

Repair & Support Plan for Household Appliances



Dirty-washing, microwave meals and gone-off milk. A family home with faulty appliances is an unhappy one. The good news is that with a Repair & Support Plan you get unlimited access to our nationwide network of experts who are standing-by to fix your kit. And in the unlikely event that we're not able to fix the problem, we'll replace your product with a brand new one. It's available on large household appliances purchased from Currys PC World.

- ✔ **Protection against breakdown** - whether it's a faulty thermostat, electrical problem or leaky drum, if your appliance breaks, we'll fix it
- ✔ **Protection against mishap** - we don't expect you to wrap your appliance in cotton wool. If your product suffers a mishap, we'll fix it
- ✔ **Fast fix** - we're so confident we can repair your appliance quickly we've made a promise - if we fail to fix it within 7 days¹ you can ask for a replacement
- ✔ **You won't pay a penny more** - no expensive charges for parts, labour or call out - we'll pay for them all. And if no fault is found you'll not be charged
- ✔ **We'll fix or replace with new** - if we are unable to repair your appliance, we'll give you a brand new one²
- ✔ **Unlimited repairs** - there's no limit to the amount of repairs you can have, we'll always be there to help
- ✔ **Request a replacement** - If your product goes wrong again after the 3rd repair, you can ask for a replacement²
- ✔ **Valet every year** - we'll carry out a deep clean of your appliance
- ✔ **Worldwide support** - if you take your appliance with you when you move abroad and it breaks down, don't worry, we can still help

Repair & Support Plan for Household Appliances is available on washing machines, dryers, cookers, dishwashers, fridges, freezers, fridge freezers and small kitchen appliances.

1. 7 day repair promise starts from the date of the engineers first visit.
2. You'll be given a Currys PC World voucher to obtain a replacement product and your Repair & Support Plan will end.

Annual Valet



To keep your kit fighting fit, our Repair & Support Plans include an annual valet of your household appliance.

Washing machines and washer dryers

We will de-scale your appliance, clean the soap drawer, de-fluff the vents, clean the inside and outside of the machine including the door and seal and run a cycle with a de-scale solution.

Tumble dryers

We will clean the inside and outside of your tumble dryer, de-fluff the vents and clean the filters and condenser.

Dishwashers

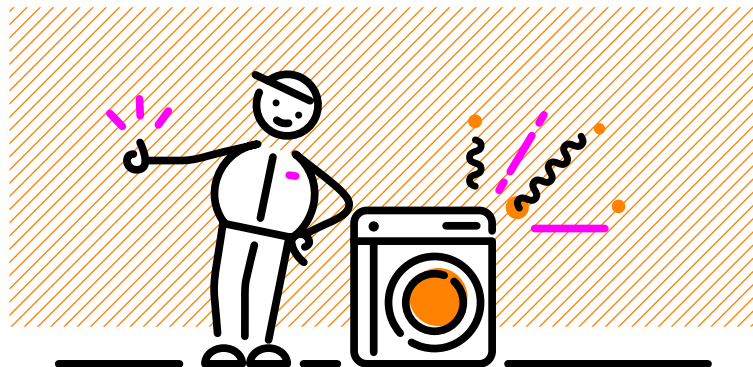
We will clean the inside and outside of your dishwasher, check there are no blockages in the waste disposal, remove any food particles from the machine and seal, clean the filter and run a cycle with dishwasher cleaner.

Cookers

We will clean the inside and outside of your cooker, deep clean inside including door areas, clean the hob, shelving and grill, clean and polish the door.

Refrigeration

We will defrost your fridge or fridge freezer, clean and dry inside, clean any racks, storage trays, shelves and seals, spray coat with anti-bacterial agent and check water filters where applicable.



Plan Pricing for Household Appliances



Product Price	3 year	5 year	Monthly
Washing Machines / Washer Dryers			
£150 and under	£49.99	£69.99	£2.49
£151-£200	£79.99	£99.99	£3.49
£201-£250	£99.99	£129.99	£4.49
£251-£300	£119.99	£149.99	£4.99
£301-£350	£139.99	£169.99	£5.99
£351-£400	£149.99	£199.99	£6.99
£401-£500	£179.99	£229.99	£7.49
£501-£1,500	£199.99	£249.99	£7.99
With 2 years manufacturer guarantee			
£250 and under	£49.99	£59.99	£2.49
£251-£350	£74.99	£99.99	£3.49
£351-£1,500	£119.99	£149.99	£5.49
With 5 years manufacturer guarantee			
£251-£300	-	£59.99	£2.49
£301-£350	-	£69.99	£2.99
£351-£400	-	£79.99	£3.49
£401-£500	-	£89.99	£3.99
£501-£1,500	-	£99.99	£4.49
Tumble dryers			
£150 and under	£34.99	£49.99	£1.99
£151-£200	£54.99	£69.99	£2.49
£201-£350	£69.99	£89.99	£3.49
£351-£1500	£79.99	£99.99	£3.99
With 2 years manufacturer guarantee			
£250 and under	£39.99	£49.99	£1.99
£251-£350	£54.99	£69.99	£2.49
£351-£1500	£59.99	£74.99	£2.99
With 5 years manufacturer guarantee			
£201-£350	-	£39.99	£1.99
£351-£1500	-	£49.99	£2.99

Product Price	3 year	5 year	Monthly
Dishwashers			
£150 and under	£39.99	£59.99	£1.99
£151-£200	£54.99	£84.99	£2.49
£201-£250	£64.99	£94.99	£2.99
£251-£300	£74.99	£114.99	£3.49
£301-£1,500	£79.99	£144.99	£4.49
With 2 years manufacturer guarantee			
£300 and under	£59.99	£84.99	£2.99
£301-£1,500	£69.99	£124.99	£3.99
With 5 years manufacturer guarantee			
£251-£300	-	£44.99	£2.49
£301-£1500	-	£59.99	£2.99
Microwaves			
Over £150	£44.99	£69.99	£2.49

Need support?

If your household appliance develops a fault, simply call **0344 561 1234** and one of our on-call experts will be able to help you get back up and running in no time.

Plan Pricing for Household Appliances



Product Price	3 year	5 year	Monthly
Refrigeration			
£150 and under	£29.99	£49.99	£1.99
£151-£200	£49.99	£64.99	£2.49
£201-£250	£64.99	£84.99	£2.99
£251-£300	£79.99	£99.99	£3.49
£301-£400	£89.99	£119.99	£3.99
£401-£600	£129.99	£159.99	£4.99
£601-£800	£149.99	£189.99	£5.49
£801-£2,500	£164.99	£214.99	£6.49
With 2 years manufacturer guarantee			
£200 and under	£39.99	£49.99	£1.99
£201-£300	£49.99	£59.99	£2.49
£301-£400	£59.99	£79.99	£2.99
£401-£500	£79.99	£99.99	£3.49
£501-£600	£94.99	£129.99	£3.99
£601-£2,500	£119.99	£149.99	£4.99
With 5 years manufacturer guarantee			
£251-£300	-	£39.99	£1.49
£301-£400	-	£49.99	£1.99
£401-£600	-	£59.99	£2.49
£601-£800	-	£74.99	£2.99
£801-£2,500	-	£84.99	£3.49

Product Price	3 year	5 year	Monthly
Cooking			
£150 and under	£29.99	£49.99	£1.99
£151-£200	£34.99	£59.99	£2.49
£201-£300	£54.99	£74.99	£2.99
£301-£400	£74.99	£94.99	£3.99
£401-£500	£94.99	£124.99	£4.49
£501-£600	£99.99	£144.99	£5.49
£601-£2,500	£139.99	£189.99	£6.49
With 2 years manufacturer guarantee			
£200 and under	£34.99	£54.99	£2.49
£201-£500	£64.99	£84.99	£2.99
£501-£2,500	£89.99	£109.99	£3.99
With 5 years manufacturer guarantee			
£301-£400	-	£39.99	£1.49
£401-£500	-	£49.99	£1.99
£501-£600	-	£59.99	£2.49
£601-£2,500	-	£79.99	£2.99

Small Kitchen Appliances / Vacuum Cleaners / Heaters & Coolers			
£150-£200	£34.99	£49.99	£1.99
£201-£400	£49.99	£74.99	£2.99
£401 and over	£79.99	£99.99	£3.99

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If your household appliance develops a fault, simply call **0344 561 1234** and one of our on-call experts will be able to help you get back up and running in no time.

Important Information



What is not included

- ✘ Regularly replaced items/consumable items, including:
 - Built-in batteries (except Dyson cordless vacuum cleaners)
 - Bulbs and lamps (except for bulbs used in rear projection TV)
 - Vacuum cleaner belts
- ✘ Cosmetic damage e.g. rust, scratches, where it does not affect the operation or safety of the product
- ✘ Repair costs that have not been approved
- ✘ Damage or breakdown due to flood, wind or other severe weather conditions
- ✘ Damage or breakdown due to fire, unless caused by an electrical malfunction within the product
- ✘ Repair or replacement of the product which has been neglected, abused, misused, or damaged intentionally. You must take reasonable care of the product

Important Information



What is not included

- ✘ The cost of repairing or replacing a product which has been exposed to insect infestation (or similar phenomenon) or human or animal fluid/matter
- ✘ Any service or benefit where the Repair & Support Plan or Instant Replacement Plan has been suspended due to non payment
- ✘ Inoperability of a product caused by withdrawal of services by a third party or by a failure of, fault with or interruption of a utilities supply
- ✘ Software or data
- ✘ Image retention on plasma, LCD, LED, 3D or rear projection screens
- ✘ Theft or any loss suffered if you cannot use the product or any loss other than repair or replacement
- ✘ Cost of Data Recovery if unit needs to be sent to specialist laboratory



Protect it

Need support?

If you have an Instant Replacement Plan, simply return your device to a Currys PC World store, and if we've got your product in stock then we'll swap it straight away.

