

REGISTER NOW TO ACTIVATE YOUR FREE 3-YEAR GUARANTEE*

Your new Hoover appliance comes with a 1 year call-out, parts and labour guarantee.

To claim your additional 2 years, you **MUST** register your appliance with us by completing and returning the enclosed form within 30 days of purchase.

You should normally receive your plan documents within 14 days of registration.

This offer is only valid on model numbers,
Washing Machine: VHD148A, VHD147A, VHD146A.
Washer Dryer: VHW458A
Tumble Dryer: VHC168A

*Year 1 subject to Hoover Manufacturer Guarantee opposite. Year 2 and year 3 is a Repair Plan provided by Domestic & General on behalf of Hoover and is subject to the Terms and Conditions opposite.



Hoover Limited. Registered Office: Pentrebach, Merthyr Tydfil, Mid Glamorgan, CF48 4TU. Registered in England & Wales. Company No. 02521528

Hoover Guarantee

Year 1

Thank you for purchasing a Hoover appliance which automatically comes with a 12 month call out, parts and labour guarantee.

Accidental damage to the product and consequential loss due to the product breaking down are not covered by the guarantee.

The guarantee excludes:-

- Any faults which occur due to bad installation or misuse of the machine.
- Repair of, or interference with, the machine by any person other than a member of the Hoover Candy Group Service Division
- Any parts which are fitted to the machine which are not original manufacturer's parts.
- Non-domestic use of the machine.
- Operation at incorrect voltage.
- The result of using this machine for any purpose other than those described in the instruction book.

If your machine needs servicing simply call 08444 995 599 and you will be connected to your local service office. (Lines open: Monday to Friday 8.30am to 6pm, Saturday 9am to 5pm, Sunday 10am to 4pm). We may record your phone calls with our representatives to monitor and improve the quality of service we provide.

Repair Plan Terms and Conditions

Year 2 and Year 3

YOUR PLAN BENEFITS

You are entitled to access our 24-hour UK-based call centre on 08444 810 500 to receive help if your equipment is not working.

If your equipment suffers either a mechanical or electrical breakdown, outside the supplier's or manufacturer's guarantee period and our customer services team are not able to resolve the problem we will, in our discretion, decide whether to approve a repair, and then pay for the parts and labour cost of repair, or may replace or pay the cost of replacing your equipment, in each case subject to the terms and conditions below.

TERMS & CONDITIONS GENERAL

- There is no limit to the number of repairs to your equipment which can be approved during the period of your plan.
- Repair work authorised by us will be carried out during our repairers' normal working hours only, which are typically Monday – Friday, 9am to 5pm.
- Applications for repairs of equipment will only be considered where the equipment is no longer covered by any supplier's, manufacturer's or repairer's guarantee for call-out and labour charges.

- You must operate your equipment in line with the manufacturer's instructions and must not modify it.
- Your equipment must not have been lost, stolen, misused, neglected, poorly installed, subject to malicious damage, damage caused by accidents or damage caused by fire, explosion, floods, lightning, storms, frost or other bad weather conditions, rust, corrosion or water.
- Your equipment must not be subject to a current recall either by us, the supplier or the manufacturer.
- Your equipment must be used in a domestic environment. Equipment used in a non-domestic or commercial environment must be subject to our prior approval in writing.
- Your equipment must be repaired within the United Kingdom, unless we agree otherwise in writing.
- You are liable for the cost of repairs if there is no fault found with the equipment, or to the extent that it requires routine maintenance, cleaning, servicing, cosmetic repairs (e.g. damage to paintwork, dents or scratches) or where there is any problem with the supply of electricity, gas or water.
- Payment will not be approved for costs arising from being unable to use your equipment (e.g. food spoilage) or for any other loss or damage not included under your plan benefits which arises from the breakdown of your equipment, including any costs to remove or reinstate built-in or fitted equipment.
- If, when you require breakdown service, there is any other service agreement or an insurance policy under which you are entitled to claim, we may only pay an appropriate proportion.
- We recommend you back up or store any data/files on a regular basis as we will not restore any data/files in the event of your product requiring a repair.
- The plan does not include:
 - the failure of the equipment to operate correctly caused by the withdrawal of services by a third party
 - software (including operating systems) loss or failure
 - damage or failure of the equipment due to: a software virus; the configuration of user settings; or the process of backing up or recovery of data; loss, corruption or damage to data or operating system
 - image retention on LCD screens, plasma or projection TV screens.
 - replacement of consumer durables (e.g. batteries, light bulbs and fuses)

...continued overleaf

Please return in a stamped envelope to

HOOVER GUARANTEE DEPARTMENT,
 Leicester House,
 17 Leicester Street,
 Bedworth,
 Warwickshire CV12 8JP



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FOR OFFICE USE ONLY

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