

Repair & Support Plan for Computers & Gadgets



Make computer catastrophes and tablet traumas a thing of the past with a Repair & Support Plan. You'll get unlimited access to our nationwide team of experts available over the phone and at your local Currys PC World store. So if your computer won't power on or the keyboard stops working, we've got it covered. And it isn't just repairs that we can help with, our on-call experts are available 24/7 to answer your kit queries – so if you're struggling to attach a file to an email or you're having problems connecting to the WiFi – we're just a phone call away.

- ✔ **Protection against breakdown** - whether it's a keyboard malfunction, motherboard failure or hard drive meltdown, if your computer breaks, we'll fix it
- ✔ **Protection against mishap** - we don't expect you to wrap your computer in cotton wool. If your computer suffers a mishap, we'll fix it
- ✔ **Fast fix** - we're so confident we can repair your computer quickly we've made a promise - if we fail to fix it within 7 days you can ask for a replacement¹
- ✔ **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 computer, 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 request a replacement²
- ✔ **24/7 expert support** - from wireless woes to windows worries, our on-call experts at our UK based contact centre are on hand to take your calls, all day, every day
- ✔ **Computer Healthcheck every year** – if you've got a Windows computer, we'll give it an annual Computer Healthcheck to make sure it's performing at it's best and to clean up any nasty viruses or malware
- ✔ **Virus & spyware removal** - if you suspect your computer has a virus, bring it into any Currys PC World store and our in-store experts will run a comprehensive scan to remove it
- ✔ **Data recovery** - whether you've lost a precious file, photo or everything on your hard drive, our Team Knowhow experts will attempt to retrieve and restore it
- ✔ **Worldwide support** - if your computer breaks down whilst you're abroad, don't worry we can help

Repair & Support Plan for Computers & Gadgets is available on desktop PCs, laptops, tablets, monitors, printers and scanners. See pricing tables for all products we support.

1. 7 day repair promise starts from when we collect your item or when you drop your item to one of our stores.
2. You'll be given a voucher to obtain a replacement product and your Repair & Support Plan will end.

Plan Pricing for Computers & Gadgets



Product Price	2 year	3 year	Monthly
Laptops & 2-in-1 Detachable			
£200 and under	£49.99	£79.99	£3.49
£201-£250	£79.99	£99.99	£4.99
£251-£300	£99.99	£129.99	£5.99
£301-£350	£109.99	£149.99	£6.99
£351-£400	£129.99	£159.99	£7.99
£401-£500	£139.99	£169.99	£8.49
£501-£600	£149.99	£189.99	£8.99
£601-£800	£169.99	£199.99	£9.49
£801-£1,000	£189.99	£249.00	£9.99
£1,001-£1,250	£229.99	£269.99	£10.99
£1,251-£3,000	£249.99	£299.99	£11.99

PC Desktops			
£300 and under	£54.99	£84.99	£3.49
£301-£350	£79.99	£99.99	£4.49
£351-£400	£99.99	£119.99	£5.99
£401-£500	£109.99	£129.99	£6.99
£501-£600	£119.99	£149.99	£7.99
£601-£700	£129.99	£179.99	£8.49
£701-£800	£149.99	£199.99	£8.99
£801-£2,500	£159.99	£219.99	£9.49

PC Monitors			
£151-£200	£29.99	£39.99	£1.49
£201-£300	£34.99	£44.99	£1.99
£301-£1,000	£39.99	£49.99	£2.49
With 2 years manufacturer guarantee			
£151 and over	-	£34.99	£1.99

Product Price	2 year	3 year	Monthly
Tablets & eReaders (including Apple Watch)			
£150-£200	£49.99	£69.99	£3.99
£201-£300	£79.99	£99.99	£4.99
£301-£400	£109.99	£149.99	£6.49
£401-£500	£129.99	£159.99	£7.49
£501-£600	£149.99	£179.99	£8.49
£601 and over	£189.99	£229.99	£9.49
With 2 years manufacturer guarantee			
£150-£200	£44.99	£64.99	£3.49
£201-£300	£69.99	£79.99	£4.49
£301-£400	£99.99	£129.99	£5.99
£401-£500	£119.99	£149.99	£6.99
£501-£600	£139.99	£159.99	£7.99
£601 and over	£159.99	£179.99	£8.99

Plan Pricing for Computers & Gadgets



Product Price	2 year	3 year	Monthly
Printers, Scanners & PC Peripherals			
£151-£200	£39.99	£59.99	£1.99
£201-£300	£44.99	£69.99	£2.49
£301-£400	£49.99	£79.99	£2.99
£401-£500	£59.99	£99.99	£3.49
Product Price	3 year	5 year	Monthly
Cameras & Camcorders			
£151-£200	£44.99	£69.99	£1.99
£201-£300	£59.99	£79.99	£2.99
£301-£400	£74.99	£99.99	£3.49
£401-£500	£89.99	£109.99	£3.99
£501-£600	£99.99	£129.99	£4.49
£601-£700	£109.99	£139.99	£4.99
£701-£2,500	£119.99	£159.99	£5.49
With 2 years manufacturer guarantee			
£151-£300	£39.99	£59.99	£1.99
£301-£400	£59.99	£79.99	£2.49
£401-£500	£79.99	£99.99	£3.49
£501-£2,500	£99.99	£129.99	£3.99

Product Price	3 year	5 year	Monthly
HI-FI Systems / HI-FI Separates / Portable Audio			
£151-£200	£34.99	£49.99	£1.99
£201-£300	£39.99	£59.99	£2.49
£301-£500	£49.99	£79.99	£2.99
£501-£2,500	£79.99	£119.99	£3.49
With 2 years manufacturer guarantee			
£151-£200	£29.99	£44.99	£1.49
£201-£300	£34.99	£54.99	£1.99
£301-£500	£44.99	£74.99	£2.49
£501-£2,500	£74.99	£114.99	£2.99
Handheld Gadgets (Including GPS) Smart Technology / Games Console / Home Telephones & Fax			
£151-£200	£34.99	£49.99	£1.99
£201-£300	£39.99	£59.99	£2.49
£301-£400	£49.99	£79.99	£2.99
£401-£1,500	£79.99	£119.99	£3.49

Support from the people who know your Mac best

AppleCare	
Product	3 Years
15" MacBook Pro	£329
MacBook Air + 13" MacBook Pro	£229
iMac	£159
Mac Mini	£79

Need support?

If your computer or gadget develops a fault, simply call **0344 561 1234** and one of our on-call experts will 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



Protect it

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

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.



Legal Information



Repair & Support Plan

A Repair & Support Plan provides a range of services to help you get the most from your product and to fix it if something goes wrong. To help you make an informed decision before purchase, we first want to make sure you understand your rights as a consumer.

A few things to consider

You don't have to buy a Repair & Support Plan at the same time as you purchase your new product. You have up to a year to decide. If you change your mind, you can cancel your Repair & Support Plan whenever you like.

Your Repair & Support Plan is provided by DSG Retail Limited and in the event the company ceases trading there is no dedicated financial backing.

If we issue a product replacement voucher your Repair & Support Plan will end and a pro rata refund Repair & Support Plan voucher will be supplied for the remaining duration of the Repair & Support Plan (does not apply to Pay Monthly).

The provision of repairs, instant replacements or other services will not cause your Repair & Support Plan to end.

Other suppliers such as your product's manufacturer may offer an alternative support service. Your household insurance may provide some protection for your product.

There are statutory rights in place that apply to faulty goods. You can find advice on those rights from Citizens Advice.

Compare prices of extended warranties for domestic electrical goods at :
www.compareextendedwarranties.co.uk from any internet enabled mobile device, smartphone, PC or laptop.

Further information about our Repair & Support Plan can be found in our terms and conditions.

Important Information



Protect it

Cancellation Period

If you pay monthly, you can cancel within 14 days of purchase by calling us on **0344 561 1234**. Providing the service has not been used we'll give you a refund on any payment made. After this period you can cancel at any time by calling us on **0344 561 1234**, but please note that if you do this you will not receive a refund.

If you have bought a 2, 3 or 5 year term product and are not completely satisfied, you can cancel it within 45 days of purchase. Please call us on **0344 561 1234** and if you haven't used the service we'll give you a full refund. If you want to cancel your agreement after 45 days from purchase you'll be entitled to a pro rata refund.

You may also give notice of your intention to cancel your agreement by writing to us at:

Team Knowhow Customer Services

PO Box 4043,
Swindon
SN4 4NA
England

or email us at:

customer.services@TeamKnowhow.com

Your service agreement is with DSG Retail Ltd., Registered Office:
1 Portal Way, Acton, London, W3 6RS. Registered in England No. 504877.

DSG Retail Ltd.

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London
W3 6RS

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All prices correct at time of print 27/07/17. All offers subject to availability. Calls charged at 5p per minute from a BT landline, calls from other networks may vary. Our lines are open 8am to 8pm Monday to Friday, 8am to 6pm Saturday and 9am to 6pm Sunday.