

## GLOTECH PLATINUM TERMS AND CONDITIONS

The Glotech Platinum service plan is provided by Global Repairs Limited T/A Glotech Repairs (from hereon referred to as 'the company') and the person entering this agreement (from hereon referred to as 'the customer').  
Company registration number 03904947 and VAT registration number 745506135. Registered office: Unit 2, Soothouse Spring, St. Albans, Hertfordshire, AL3 6PF, United Kingdom. Full terms and conditions can be found at: [www.glotechrepairs.co.uk/platinum](http://www.glotechrepairs.co.uk/platinum).

## OVERVIEW

The Glotech Platinum service plan covers the customer's product against breakdowns, accidental damage and repairs as explained below. The Glotech Platinum service plan is not an insurance product/service and is not to be confused with one.

## UNLIMITED REPAIRS TO YOUR PRODUCT

There is no limit to the number of legitimate repairs the customer can request for the product covered under this service plan, unless this agreement has been terminated by either party or if this agreement ends following a replacement of the product covered by this service plan.

## BREAKDOWN OF YOUR PRODUCT

If the customer's product breaks down (due to mechanical and/or electrical faults) within the manufacturer's parts and labour guarantee period, the company will arrange for the manufacturer to send out an engineer (chosen by the manufacturer) in the first instance. The company may at its discretion decide whether to approve a repair using its own network of approved repair engineers. The approved repair engineer will be chosen by the company.  
If the customer's product breaks down (due to mechanical and/or electrical faults) after the end of the manufacturer's parts and labour guarantee period, the company will try to resolve the problem over the telephone. If the company is not able to resolve the problem, it will, at its discretion, decide whether to approve a repair using its own network of approved repair engineers. The approved repair engineer will be chosen by the company. The company may, in its discretion, decide to replace or pay some or all the cost of replacing the customer's product. In all cases subject to these terms and conditions.

## ACCIDENTAL DAMAGE

If the customer's product suffers damage caused by accident (i.e. physical damage because of a sudden cause so that the product is no longer in a good working order), during and after the manufacturer's parts and labour guarantee period, the company will try to resolve the problem over the telephone. If it is not able to resolve the problem it will, at its discretion, decide whether to approve a repair using its own network of approved repair engineers. The approved repair engineer will be chosen by the company. The company may also, in its discretion, decide to replace or pay the cost of replacing the customer's product. In all cases subject to these terms and conditions.

## REPLACING YOUR PRODUCT

Note: This section does not apply in the first 12 months of a 'Spread the cost' plan where the product needed a repair at the time the plan was taken out. In these cases 'No fix no fee' is invoked instead of a replacement product.  
The company may, at its discretion, decide to replace the customer's product through a tiered system for compensation. In such cases, the customer may be required to pay a contribution towards the new appliance. The contributions are dependant upon the age of the product as determined solely by the company who will require proof of purchase date and price from the customer. The company's decision on the age and price of the product is final. The customer's contribution will be as follows: less than 5 years old 0%, 5 years old 30%, 6 years old 40%, 7 years old 50%, over 8 and less than 13 years old 70%, over 13 years old 90%. The company will try to replace the customer's product with one of the same/similar make and with the same/similar technical specifications.  
The company reserves the right to provide the customer with vouchers, instead of a replacement product, which the customer may use towards the purchase of a new product which they may source themselves. In such cases, the vouchers will be from a retailer of the company's choosing.

If the company decides to replace the customer's product, or pay the customer a contribution towards it, the customer's Glotech Platinum service plan will be amended by the company to cover the new product. At this point cover for the replaced product will cease with immediate effect. The customer's Glotech Platinum service plan will continue as normal until cancelled by the customer or the company. The customer must pay the supplier for any applicable delivery charges. This will vary depending on the product type, make and model of the customer's replacement product. The customer can find out the exact cost when both parties discuss replacement products. The customer will be

responsible for installing the new replacement product and for any related costs such as disposal of the customer's old product.

## EXCLUSIONS AND LIMITATIONS

The following are the main exclusions and limitations of the Glotech Platinum service plan:

- Costs for repeated call-outs to the same and/or similar reported fault(s) to the product, where no fault is found.
- Approved repairs within the first twelve (12) months of this agreement where the full cost of repair exceeds £250 inclusive of VAT. The repair will be priced at the standard retail rates of parts and labour. In such cases the company will terminate this agreement and refund the customer all fees paid under this agreement. This forms the basis of the 'no fix no fee' offering if offered and applicable at the time of the plan start date.
- General maintenance of the product, servicing of any kind and re-gassing.
- The cost of replacing any accessories or consumables e.g. light bulbs.
- Any repairs carried out to the product at an address different to the one listed on the customer's service plan.
- Any loss, or costs, arising from not being able to use the product for e.g. loss of food because of a fridge freezer breakdown, or any incidental costs e.g. costs to remove or reinstate the product.
- Any damage which does not affect the good working order of the product such as cosmetic damage.
- Any loss, damage, or the good working order of the product caused by animals, plants or trees.
- Any loss, damage to, or to the good working order of the product caused by flood, lightning, fire, earthquake, humidity, wind, weather conditions, storm, salt spray, other natural events or catastrophes, high or low temperatures which are considered abnormal, corrosion, problems arising from plumbing, chemical exposure, explosion, radiation, terrorism, insurrection, sabotage, revolution, war, armed conflict, civil commotion, riot, rebellion, technical hazards for e.g. computer viruses, or any other man-made events or catastrophes.
- Any repairs, servicing, maintenance work, or installation and/or use of spare parts, unless authorised by the company.

## THINGS TO REMEMBER

Please note the following conditions apply to this service plan:

- The customer must be at least 18 years of age and a resident in the United Kingdom.
- The product under this agreement must be in good working order when this service plan starts or the customer must make the company aware if this is not the case.
- The customer must provide the company with any information it requests when applying for the Glotech Platinum service plan. All information given by the customer to the company must not be false, inaccurate, exaggerated or misleading to the best of the customer's knowledge.
- The product must be owned by the customer and used for domestic use only, in a private home solely occupied by a single household unless authorised in writing by the company.
- The product must be used and kept at the address given to the company under this agreement. Should this change, the customer must notify the company immediately.
- The product must be easily accessible, meet all safety standards, and be safe to work on. If not, the customer must carry out any work required to make the product easily accessible, meet all safety standards, and be safe to work on.

## REQUESTING A REPAIR TO A PRODUCT

If the customer's product breaks down (due to mechanical and/or electrical faults) rendering the product beyond good working order the customer must notify the company as soon as possible via telephone. The telephone number will be shown in the customer's 'Glotech Platinum Certificate of Cover' document.

## DURATION OF THIS SERVICE PLAN

The Glotech Platinum service plan will begin on the 'start date' and continue until cancelled by either the company or the customer in accordance with the cancellation terms. The fee payable may increase or decrease at the discretion of the company who will give notice in writing at least 30 days before the change. If there is a price change greater than the current CPI inflation rate within the first 12 month period the customer can give notice to cancel the plan without penalty. If the customer pays via Direct Debit the service plan will continue beyond the initial minimum twelve (12) month period and the fees will continue to be collected on a monthly basis from the customer's specified bank account, until the customer cancels the service plan.

## HOW TO CANCEL THIS SERVICE PLAN

The customer can cancel their Glotech Platinum service plan at any time. If the cancellation request is within the initial twelve (12) month period then the customer will become liable to pay all fees owed to the company for the full initial twelve (12) month period immediately, and all benefits of this service plan will cease with immediate effect. If the cancellation period is after the initial twelve (12) month period then the customer must give the company one (1) full calendar month notice; for e.g. if the cancellation request is submitted on the 18<sup>th</sup> of March the service plan will end on the 30<sup>th</sup> of April, and all fees owed by the customer to the company must be paid in full up until this period.

## CHANGING YOUR MIND- THE COOLING OFF PERIOD

This agreement comes with a fourteen (14) day 'cooling off' period. If the customer changes their mind during this cooling off period, the customer may cancel this service plan and the company will refund all fees paid. If the customer has utilised any products or services offered by the company under this agreement, within this time, the company reserves the right to recover all associated fees from the customer. This cooling off period does not entitle the customer to revert the service plan to a normal repair with normal charges, if a repair has been completed then the section 'How to cancel this service plan' applies.

## BREACH OF THIS AGREEMENT

If either party fail to comply with the terms and conditions set out in this agreement, the other party reserve the right to cancel this agreement with immediate effect by giving notice in writing to the breaching party's registered address. If either party exercises this right, the agreement will be terminated and no further fees under this agreement will become due. All fees paid will not be refunded. The registered address of the customer is the address which the customer has provided to the company. The registered address of the company is at: Unit 2, Soothouse Spring, St. Albans, AL3 6PF, United Kingdom.

## HOW TO COMPLAIN

If the customer wishes to complain or the customer is not happy with the service provided by the company, or any companies acting on the company's behalf, the customer should contact the company via telephone as shown in the 'Glotech Platinum Certificate of Cover' document. Alternatively, the customer can write to the company at: Glotech Repairs, Unit 2, Soothouse Spring, St. Albans, AL3 6PF, United Kingdom. Alternatively email to [repairs@glotech.com](mailto:repairs@glotech.com).

## DATA PROTECTION INFORMATION

The company and its third parties will use the customer's information (which the customer or others have given to the company) to provide the customer with any requested service(s) and for administration (this could include recovery of any monies owing), marketing (by the company or the companies the company works with), marketing research, regulatory reporting, customer surveys, analytics and testing purposes, and to check and verify the customer's identity. The company may also share the customer's information with other companies part of the Glotech group of businesses or third parties acting on the company's behalf.

The company (including other companies part of the Glotech group of businesses or third parties the company works with) may use the customer's information to tell the customer about any offers, products or services which may be of interest to them.

The customer may be contacted by post, telephone, mobile, email and/or other electronic messaging services, unless the customer requests the company not to do so by writing to Data Protection Department, Glotech Repairs, Unit 2, Soothouse Spring, St. Albans, Hertfordshire, AL3 6PF, United Kingdom. The customer may request a copy of their data for a small fee of £10.