



SOLOCARE PROTECTION PLAN

We hope that Your Product will operate trouble free, however, should it fail during the Protection Plan Period please follow the procedure detailed in this document.

COVER PROVIDED

Your plan provides cover against mechanical/electrical failure of the product identified in the plan.

Cover includes the following:

If the engineer is able to repair your product we will cover:

1. Parts – the cost of the parts that have failed.
2. Labour – The cost of labour required to repair the product.

EXCLUSIONS

The following exclusions are applicable to your protection plan:

1. Mechanical or electrical breakdown which relates to a manufacturer recall.
2. Claims arising from accidental damage of the product.
3. Claims arising from normal wear and tear.
4. Faults relating to the installation of the product.
5. Damage that is deemed by an engineer to be as a result of:
 1. Accidental damage
 2. Damage caused by foreign objects or substances
 3. Failure to comply with the manufacturer's instructions in relation to care of the product, or to complete any routine service requirements which results in damage to the product.
 4. Image retention on screens.
 5. Software loss or failure.
 6. Cosmetic damage.
 7. Deliberate damage or neglect of the product. Your equipment must not have been stolen, misused or neglected.
 8. The failure of the equipment to operate as required, due to the withdrawal of a third party service.
 9. The replacement of consumer durables e.g. batteries, scart leads or any peripherals.
 10. Operational issues that are not deemed to be a failure.
 11. Re tuning or software updates
6. Your product must be used in a domestic environment. Products that have been installed in a commercial environment, or have been installed in a situation where the level of use is deemed beyond normal domestic use are not covered by this plan.
7. A claim relating to manufacturer software updates.
8. A claim caused by inadequate ventilation of the product.
9. Where you request additional work to be completed or the replacement of any parts that have not failed.

10. A claim as a result from the interruption, surge, disconnection or failure of the power supply to your home.
11. The product must not be subject to a current product recall by the manufacturer.
12. We do not cover a product declared beyond economic repair due solely to the nonavailability of replacement parts.
13. The equipment must be repaired in the UK unless prior agreement is provided from Solocare.
14. If you or anyone else makes a false or dishonest claim under the protection plan, your cover will not be valid and you will lose all cover outlined in this plan.

HOW TO REQUEST A REPAIR

Your Solocare Protection Plan starts one year after the date of purchase. If you experience any problems during the first year please contact the retailer where you purchased your product from.

In the event of a product failure, please contact Solocare on 03331125511 (calls to this number should cost no more than a national rate call) or by email customersupport@solocare.tv, providing the information below:

1. Your plan number
2. Make, model and serial number
3. The product fault

The case will then be passed to an authorised repair agent.

GENERAL TERMS

1. An application for repair will only be considered where the equipment is no longer covered by the manufacturer's warranty.
2. If there is no fault found with the product, you will be liable for the cost of inspection.
3. It is recommended that you back up any data files regularly, as we will not be compelled to restore any data files in the event of product breakdown.
4. If there is any other insurance plan or policy covering the product under which you are entitled to claim, Solocare may only pay an appropriate proportion.
5. We are not responsible for any delay in the supply of spare parts by manufacturers.
6. If you move address, you must inform Solocare in writing.

REPLACEMENT EQUIPMENT

If the engineer declares the product to be beyond economic repair, we will:

1. Replace your equipment with equipment of the same or similar make and specification. If you wish for the old product to be removed in line with the WEE Directive, a nominal fee of £30 will be payable by you.
2. In the event that we cannot reasonably arrange for a replacement, we may decide to pay a contribution towards the cost of the new equipment.
3. Where the replacement is via one of our approved suppliers, we will arrange the delivery of the replacement product.
4. We will base our settlement on the replacement cost of a product of similar specification, at the time of breakdown.
5. If a product is beyond economic repair and a financial settlement is made, all benefits from this plan cease.

CANCELLING YOUR PLAN

You may cancel your plan at any time, however you will not receive a refund as no money has been paid by you to Solocare. If you would like to cancel your plan, please call us on 03331 125511 or by email customersupport@solocare.tv.

Your plan will end automatically if we have provided you with a replacement equipment or a monetary settlement with no refunds being due.

EXCLUSION OF THIRD PARTY RIGHTS

This plan is for the benefit of the plan holder and no rights or benefits will be given to any third party under the plan. The provisions of the Contracts (rights of Third Parties) Act 1999 will not apply.

TRANSFERRAL OF PLAN

The plan can be transferred to a new owner of the equipment, however notice to us must be given in writing, supplying us with the full details of the new owner. Your plan cannot be transferred to any other equipment.

DATA PROTECTION

Any information provided to us will be held in accordance with the Data Protection Act 1998, for the purpose of providing cover and handling claims. We may pass your data to any relevant regulator or dispute resolution provider.

GOVERNING LAW AND STATUTORY RIGHTS

The plan is governed by the law of English and Wales, unless we have agreed otherwise and nothing in these conditions will affect your statutory rights.

HOW TO CONTACT US

Please call our Customer Services Department on 03331 125511. Please be aware that your telephone calls may be recorded for training purposes, to monitor and improve the quality of service provided.

OR

Write to the Customer Care Department, Solocare 2016 Limited, Unit 7 Alpha Business Park, Travellers Close, Welham Green, Hertfordshire, AL9 7NT. Please ensure your plan number is quoted in all correspondence.

OR

Email us at customersupport@solocare.tv. Please ensure your plan number is quoted in all correspondence.