

# Knowhow® One Off Repair

## **IMPORTANT DOCUMENT – PLEASE KEEP SAFE**

Please find below your Knowhow Fixed Priced Repair Terms and Conditions, please keep this in a safe place for future reference.

### **What is included in a Knowhow™ Fixed Price Repair**

- Over the phone diagnostics
- Domestic appliance repair of a single fault
- Our repair work is guaranteed for 3 months from the date the product is fixed

### **What's not included:**

- Repair of faults not highlighted at the time of booking.
- Failure of the repair not caused by a mechanical fault
- Theft or any loss suffered if you cannot use the product or any loss other than repair
- The cost of any spoilt food caused by product failure
- Repairing a product which has been exposed to insect infestation (or similar phenomenon) or human or animal fluid/matter.

### **How long is my repair guarantee?**

Your repair will be protected for the same fault for 3 months from the completion of your original repair

### **What to do if your repair fails within 3 months of repair**

Please call our customer services line on 0844 561 1234.

If the fault reoccurs and we cannot solve your problem over the phone we will send an engineer out to you.

Typically we will be able to offer you a visit within 2 working days.

### **What if my product cannot be repaired?**

If we cannot repair your product when we come to repair it or your product is beyond economical repair we will refund the price of your Fixed Price Repair

### **Data Protection**

We ask for your name and address so that we can give you an efficient after sales service. We may pass your name to companies within the Dixons Retail plc group of companies or other organisations that we have carefully chosen. They may contact you with offers of goods and services. If you do not want to be contacted in this way, please write to us.

### **Complaints Procedure**

In the event of a complaint, please contact our Customer Services Team via any of the means listed below

### **How to contact us**

Just call: 0844 561 1234

Just email: [customerservice@knowhow.com](mailto:customerservice@knowhow.com)

Just visit: [www.knowhow.com](http://www.knowhow.com)

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

**If you require literature from us in a different format such as Braille, audio cassette or large print please contact Customer Services.**