

Terms and Conditions

Procedure if a fault arises with your appliance

Please contact us on our Freephone number which is 03303410181. Calls may be recorded and monitored for training purposes. When calling please have your plan reference number to hand.

Monday to Friday - 9.00am to 5:30pm

Saturday, Sunday & Bank Holidays – Closed

Contacting us

There are three ways to get in contact with us, these are as follows:

1) Freephone number – 03303410181

2) Email – support@springplans.co.uk

3) Writing to us – Spring Plans LTD, 7 Pine Court, 36 Gervis Road, Bournemouth, BH1 3DH

Definition of wording

You & Your: The individual named on the plan documentation

We, Us & Our: Spring Plans LTD, the provider of your appliance plan

Appliance: Appliance(s) as stated in the plan documentation

Diagnosis: The problem assessed by our technical support team or an onsite visit by one of our approved engineers

Force Majeure: Beyond our reasonable control

Accidental Damage: Unintended, unforeseen physical damage which causes your appliance to stop working

Breakdown: Electrical or a mechanical fault that occurs stopping your appliance from working

Plan Duration: The period your appliance is on our maintenance plan

Plan Cost: The fee you pay for Spring Plans service

Use of Language

All information in your welcome pack, including terms and conditions will be provided in English unless previously agreed.

Treating Customers Fairly

At Spring Plans, you the customer are our first priority and we strive to ensure you receive the highest standards of customer service. If you feel that you have not received the standards you expected please contact us and we will do all we can to resolve the situation. If you have any cause for a complaint at any time whilst on our plan please contact us and we shall do our utmost to resolve the matter.

Cancelling your Service Plan

You may cancel your service plan within the first 14 calendar days of your start date by writing to us at the address found above. If you cancel within the first 14 days your plan start date (as shown on page 2) you shall receive a full refund of any costs paid to Spring Plans. However, if you have used our services, including the technical support team or have ordered a fixed price repair we reserve the right to deduct any costs we incur.

If you choose to cancel your plan outside of the 14 day period and are paying monthly or quarterly you will not receive a refund but no further charges will be made. If you are paying on an annual basis you will receive a pro rata refund (whole months are calculated) less an administration charge of £25 and any service used from time of your activation date. We reserve the right to cancel your plan at any time with immediate effect.

Personal Detail

In accordance with the data protection legislation we will use and safeguard your personal details. If requested we can provide the personal details we hold about you, anytime you realize that the details we hold are incorrect please contact us and we shall amend them. We may use your personal details to inform you of other services we provide, if you would prefer to opt out please contact us in writing.

Discretionary Plan

If we are unable to resolve an issue with your appliance over the phone with our tech team, at our discretion we may send out an engineer to repair your appliance or we may replace your appliance entirely with a new or reconditioned appliance of the same or similar specification up to the value of £500. Alternatively, we may offer you a cash or voucher settlement taking into consideration the value of your appliance in the current market up to the value of £500. If we provide a service we may collect your faulty appliance at a convenient time. If we decide to replace your appliance we may not return your old one. If we do not take your faulty appliance away and our discretionary replacement has been granted you will be responsible for the disposal of your appliance. This is a discretionary service granted only by Spring Plans Ltd and is not a contract of insurance. If a repair is approved there are no charges to pay, if a replacement

is provided there is no excess fee. The amount of service requests made will not affect your plan cost. If opted for the elite package in your plan, if we replace your appliance we will install and take away your old appliance away.

Technical Team

You have unlimited usage of our Freephone technical support team Monday to Friday between 9.00am to 5:30pm excluding bank holidays. The technical support team aim to fix any issues over the phone if a problem arises.

Exclusions

- In the event an appliance under the plan is called for recall by the manufacturer we will not be able to provide our service.
- Equipment must not be used in a commercial environment or a non-domestic setting.
- Manufacturing faults.
- We will not provide for the cost of you being unable to use your appliance.
- We will not provide for damage/spoilage/Lost or corrupt data caused by your appliance breaking down.
- If an engineer is sent to your address and no fault is found you will be liable for the full cost of the visit including call out and engineer fees.
- Equipment must not be modified and used according to the manufacturer's instructions.
- Repairs that we have not authorised by one of our engineers.
- Faults arising within the first 30 days of the appliance start date.
- Appliances that use R134 or R12 Gas
- Software including operating system, configuration of user settings or software viruses.
- Image retention on LCD s, Plasma or projection TV screens.
- Replacements for American or Range Style Appliances
- Replaceable accessories e.g. Light bulbs, fuses or batteries.
- Damage or any faults caused by fire, explosions, malicious damage, attempted theft and theft.
- Faults caused by your household electricity.
- Cosmetic damage e.g. scratch or dent.
- If you or anyone representing you behaves in an abusive or threatening manor to our engineers or employees.
- Pre-existing faults unless repaired by the manufacturer themselves or an independent qualified engineer.
- Personal injury or any damage to the property

Force Majeure

If we cannot provide assistance for reasons superior or irresistible force out of our control we are not held liable. These include but are not limited to war, threat of war, riots, civil disturbances, terrorist activities, neglect, misuse, natural or nuclear disasters, damage caused by fire, explosions, floods, theft, lightning, storms, bad weather, water damage, malicious damage, bad installations or rust, acts of god & failures of our subcontractors to provide their obligations. If any of the above occurs we are entitled to an extension on providing a service, alternatively you can cancel your plan by giving 21 days written notice.

Engineer Visitations

If at our discretion we send an engineer out to your property, we will do our best to make it a time convenient for yourself. If you change your address or appliance please notify us as soon as possible so we can update your plan. Our engineers are available from 9.00am to 6.00pm Monday to Friday excluding UK public holidays. If the safety of our engineer cannot be assured we reserve the right to cancel the appointment. If you are unable to be at your property on the agreed date please contact us right away so we can reschedule your appointment.

Renewals

At the end of the first and any subsequent membership period, your plan will renew automatically for another equivalent period, unless you inform us before renewal that you want to cancel or do not want to automatically renew. This can be done either by letter or calling us on our Freephone number. You understand your plan will automatically renew and you have authorised us to collect the then appropriate periodic membership fee using your debit/credit card that we have on record for you.

General Information

At Spring Plans we reserve the right to cancel your plan at any time. We can at any time make changes to your plan that affect us or your service plan in law, regulation, or interpretation of law or regulation. If a payment on your plan has not been made this may invalidate your service plan. Your payment date and payment frequency can be found on page 2 of your welcome pack.