



Domestic Appliance
Terms and Conditions

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Overview

This is an agreement between you and us (Service Site) for the ongoing repairs of your domestic appliances. This plan is not an insurance policy, and therefore, insurance regulation does not apply.

Useful contact information

Phone:

Email: myplan@servicesite.co.uk

Service Site LTD
Enterprise Centre
Terminus Rd
Chichester
PO19 8FY

What is covered

- ✓ Expert advice from support team
- ✓ 24 Hour portal access
- ✓ Service Site approved engineers
- ✓ Accidental damage/breakdown
- ✓ Cover up to £1200
- ✓ National repair network

What isn't covered

- ✗ Cosmetic Damage
- ✗ General maintenance
- ✗ pre-existing faults
- ✗ Appliances not specified

Agreement Explained

Inclusions

This plan covers your domestic appliance(s) for mechanical and electrical faults at the address we have on file only. You have an unlimited number of legitimate claims under your agreement unless it has been cancelled by either party.

If your appliance breaks down due to reasons included in your cover. In the first instance we will try and resolve the issue over the telephone, if we are unable to do this and we have not yet deemed this appliance as beyond economical repair (BER), we will pass on the fault description to our approved network of engineers. We aim to have an engineer to you within 24-48 hours of your claim being approved. In some cases this may take longer.

In the event of your appliance being deemed BER either via telephone, or the engineer visit, we will offer you a contribution towards a new machine with our supplier. This will include installation and removal of your old appliance (gold package customers only) alternatively, we will offer you a contribution towards a new appliance, in a way of vouchers, discount at a supplier of our choosing or a cheque.

We will assess each claim on an individual basis before offering you a

Exclusions

If there is no fault found or you miss an appointment or courier, you will be required to pay for this and the rescheduled appointment.

If the working conditions do not allow the engineer to carry out their work in a safe manner, or they cannot gain access to the appliance you will also be charged the callout fee.

Services to appliances currently covered by any warranty
Any appliances subject to manufacturers recall.

If you attempt to fix the machine yourself without authorisation from us, we will not provide any service or resolution under this circumstance. If you attempt to move a heavy appliance on your own and it gets damaged as a result. If you modify or tamper with your machine, this will nullify this appliance from any future callouts.

Negligence, or misuse of the appliance is not covered. You must use the appliance as per the manufacturer's instructions and take adequate precautions to prevent damage. Any faults which are a direct result of supply to the machine. E.g., Water, Gas, Electricity.

settlement. Our team will look at factors including but not limited to, the age and brand of the appliance.

You will have access to unlimited callouts for your appliances listed.

This will include all parts (up to your limit) and labour charges.

Accidental damage and breakdown
Cover up to £1200

Repair or replace

National repair network
Discount on any required repairs or replacements that aren't listed on your agreement

Cosmetic Damage which does not affect the functionality of the appliance.

Loss of earnings due to your appliance breakdown or waiting for your engineer visit will not be claimable. Replacement of any accessories, such as fuses or batteries.

Any equipment which has not been installed properly. This includes cables.

Period of Cover

12 months with 14 day cooling off period

Cancellations

How to cancel

Email us or write to us on the following address

Service Site LTD, Enterprise Centre, Terminus Rd, Chichester, PO19 8FY

myplan@servicesite.co.uk

Cooling off period

You get 14 days to change your mind on any agreements made concerning your plan, you can let us know of any changes via email **myplan@servicesite.co.uk**

Or writing to us at **Service Site LTD, Enterprise Centre, Terminus Rd, Chichester, PO19 8FY**

If you make any service requests then you will be required to keep the plan for 12 months, if no service requests have been made then the plan is terminated effective immediately with 30 days written notice.

Fees

All fees in regards to callouts and repairs are covered under your agreement with a few exceptions

- 1) If you make an appointment and fail to be present at the agreed time you will be charged
- 2) If no fault is found you will pay for the callout
- 3) If the environment is not safe for the engineer to carry out work or if the appliance cant be accessed, you will pay for the callout
- 4) Any work that exceeds your plan limit and if you have had an engineer visit and you try to cancel, you will be required to pay the duration of 12 months from start date, that will be able to be settled ongoing monthly until the end or in one lump sum.
- 5) If you wish to cancel the agreement and have not had a callout you will be able to do so without a cancellation fee.

Cover Limits

£1200 per 12 month period

How to get service & Support

To make a service request you can reach us on the following channels

- Email - myplan@servicesite.co.uk
- Phone
- Website or portal

For general information about your agreement you can write to us also, the address is **Service Site LTD, Enterprise Centre, Terminus Rd, Chichester, PO19 8FY**

How to complain

If for whatever reason you're unhappy, please get in contact with us via email or writing to us.

Service Site LTD, Enterprise Centre, Terminus Rd, Chichester, PO19 8FY

myplan@servicesite.co.uk

Excess

If you request an engineer visit during the first 30 days, you will be charged a non-refundable payment of £50 plus parts cost.

Renewals

Renewal of your agreement happens on a monthly basis but prices however are locked in/guaranteed for 12 months after 12 months we will notify you via email and SMS if we have a mobile number on file of any price changes with 30 days notice so you have time to consider whether any price amendments made suit your ongoing needs.

Payments & Refunds.

Payments can be made via monthly Direct Debit, or a one-off annual payment.

If we issue you a refund, we will issue it to the bank we have on file only.

Missed/Late payments

In the event of any missed payments you will be required to pay the outstanding balance within 48 hours otherwise your account will be suspended and admin fees will be applied at our discretion.

If you have had an engineer visit provided by us since your start date, you will be accountable for seeing out the 12 month duration from your start date. Admin fees will apply for any missed or late payments.

Debt collection

If any debts are outstanding for a given period we will charge you £25 if we have to spend time chasing, if the payment can't successfully be collected then we will pass your information on to our chosen debt collection company, this can be any debt collection agency we see fit.

We reserve the right to transfer your data to a third-party debt collection agency to recover any monies owed to us.

Fraud

If we suspect any fraudulent activity in request of service, we reserve the right to decline the request and terminate your agreement immediately. You may incur charges for time and resources wasted, and at our discretion may pass this over to the relevant authorities.

Damages we cause

Damages caused by the existing fault are not covered under this agreement. We will, however, repair any damages we cause through willful negligence. It is your responsibility to ensure the engineer can access your appliance, and any damages caused by removal of your appliance we will not be liable for.

Reserved rights

Price adjustments

We reserve the right to change prices each 12 months if we see fit, in some cases there may be an agreement made or special offer where price changes are locked for a longer period, this will be applied to the agreement and set out in writing

Term changes

New terms and conditions can be applied whenever we need to make any changes that suit Service Site LTD, you will always be notified of any changes to the terms and conditions via email or portal and be notified with 30 days notice.

Right to cancel your agreement

If Service Site LTD needs to cancel your agreement we reserve the right to do so with immediate effect at our discretion but in most cases will honour the agreement for 30 days if we decide to cancel it for any reason.

Data Protection Policy

Goal of the data protection policy

The goal of the data protection policy is to depict the legal data protection aspects in one summarising document. It can also be used as the basis for statutory data protection inspections, e.g. by the customer within the scope of commissioned processing. This is not only to ensure compliance with the European General Data Protection Regulation (GDPR) and Data protection Act (DPA) 2018 but also to provide proof of compliance.

Preamble

Brief description of the company and motivation to comply with data protection.

Security policy and responsibilities in the company

- For a company, in addition to existing corporate objectives, the highest data protection goals are to be defined and documented. Data protection goals are based on data protection principles and must be individually modified for every company.
- Determination of roles and responsibilities (e.g. representatives of the company, operational data protection officers, coordinators or data protection team and operational managers)
- Commitment to continuous improvement of a data protection management system
- Training, sensitisation and obligation of the employees

Legal framework in the company

- Industry-specific legal or conduct regulations for handling personal data
- Requirements of internal and external parties
- Applicable laws, possibly with special local regulations

Documentation

- Conducted internal and external inspections
- Data protection need: determination of protection need with regard to confidentiality, integrity and availability.

Existing technical and organisational measures (TOM)

Appropriate technical and organisational measures that must be implemented and substantiated, taking into account, inter alia, the purpose of the processing, the state of the technology and the implementation costs.

The description of the implemented TOM can, for example, be based on the structure of ISO/IEC 27002, taking into account ISO/IEC 29151 (guidelines for the protection of personal data). The respective chapters should be substantiated by referencing the existing guidelines.

Examples of such guidelines include:

- Guideline for the rights of data subjects
- Access control
- Information classification (and handling thereof)
- Physical and environmental-related security for end users such as:
 - Permissible use of values
 - Guideline for information transfer based on the work environment and screen locks
 - Mobile devices and telecommuting
 - Restriction of software installation and use
- Data backup
- Information transfer

- Protection against malware
- Handling technical weak points
- Cryptographic measures
- Communication security
- Privacy and protection of personal information
- Supplier relationships: Noting regular inspection and evaluation of data processing, especially the efficacy of the implemented technical and organisational measures.

Privacy policy

At Service Site Domestic Appliances, accessible from <https://www.servicesite.co.uk>, one of our main priorities is the privacy of our visitors. This Privacy Policy document contains types of information that is collected and recorded by Service Site Domestic Appliances and how we use it.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us by emailing myplan@servicesite.co.uk or calling 020 3600 0933

General Data Protection Regulation (GDPR)

We are a Data Controller of your information.

SERVICE SITE LTD legal basis for collecting and using the personal information described in this Privacy Policy depends on the Personal Information we collect and the specific context in which we collect the information:

- SERVICE SITE LTD needs to perform a contract with you
- You have given SERVICE SITE LTD permission to do so
- Processing your personal information is in SERVICE SITE LTD legitimate interests
- SERVICE SITE LTD needs to comply with the law

SERVICE SITE LTD will retain your personal information only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your information to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our policies.

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. If you wish to be informed what Personal Information we hold about you and if you want it to be removed from our systems, please contact us.

In certain circumstances, you have the following data protection rights:

- The right to access, update or to delete the information we have on you.
- The right of rectification.
- The right to object.
- The right of restriction.
- The right to data portability
- The right to withdraw consent

Log Files

Service Site Domestic Appliances follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analysing trends, administering the site, tracking users' movement on the website, and gathering demographic information.

Cookies and Web Beacons

Like any other website, Service Site Domestic Appliances uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimise the users' experience by customising our web page content based on visitors' browser type and/or other information.

For more general information on cookies, please read "Cookies" article from the Privacy Policy Generator.

Privacy Policies

You may consult this list to find the Privacy Policy for each of the advertising partners of Service Site Domestic Appliances.

Third-party ad servers or ad networks use technologies like cookies, JavaScript, or Web Beacons that are used in their respective advertisements and links that appear on Service Site Domestic Appliances, which are sent directly to a users' browser. They automatically receive your IP address when this occurs. These technologies are used to measure the effectiveness of their advertising campaigns and/or to personalise the advertising content that you see on websites that you visit.

Note that Service Site Domestic Appliances has no access to or control over these cookies that are used by third-party advertisers.

Third Party Privacy Policies

Service Site Domestic Appliances's Privacy Policy does not apply to other advertisers or websites. Thus, we are advising you to consult the respective Privacy Policies of these third-party ad servers for more detailed information. It may include their practices and instructions about how to opt-out of certain options.

You can choose to disable cookies through your individual browser options. To know more detailed information about cookie management with specific web browsers, it can be found at the browsers' respective websites.

Children's Information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

Service Site Domestic Appliances does not knowingly collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.

Online Privacy Policy Only

Our Privacy Policy applies only to our online activities and is valid for visitors to our website with regards to the information that they shared and/or collect in Service Site Domestic Appliances. This policy is not applicable to any information collected offline or via channels other than this website.

Consent

By using our website, you hereby consent to our Privacy Policy and agree to its terms.

Direct Debit Guarantee

- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by the organisation or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the organisation.