

REPLACEMENT CARE



DON'T GET HOT UNDER THE COLLAR IF IT BREAKS

FOR MOST SMALL ELECTRICAL ITEMS UNDER £150

PROTECT YOUR NEW PRODUCT

If you've ever dropped your MP3 player or spilled a drink on your handheld games console, you'll know how frustrating accidents can be. But if you take out Argos Replacement Care, provided by Domestic & General, you pay nothing for approved replacements.

Up to 3 years' protection

From irons, TVs and cameras to lawnmowers and vacuum cleaners you can get Replacement Care for most small electrical items that cost less than £150.

What's included?

Approved replacements for

- ✓ Damage caused by accident, like snapped power cords, smashed screens and broken buttons
- ✓ Breakdowns that happen outside of the manufacturer's guarantee

What's not included?

- ✗ Deliberate damage
- ✗ Repairs
- ✗ Commercial use
- ✗ Cosmetic damage that doesn't stop the product from working

There is nothing to pay if we approve a replacement of an item. If it's not currently in stock, you may receive Argos vouchers for the original purchase price instead.

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



General Electrical Items

Up to 3 years
Includes any manufacturer's guarantee

Cost of item	Price
£5 to £9.99	£1.49
£10 to £14.99	£2.49
£15 to £19.99	£5.99
£20 to £29.99	£7.49
£30 to £39.99	£9.99
£40 to £49.99	£12.99
£50 to £59.99	£15.99
£60 to £69.99	£18.99
£70 to £79.99	£21.99
£80 to £89.99	£24.99
£90 to £99.99	£27.99
£100 to £109.99	£30.99
£110 to £119.99	£33.99
£120 to £129.99	£35.99
£130 to £139.99	£38.99
£140 to £149.99	£39.99

Set Top Boxes, DVD Players,
Vacuum Cleaners, Sat Navs, TVs

Up to 3 years
Includes any manufacturer's guarantee

£7.99 to £9.99	£2.99
£10 to £14.99	£3.49
£15 to £19.99	£5.49
£20 to £29.99	£8.99
£30 to £39.99	£10.99
£40 to £49.99	£13.99
£50 to £59.99	£17.99
£60 to £69.99	£19.99
£70 to £79.99	£23.99
£80 to £89.99	£26.99
£90 to £99.99	£29.99
£100 to £109.99	£32.99
£110 to £119.99	£36.99
£120 to £129.99	£39.99
£130 to £139.99	£43.99
£140 to £149.99	£47.99

MP3 and MP4 Players, Headphones,
Handheld Games Consoles,
Camcorders, Cameras,
Games Consoles, Wearable Tech

Up to 2 years
Includes any manufacturer's guarantee

£9.99 to £19.99	£4.99
£20 to £39.99	£9.99
£40 to £59.99	£17.99
£60 to £74.99	£25.99
£75 to £99.99	£31.99
£100 to £124.99	£39.99
£125 to £149.99	£48.99

Prices are valid from 21 January 2017 and are inclusive of all applicable taxes.
We reserve the right to alter the fees at our discretion without prior notice.



Buying your item as a gift for someone?

It's heartbreaking when a cherished gift no longer works. By including Replacement Care as part of the gift, you'll have peace of mind, knowing that it can help them enjoy their present for longer.

Price and duration

The tables in this leaflet show the price and duration of Replacement Care available for the product you are buying. All prices displayed in this leaflet are applicable from 21 January 2017. The Replacement Care plan commences on the date the plan is purchased. Upon purchase please refer to your receipt for confirmation of price and duration. If your item is replaced under the plan, the plan will end.

Cancellation and termination rights

If you purchase Replacement Care and change your mind, you can cancel the plan within 45 days by returning to a store with this leaflet and receipt and, 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. To cancel your plan after the first 45 days, please write to us at Domestic & General Services Limited, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP or click on 'contact us' at www.domesticandgeneral.com. You may need to send in your documentation and receipt.

About Argos Replacement Care



This is a summary of key information you need to know about when purchasing Replacement 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 45 days of purchase. You will receive a full refund if you have not used any services under the plan.

Termination rights

After the 45 day cancellation period you may terminate the plan at any time. If you have not received a replacement we'll refund the fee paid by you for the remaining full months of your plan.

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

Remember, you've only got 45 days to protect your product with Argos Replacement 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 from the date you bought your item to purchase the plan. Simply pop back in store with your original purchase receipt and this leaflet where a member of staff will help you.

Plan Terms and Conditions

It is important for your benefit and protection that you read these terms and conditions. These 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 this document.

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.

Eligibility

You must be at least 18 years old and resident in the United Kingdom to be eligible. Your product must be in good working order when this plan starts. Your product must have been bought from Argos.

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.

Important 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 domestic 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.

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

What this plan includes

Breakdown

If your product suffers a mechanical or electrical breakdown after the end of the manufacturer's parts and labour guarantee period, we will try to resolve the problem in store. If we are not able to resolve the problem, 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.

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), we will try to resolve the problem in store. If we are not able to resolve the problem, 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.

How to request a replacement

Return to the store with your product, and the purchase receipts for both your plan and your product to ask for a replacement. For products that contain fuel (e.g. lawnmowers), please ensure that all fuel is removed from your product before bringing it into store.

Replacements

1. If a request 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 amount you originally paid for the product.
3. All vouchers will be redeemable from Argos and will be valid for 12 months from the date of issue. If vouchers are not available we may provide a cash equivalent.

Product disposal and delivery, installation and other costs

1. You must return to the Argos store to receive your replacement product. We will not arrange or pay for the product to be delivered.
2. You must bring the original product with you into store. It will become our property and we will dispose of it.
3. In all cases you will be responsible for installing the new product and paying any related costs.

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 approve a replacement request?

If we decide not to approve a replacement 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.

The plan terms and conditions are continued inside

Plan Terms and Conditions (continued)

General exclusions

Unless they are listed under the 'What this plan includes' section, the following are excluded from the plan, and we will not pay for replacements which relate to:

- Damage during delivery, installation or transportation of the product by a third party who is not our agent.
- 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.
- 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).
- 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 exposures, 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 data-change faults).
- Any appliance not registered under the plan.
- Damage to ceramic or glass surfaces (unless caused by an accident protected by the plan).
- Files lost due to a 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 claim 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 replacements which relate to:

- The failure of the product to operate correctly caused by the withdrawal of services by a third party.
- The replacement of blades, oil or petrol.
- The safe return of any game, DVD or UMD™ which may be lodged inside the product at time of fault.
- Fuel lines to the product and the fuel system from the product.
- The loss of safety keys on fitness equipment.
- Repair work on your product.

Paying your fee

You must pay the total fee (inclusive of all applicable taxes) in one payment in full before the plan will start.

Duration of your plan

The plan period begins on the purchase date and lasts for the number of years specified on your receipt (unless ended in accordance with these terms and conditions).

Cancellation and ending of the plan

Cooling off period – Changing your mind

1. The 'cooling off period' is the forty five (45) 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, then we'll refund the fee paid by you for the remaining full months of your plan.

How to cancel

If you wish to cancel your plan during the first 45 days please return to the store with your documentation and receipt. To cancel your plan after the first 45 days, please write to us at Domestic & General Services Limited, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP or click on 'contact us' at www.domesticandgeneral.com. You may need to send in your documentation and receipt.

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 above') we may bring your plan to an end and we won't provide any further services to you under the plan. We'll refund all fee payments you have made during the current period of your plan.

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 the plan in writing to the last address you gave us.

Customer services details

For customer services: call 0800 597 8499, 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 are free from all phones, whether mobile or landline. Calls will be recorded and monitored for quality and training purposes.

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, 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.

Company information

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



REPLACEMENT CARE

Attach your receipts
to this page:

The receipts for both your Replacement Care plan and your product are your proof of purchase. Attach your receipts to this page and keep it somewhere safe as you will need it should you request services under the plan.

JUST POP IN STORE FOR HELP AND ASSISTANCE

If your product is damaged by accident or breaks down outside of the manufacturer's guarantee, take it in to any Argos store with the items below to request a replacement:

- Your broken or damaged product - you will need to hand this back in store
- Your receipt for the product itself
- Your receipt for Argos Replacement Care

There is nothing to pay if we approve a replacement and if the item is not currently in stock, you may receive Argos vouchers for the original purchase price instead.

WHAT'S INCLUDED?

✓	Damage caused by accident, like snapped power cords, smashed screens and broken buttons
✓	Breakdowns that happen outside of the manufacturer's guarantee

WHAT'S NOT INCLUDED?

✗	Deliberate damage
✗	Repairs
✗	Commercial use
✗	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.

HOW TO REQUEST A REPLACEMENT

If your product is damaged by accident or breaks down outside of the manufacturer's guarantee, take it in to any Argos store with the items below:

- Your broken or damaged product - you will need to hand this back in store
- Your receipt for the product itself
- Your receipt for Argos Replacement Care