to make your product accessible and compliant with all relevant safety standards and safe to work on, e.g. you will be responsible for carrying out work required to fix a gas leak. Where you have requested services from us, you must also notify us if such work is required, let us know when it has been completed and provide us with the relevant certification (if applicable). We won't provide our services until you have fulfilled these obligations.

If you do not comply with the conditions and the eligibility requirements above or do not fulfil your obligations above, we will terminate your plan.

What this plan includes

Replacements during the manufacturer's guarantee

If you have had to request 3 repairs from the manufacturer and your appliance suffers a fourth mechanical or electrical breakdown during the manufacturer's parts and labour guarantee period we will, in our discretion, decide whether to approve a replacement. Where a replacement is approved, we may (at our option), decide to pay the cost of replacing your product in vouchers, in each case subject to these terms and conditions.

Breakdown

If your product suffers a mechanical or electrical breakdown after the end of the manufacturer's parts and labour guarantee period, our customer services team will try to resolve the problem over the telephone. If we are not able to resolve the problem, we will, in our discretion, decide whether to approve a repair. Where a repair is approved, we will then authorise an engineer to carry out your repair, or we may also (at our option), decide to replace or pay the cost of replacing your product, in each case subject to these terms and conditions.

Damage caused by accident

Both during and after the end of the manufacturer's parts and labour guarantee period, if your product suffers damage caused by accident (i.e. physical damage as a result of a sudden cause so that the product is no longer in good working order), our customer services team will try to resolve the problem over the telephone. If we are not able to resolve the problem, we will, in our discretion, decide whether to approve a repair. Where a repair is approved, we will then authorise an engineer to carry out your repair, or we may also (at our option), decide to replace or pay the cost of replacing your product, in each case subject to these terms and conditions.

Exclusive benefits

This plan gives you access to benefits such as exclusive offers, discount vouchers and preferential rates on new products and plans.

14 day repair service target

In the unlikely event that a repair under the plan takes over 14 days you may request a replacement and we will, in our discretion, decide whether to approve a replacement. We may also (at our option), decide to pay the cost of replacing your product, in each case subject to these terms and conditions. This will not apply if you turn down a repair visit offered to you within the 14 days or are not at home for an agreed visit. Note the 14 days will start from when you first contact us to request a repair.



Tech Support

Please refer to the "Tech Support Benefit Terms And Conditions" document.

How to request a repair

To request a repair for your product please contact us as soon as possible by telephoning 0344 481 0546.

Limits of the plan

There is no limit to the number of repairs you can request, unless your plan ends, for example, following a replacement of your product (see 'What happens if your product is replaced?' below).

Repairs information

Information we may require

You must give us all information we need to verify your repair request. You should send any requested documents to the address in 'Customer services details' below.

Important information about repairs

Only engineers approved by us are authorised to carry out repairs under this plan, unless we agree otherwise in advance. Repairs will be carried out within the repairer's normal working hours (which are at least 9am to 5pm, Monday to Friday) on a date agreed with you. Please have your plan documentation to hand when the repairer arrives. If your product breaks down, you must take reasonable steps to limit damage, e.g. stop using it if this is likely to cause further damage.

If we approve a repair but are unable to find an approved engineer, we'll permit you to use your chosen repairer. You will have to pay them and claim the cost back from us. Please keep a copy of your invoice to send to us. If we permit you to use your chosen repairer and the proposed repair is estimated to cost more than the repair authority limit £125, then you must ring the repair authority line on 0800 597 8580 for an authority number before work starts.

Replacements

1. If a repair is approved, we may (at our option), decide to replace your product with a new product of the same or similar make and technical specification.
2. If we decide that your product needs to be replaced but we cannot reasonably arrange a replacement, we may decide to give you Argos vouchers instead. The vouchers will be for the Argos's current retail price of a replacement product of the same or similar make and technical specification. Alternatively, the voucher may be product specific. If you receive a product specific voucher, this means you will only be able to purchase the product detailed on the voucher.
3. All vouchers will be redeemable from Argos and will be valid for 12 months from the date of issue. Product specific voucher settlements will be sent by SMS to your phone, or if this is not available, to the last postal address you gave us. Other voucher settlements will be sent to the last postal address you gave us. If vouchers are not available we may provide a cash equivalent.

Product disposal and delivery, installation and other costs

1. If we decide to replace your product, the delivery of your new product and disposal of your old product will be provided at no extra charge. However, if you request you may keep the replaced product.
2. We will pay up to £50 for the installation costs associated with any replacement white goods appliance provided under this plan. However, where we provide you with a voucher for the cost of the replacement and Argos provides installation services we may include in the voucher the additional amount up to £50 towards the installation costs. If Argos doesn't provide installation services you will have to pay for the installation of your white goods product yourself and then claim up to £50 back from us. You will need to keep a copy of your invoice to send to us. We will explain to you if any of these circumstances apply when we provide you with your voucher / arrange your product replacement.
3. For all products other than white goods you will be responsible for installing the new product and paying any related costs. No contribution will be provided by us.

What happens if your product is replaced?

If the manufacturer replaces your product under a manufacturer's guarantee, the plan will continue on the replacement appliance as if it were the original product. If we decide to replace your product (or to give you vouchers for a replacement), your plan will end immediately. No fee paid will be refunded.

What happens if we decide not to repair or replace?

If we decide not to approve a repair request which would otherwise fall within the terms of your plan, we will inform you. All fee payments you have made in the current period of your plan will be refunded and your plan will end immediately. No further amounts will be payable. We'll confirm this in writing to the last address you gave us.

General exclusions

Unless they are listed under the 'Special conditions' section or the 'What this plan includes' section in this document or under the "Tech Support service" section in the "Tech Support Benefit Terms And Conditions" document, the following are excluded from the plan, and we will not pay for repairs which relate to:

- Damage during delivery, installation or transportation of the product by a third party not under our instruction.
- Any breakdown cost already covered by any manufacturer's, supplier's or repairer's guarantee or warranty on a product.
- Replacement or recall of the product (or any part) by a supplier or the manufacturer.
- Modifying or making a product comply with legislation, work on the product that is only required due to legislation changes or making it safely accessible.
- Your failure to follow the manufacturer's instructions.
- Any problem with the supply of electricity (unless you are protected against food spoilage), gas, water, broadband or broadcast content.
- Routine maintenance, cleaning, servicing and re-gassing.
- Repairs carried out outside of your country of residence.
- Costs or loss arising from not being able to use your product (e.g. hiring a replacement TV), or incidental costs caused by breakdown or repair (e.g. costs to remove or reinstate built-in or fitted equipment).
- Damage to any other property or possessions, unless it is our fault.

- Cosmetic damage such as damage to paintwork, dents or scratches.
- Any loss, damage or impairment to functionality caused by: theft, attempted theft, neglect, deliberate damage or damage caused by animals, plants or trees.
- Any loss, damage or impairment to functionality caused by: earthquake, flood, lightning, fire, wind, humidity, weather conditions, salt spray, storm or other natural events or catastrophes, abnormally high or low temperatures, plumbing problems, corrosion, chemical exposure, radiation, explosion, sabotage, terrorism, insurrection, revolution, war, riot, armed conflict, civil commotion, rebellion, man-made events or catastrophes or technological hazards (such as computer viruses or date-change faults).
- Any appliance not registered under the plan.
- Repairs, maintenance work, or use of spare parts, where not approved by us.
- Damage to ceramic or glass surfaces (unless caused by an accident protected by the plan).
- Files lost due to a repair or replacement and your failure to back them up.
- Commercial or business use including use by charities, not-for-profit organisations, local government or other such similar organisations (unless we agree to the use in writing beforehand).
- Fraud or attempted fraud, or where the condition of the product is not consistent with the request you made.
- The cost of replacing any accessories including: external fuses, lawnmower belts, batteries, rechargeable batteries, power cells, light bulbs changeable by the user, fluorescent tubes and related starter components, filters, attachments, cables and cable joints, plugs, light covers, grills, removable parts, glass and enamel parts, catalytic panels, external piping, rain covers, starter connections and straps, 3D glasses, vacuum cleaner bags, brushes and tubes, audio pick-up systems including scanners, printer toner or ink cartridges and printer ribbons.
- For products that include software: external data carriers, other input devices (scanners, joysticks, mouse devices), other external controllers (if not included when purchasing the product), installing, modifying and upgrading software.
- For products with screens: repairs due to pixel failure where the number or location of pixels does not exceed the manufacturer's acceptable limit, marks on the screen, or burned screens.
- For televisions: the change from analogue to digital broadcasting including terminating analogue transmissions, software interface problems, satellite or cable systems or gaining access to cables within the fabric of a building or wall.

Special exclusions

In addition to the 'General exclusions' above, the following are excluded from the plan, and we will not pay for repairs which relate to:

- AGAs and gas tumble dryers.

Paying your fees

1. You must pay the monthly fees (inclusive of all applicable taxes) by Direct Debit and you must make regular payments in accordance with the 'Payments schedule' set out in your plan documentation. If we are unable to collect a payment from your bank we may attempt to request payment again unless you advise us otherwise.
2. We may use a collection agency to recover any amount owing to us.
3. If you do not pay for your plan on time, it will be suspended from the due date. Any requests for repairs past this date will not be considered for approval unless payment is received.

Duration and renewal of your plan

1. The initial plan period begins on the 'start date' and continues until the 'renewal date', as specified in your certificate (unless ended in accordance with these terms and conditions).
2. Each month your protection will automatically continue for another month, unless you tell us otherwise. Unless you have advised otherwise, the renewal fee will again be collected from your specified bank account, to ensure you are always protected.
3. Your monthly fee is fixed for 3 years. After that we may increase the monthly fee. We will write to you in advance showing you the new amount to pay.
4. We reserve the right not to offer you a monthly renewal of your plan.

Cancellation and ending of the plan

Cooling off period – Changing your mind

1. The 'cooling off period' is the fourteen (14) day period from receipt of your documentation or from the plan start date, whichever is later.
2. If you change your mind during the cooling off period, you can cancel your plan and we'll refund any fee paid.
3. If your plan automatically ends or is cancelled by us, these rights do not apply (see 'Our right to cancel your plan or bring it to an end' below).

After the cooling off period

If you cancel your plan after the cooling off period, you will not receive any refund.

How to cancel

If you wish to cancel your plan, please contact us on 0800 597 8615. You can also cancel your policy by writing to us at Domestic & General Services Limited, Leicester House, 17 Leicester Street, Bedford, Warwickshire CV12 8JP or click on 'contact us' at www.domesticandgeneral.com. You will need to send in your documentation and receipt. If you are paying by Direct Debit and choose to cancel the plan, please inform us before telling your bank to cancel your Direct Debit Instruction.

Our right to cancel your plan or bring it to an end

1. If at any time we replace your product (or give you a voucher settlement), your plan will automatically end and no refund will be due (see 'What happens if your product is replaced?' above).
2. If you fail to comply with certain conditions and obligations (see 'Important conditions and your obligations' above and 'Tech Support conditions and obligations' in the "Tech Support Benefit Terms And Conditions" document) we may bring your plan to an end, we won't provide any further services to you under the plan and you will not receive any refund.

3. We reserve the right to cancel your plan by giving you fourteen (14) days' notice. If we cancel your plan using this provision, you will receive a pro rata refund of the fee paid for the remaining unexpired days of your plan.
4. In each case, we'll confirm any such ending or cancellation of your plan in writing to the last address you gave us.

Customer services details

For customer services: call 0344 481 0546, write to us at Domestic & General Services Limited, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP or email us by clicking on 'contact us' on our website: www.domesticandgeneral.com
Calls cost up to 7p a minute plus your phone company's access charge, except calls to 0800 numbers which are free. Calls may be recorded and monitored for quality and training purposes. Lines are open, at a minimum, from 9am to 5pm, Monday to Friday (except public holidays).

How to complain

If you wish to complain or you are unhappy with the service provided, please contact our customer services team (see 'Customer services details' above).

Transferring your plan to a new owner

With our permission you may transfer your plan to a new owner of the product by giving us their details either over the telephone or in writing. You cannot transfer it to any other appliance (except for replacements of your product provided under a manufacturer's guarantee).

Changes to these terms and conditions

We may modify or replace these terms and conditions in order to:

- Comply with the law, regulations, industry guidance or codes of practice;
- Rectify errors or ambiguities; and
- Reflect changes in the scope or nature of the protection provided to you.

We will give you thirty (30) days' written notice of any change that could have a material effect on your rights or obligations. The new terms and conditions will take effect from the date specified in the notice. If you do not agree with the changes, you may cancel the plan by notifying us within that notice period and you will receive a pro rata refund of any payments that you have made for the unexpired period of your plan.

Important Data Protection Information

Domestic & General Services Limited and Argos Limited and its business partners will use your information (which you or others have provided to us) to provide the requested service and for administration (including the recovery of any amounts owing, where applicable), marketing, market research, customer surveys, regulatory reporting, to check and verify your identity and analytics and testing purposes. Your information may also be shared with other members of the Domestic & General Group of Companies and selected companies acting on our behalf. We, along with other members of the Domestic & General Group of Companies, its business partners and third parties may use your information to tell you about any offers, products or services which may be of interest to you. You may therefore be contacted by mail, telephone, email and/or other electronic messaging services unless you have asked not to be. You may (for a small fee of £10) request a copy of your data. If your personal details change, if you wish to change your marketing preferences or if you wish to opt out of receiving marketing information, please let us know by writing to the Freepost Plus RTKS-CLRA-GRYE, Data Protection Officer, Domestic & General, Leicester House, 17 Leicester Street, Bedworth CV12 8JP. If you do not wish to be contacted for marketing purposes by mail or telephone write to us at the address above.

Exclusion of third party rights

This plan is only for your benefit. No rights or benefits will be given to any other third party under the plan.

Governing law and statutory rights

We will communicate with you in English and English Law will apply unless we agree otherwise with you. Nothing in the conditions will reduce or affect your statutory rights. These rights include the right to claim for a refund, repair, or replacement for up to six years (in Scotland it's up to five years after you become aware, or could with reasonable diligence have become aware there was a problem) if your electrical goods were not of satisfactory quality or fit for their purpose when they were sold to you. After the first six months you will have to prove that the goods had a fault when sold to you and the longer it takes for the fault to appear the more difficult this will be. For further information about your statutory rights contact the Citizens Advice Bureau: www.adviceguide.org.uk or 03454 04 05 06.

Customers with disabilities

We offer a number of services for customers who have disabilities including providing our documents in Braille, large print or audio formats. For further information please contact us (see 'Customer services details' above).

Other providers

You should be aware that extended warranties are available from other high street outlets, insurance companies and other providers. Cover may also be available for limited periods on some appliances from your credit card provider. Some household contents insurance policies offer cover for accidental damage, fire or theft. However, you may find that an excess is payable and a claim may affect the cost of subsequent insurance premiums.

When can you buy a plan?

If you decide not to buy a plan when you buy your product, any written quotation given to you will be available on the same terms and conditions for a period of 45 days. Any offers, such as discounts and vouchers, which are linked to the purchase of the plan will also remain available for that period.

Meeting the obligations under your plan

Domestic & General Services Limited is the provider of the care plans and the obligations under these plans are backed by assets held within a trust fund for your protection.

TECH SUPPORT BENEFIT TERMS AND CONDITIONS

It is important for your benefit and protection that you read these terms and conditions. These terms and conditions (together with the 'Plan Terms And Conditions'), and any changes we notify you about (at renewal or otherwise), form your agreement with us. We intend to rely on the terms and conditions set out in these documents.

Definitions

The definitions set out in "Plan Terms and Conditions" also apply to this document.

Computer(s) your PCs, laptops and/or Apple Macs, for up to (4) four computers at the address shown on your certificate. It cannot be a tablet, smart phone or personal organiser.

Contract of services

This plan is not categorised as an insurance product and therefore insurance regulation does not apply. This plan is a contract of services and is governed by UK laws and regulations concerning service contracts.

Tech Support Eligibility

Your computer(s) must be in good working order and be under 5 years old when this plan starts.

Tech Support conditions and obligations

Conditions

The following conditions apply to this plan:

- Your computer(s) must have been installed, maintained and used in accordance with the manufacturer's instructions;
- Your computer(s) must be owned by you and kept only for non-commercial use;
- Your computer(s) must be used in a private home (at the address you gave to us);
- Your computer(s) must not contain any content that may be considered to be illegal, and if we find any content we consider to be illegal, we reserve the right to inform the relevant authorities;
- You must have a working broadband service at home and you must have the necessary cables to connect your computer(s) to the internet via your modem or wireless router in case there is a problem with your modem or wireless router;
- Your computer(s) must have the minimum performance specifications recommended by the manufacturer for the operating system and software applications being used;

Obligations

- You must take appropriate steps to safeguard your computer(s), including:
 - i) installing and maintaining appropriate anti-virus software (our technical advisors can provide guidance on this); and
 - ii) regularly backing up all your software, data, files and other information that may be stored on your computer(s) and any relevant disks or drives;
- You must give us remote access to your computer(s), and all your software, data, files and other information stored on your computer(s), as and when required;
- You must provide us, when we ask, with any information we need to provide the Tech Support service. You will be responsible for the completeness and accuracy of all information provided;
- You must follow all instructions that we may give to you in relation to the Tech Support service;
- You must have all valid licences for your software and applications on your computer(s). These licences for your software must allow and grant us access to use your software to enable us to perform the Tech Support service. If your software has been downloaded onto your computer, you must be able to re-download your software;
- You must keep and provide correct details of all relevant registration keys and passwords as and when required;
- You must be available and in attendance with access to your computer(s) during all remote access sessions with us;
- You must ensure that all authorised users are fully aware of and comply with these terms and conditions;
- You must have the proper authority to give us access to your computer(s) and all your software, data, files and other information stored on your computer(s); and
- You must comply with the "fair usage policy" section set out below.

We will help you with installing and setting up your computer(s) as well as helping you with problems when the following are not working: Operating system; Major software systems; Internet (i.e. setting up security and help if you are not connecting to the internet); e-mail (i.e. setting up accounts, security and help if you are not receiving or sending e-mails); PC/Laptop Security (i.e. anti-virus software, antispyware software, firewalls and parental controls); and automatic updates. We will use reasonable efforts to fix any problems you have with your computer(s), however we cannot guarantee that we will be able to solve all problems that you report.

How to request Tech Support assistance

To request assistance with your computer(s) simply call us on 0344 481 0546. Our call centre is open 8am until 10pm - 7 days a week excluding Christmas Day.

Fair usage policy

We will provide up to 360 minutes of the Tech Support service during each 12 month period that you have the plan in force, inclusive of time spent on the telephone, e-mails, instant messaging and remote access. We reserve the right to suspend your access to the Tech Support service for the remainder of your current 12 month period if you have exceeded your allowance. Extra Tech Support service is charged an extra £25 for each additional 45 minutes of use.

Tech Support service information

When you have a problem with your computer(s), we have various ways to help:

- Remote access sessions;
- Instant messaging service; and
- Advisors on the phone to talk you through the solution

If we recommend a remote access session then an engineer will ask for your permission on screen before we can start this, and you can end the session at any time, safe in the knowledge that if an engineer requests another remote access session they will not be able to connect until you give full permission.

Tech Support exclusions

In addition to the 'General exclusions' in the "Plan Terms And Conditions", we won't approve work or payments for, or arising from:

- Replacement or recall of the computer(s) (or any part) by a supplier or the manufacturer.
- Modifying or making a computer(s) comply with legislation, work on the computer(s) that is only required due to legislation changes or making it safely accessible.
- Costs or loss arising from not being able to use your computer(s) (e.g. hiring a replacement), or incidental costs caused by breakdown or repair (e.g. costs to remove or reinstate built-in or fitted equipment).
- Files lost due to a repair or replacement and your failure to back them up.
- Fraud or attempted fraud, or where the condition of the computer(s) is not consistent with the request you made.
- Unlicensed software and operating systems.
- The ability to illegally download movies, TV shows or music, including the use of peer to peer software or file-sharing software.
- Any software for commercial use.
- Any software or operating systems no longer supported by the manufacturer.
- The failure of the computer(s) to operate correctly caused by the withdrawal of services by a third party.
- Any computer(s) which is subject to a current recall either by the supplier or the manufacturer.
- Any issues with the computer(s) hardware or any accessories.
- Loss of, corruption of or damage to data.
- Loss arising from being unable to use your computer(s) or your software.
- Any other loss or damage not included under "Tech Support service".

Intellectual property

All intellectual property rights in the Tech Support service belong to us, our licensors or suppliers. You will not acquire any rights in any of our intellectual property, or that of any of our licensors or suppliers as a result of entering into this plan or performance of the Tech Support service. If, during performance of the Tech Support service, we provide our software to you for use on your computer, we will grant to you a personal non-exclusive non-transferable licence to use our software in order to receive the Tech Support service.

Company information

This plan is provided by Domestic & General Services Limited.
Registered office: Swan Court, 11 Worples Road, Wimbledon,
London SW19 4JS.
Registered in England and Wales: Company No. 1970780.



MONTHLY BREAKDOWN CARE

Attach your receipt
to this page:

Please attach the receipt for your product here. Your care plan number should be noted in the field below. You'll also receive confirmation of that plan number in the post or via email. Please keep the leaflet, your receipt and the plan number safe as you will need them should you request services under the plan.

MONTHLY BREAKDOWN CARE PLAN NO.

Store colleagues please enter your customer's plan number in the above box.

WHAT'S INCLUDED?

✓	Protection against breakdowns and damage caused by accident
✓	Repairs and replacements
✓	Unlimited repair requests
✓	Pay as you go by Direct Debit
✓	Extras such as Tech Support, Argos vouchers and more

WHAT'S NOT INCLUDED?

✗	Deliberate damage
✗	Loss or theft
✗	Cosmetic damage that doesn't stop the product from working

FOR A FULL LIST OF EXCLUSIONS AND RESTRICTIONS, PLEASE SEE THE TERMS AND CONDITIONS IN THIS LEAFLET.

WHAT TO DO IF YOU NEED A REPAIR

Just call our friendly agents on **0344 481 0546***. Please make sure you've got the following items to hand, both when you call and when the engineer visits:

- Your receipt for the product itself
- Your plan document for Argos Monthly Breakdown Care

* Lines open 8am to 8pm, 7 days a week. Calls cost the basic rate per minute, plus your phone company's access charge. Calls may be recorded and monitored for quality and training purposes.