

**DIGITAL APPLIANCES LTD**

**TERMS AND CONDITIONS**

**Appliance Repairs**

Our one off fixed charge covers you against the cost of the service engineers call out and diagnostics of the appliance no matter how long the engineer is there or for how many visits it takes them to repair the fault. The focus of the repair is based on the description of the fault we have been given.

Any spare parts required will be charge for separately (unless specifically stated otherwise). If we are unable to repair your product due to parts being obsolete/unobtainable or the product is simply uneconomical to repair then you will still be charged the call out rate. A report will then be sent to the manufacturer for a possible resolution on your behalf.

We aim to repair most domestic appliances, but the manufacturer, appliance type, model and age will have a major influence on whether we can promptly obtain replacement part(s) and ultimately complete the repair. It should also be noted that once a specific appliance is no longer made the manufacturer will only stock replacement parts for a given period

Payment for the repair is due upon completion of the work carried out, this can be made by credit card on the day or by BACS transfer. Payment for any parts that are to be ordered must be paid for on the return visit.

Our engineer will visit on the agreed date and time to carry out the repair to your appliance. If at the time of the call out any required part(s) are unavailable our service engineer will order the parts immediately through the office. The customer is then contacted directly by the office to arrange another suitable call out for the appliance to be repaired. This is usually within 2 working days, unless parts are out of stock. If we are unable to obtain spare parts from our suppliers to repair the appliance, then we will be unable to fix your machine and you will still be charged the full call out rate.

Should the appliance be integrated or be raised on a plinth, the appliance would have to be removed by yourself before work is carried out. If your appliance cannot be easily accessed to facilitate the repair we reserve the right to charge you the full labour rate. Should your appliance repair require the services of two or more repair engineers e.g. repairs to tumble dryers which are stacked on top of a washing machine and additional labour cost of £45.00 will be incurred, unless you make provisions to remove the appliance yourself.

On our first visit to inspect the appliance an initial assessment of the surrounding area will be carried out, photographs may be taken of any floor damage or cabinet damage prior to work being carried out. This will also be noted on the engineers job sheet which he will have you sign to say you agree with the findings. You shall provide safe and sufficient access for installation or removal of any goods. Whilst we will take care to install or remove appliances without damage to flooring or adjacent fittings, we cannot be liable for such damage unless it was due to our negligence. We will endeavour to notify you if we believe insufficient access is available and you may cancel your contract if you do not wish to take the risk of damage to the surrounding area. Any damage must be reported to the engineer at the time of the visit or within 24 hours to the Service Manager.

If at the time of the call out the fault is found to be as a result of misuse, neglect, poor installation, or the appliance type or fault is not as originally described we reserve the right to charge you the full call out fee.

We do not accept liability for any losses which you may incur before, during, or after, us providing our products/services. This includes, but is not limited to; food loss and laundry costs.

Free parking or a valid permit to part must be provided to the engineer attending to your repair on behalf of JPR Digital Appliances. If this is not the case, you may be charged for parking.

**Guarantee Period**

All repairs carried out by JPR Digital Appliances are guaranteed for 3 months for the call out and 1 year for the parts.

This guarantee does not cover any subsequent unrelated breakdown/faults to the appliance. It also becomes invalid if the appliance has been repaired, serviced or spare parts installed or purchased by/from anyone other than JPR Digital Appliances.

**How to contact us or complain**

At first instance please call us and we’ll always try to resolve your complaints as quickly as possible. Failing this we would like everything in writing so please email us at [jprdigitalappliances@outlook.com](mailto:jprdigitalappliances@outlook.com) or write to us at JPR Digital Appliances, 21 Betjeman Close, Larkfield, Kent. ME20 6TQ

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things rights as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

*Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact us on 0117 456 6031 or via their website* [*http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/*](http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/)

**Data Protection**

Data Protection Act 2018

We comply with the Data Protection Act in all our dealings with your personal data.

JPR Digital Appliances will not share any of your personal details with any third parties. The only exception to this is if we are legally obliged to provide any information. Data that is provided to us is stored on our secure servers. Details relating to any transactions entered into on our site will be encrypted to ensure its safety.

The transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically and transmission of such data is therefore entirely at your own risk. Where we have given you (or where you have chosen) a password so that you can access certain parts of our site, you are responsible for keeping this password confidential.

We will keep your personal information for 2 years after your repair has been carried out, this is as per any warranty you may have for parts fitted to your appliance and for any reference to any repairs we have carried out for reference for any other repairs undertaken. We will only share your personal information and goods information with the manufacturer concerned (Samsung or Liebherr) if your product is deemed unrepairable and therefore any possible resolution would be carried out by them.

**Contacting Us**

We welcome any queries, comments or requests you may have regarding this Privacy Policy. Please do not hesitate to contact us at [jprdigitalappliancs@outlook.com](mailto:jprdigitalappliancs@outlook.com).

If you prefer to write to us then our contact address is 21 Betjeman Close, Larkfield, Kent. ME20 6TQ