

# PRODUCT CARE

**WE'VE GOT YOUR STUFF COVERED**



**Peace of mind against  
the unexpected**



**We'll fix, replace or  
provide vouchers**



**Simple claims journey**



This leaflet contains marketing information

# Argos: About your insurance

## Domestic & General Insurance Policies

Below is key information you need to know when purchasing Argos Monthly Care, Breakdown Care and Replacement Care. Each of these insurance policies have different benefits, exclusions, terms and cancellation rights. Specific product leaflets (containing the full terms and conditions) for each product can be found in-store. These are available on request; just ask a member of staff.

### Your statutory rights

Your statutory rights will not be affected when you buy a policy. These include the right to claim a refund, repair, or replacement for up to six years (in Scotland it's up to five years after you became aware, or could with reasonable diligence have become aware there was a problem) if your electrical goods were not of satisfactory quality or fit for purpose when they were sold to you. After the first six months, you will have to prove that the goods had a fault when sold to you. For further information about your statutory rights contact the Citizens Advice Bureau: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or 0344 44 111 444.

### Other providers

Policies may be available from other providers. You may also be covered under your household contents insurance or other policies that you hold.

### When can I buy a policy?

You can buy a policy up to 45 days after buying your product. Any terms or offers, such as discounts and vouchers that are linked to the purchase of the policy will also remain available for 45 days from the date you purchase your product.

### When does the policy start?

The policy commences on the date it is purchased.

### When does the policy end?

For Breakdown Care and Replacement Care, your policy will end after the duration specified on your receipt (unless ended in accordance with our terms and conditions). For Monthly Care your policy will continue indefinitely (unless ended in accordance with the terms and conditions). In all cases, if we give you a replacement or vouchers for a replacement product, the policy will end immediately and no premium will be refunded.

### Cancellation rights

Your policy can be cancelled at any time. You will receive a full refund if you cancel within the 45 day cooling off period. After the cooling off period, if you cancel Breakdown Care or Replacement Care we'll refund the premium paid by you for the remaining full months of your policy. For Monthly Care you will not receive any refund.

### Meeting the obligations under your policy

Domestic & General Insurance PLC is covered by the Financial Services Compensation Scheme. If we cannot meet our obligations to you under the policy, compensation may be available to cover these obligations. The compensation provides for 90% of any claim with no upper limit on the amount of the claim.

### Compare online

You can compare the prices of product care for your electrical goods online using any internet enabled device at: [www.compareextendedwarranties.co.uk](http://www.compareextendedwarranties.co.uk)

# ARGOS PRODUCT CARE

## We've got your stuff covered

When faults and accidents happen, it can be an expensive hassle to get a repair or replacement. With Argos Product Care insurance, you can have peace of mind if the unexpected happens.

Just read on to find out how. If you would like to know more, or if you have any questions, just speak to a member of staff.

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# ARGOS MONTHLY CARE

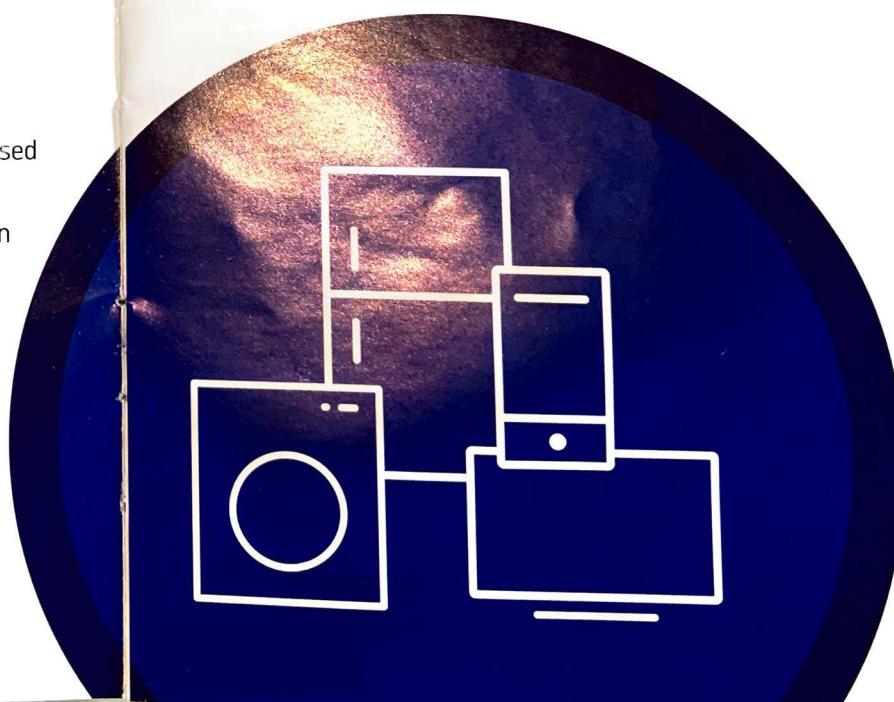
It's a hassle when a breakdown or accident causes your mobile phone, TV, washing machine, or other household product to stop working. With Monthly Care, provided by the UK's leading specialist warranty provider Domestic & General, you can keep them protected so you won't have to worry about the unexpected costs that come with repairs. And if we can't repair your product, we'll give you a replacement or vouchers to the value of a replacement.

## What's included?

- ✓ Immediate accidental damage cover (including water damage)
- ✓ Breakdown cover after your manufacturer's guarantee has ended
- ✓ Unlimited repairs of your product
- ✓ A replacement or Argos vouchers if we can't repair your product
- ✓ Technical support for up to four computers in your home
- ✓ Your products are covered worldwide
- ✓ The cost of replacing accessories originally purchased and provided with the product
- ✓ For mobile phones only, theft with force or break-in

## What's not included?

- ✗ Loss, cosmetic and deliberate damage
- ✗ The cost of replacing consumables or accessories not originally provided with the product
- ✗ Theft or attempted theft of appliances
- ✗ For mobile phones £150 and over, an excess of £25, £50 or £75 depending on the price range of the product
- ✗ For mobile phones only, theft without force, including pickpocketing



# ARGOS BREAKDOWN CARE

If your washing machine, TV, or other household product breaks down or is damaged, finding a reliable repairer can be inconvenient and costly. With Breakdown Care, provided by the UK's leading specialist warranty provider Domestic & General, you won't have to worry about who to call.

## What's included?

- ✓ Immediate accidental damage cover
- ✓ Breakdown cover after your manufacturer's guarantee has ended
- ✓ Unlimited repairs of your product
- ✓ A brand new replacement or Argos vouchers if we can't repair your product

## What's not included?

- ✗ Loss, theft, cosmetic and deliberate damage
- ✗ The cost of installation of a replacement product and disposal of your product
- ✗ Breakdown or accidental damage covered by another guarantee or warranty

# ARGOS REPLACEMENT CARE

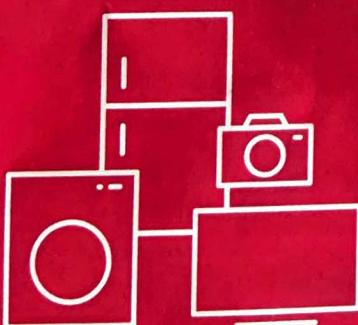
When your child's pushchair is faulty, you drop your camera or step on your headphones, getting a replacement can be expensive. With Replacement Care, provided by the UK's leading specialist warranty provider Domestic & General, it's simple. If it breaks, you'll get a brand new one or vouchers for the original purchase price of the product.

## What's included?

- ✓ Immediate accidental damage cover
- ✓ Breakdown cover after your manufacturer's guarantee has ended
- ✓ Instant replacement
- ✓ Worldwide cover

## What's not included?

- ✗ Loss, theft, cosmetic and deliberate damage
- ✗ The cost of replacing consumables or accessories other than those originally provided with your product
- ✗ Breakdown or accidental damage covered by another guarantee or warranty



# ARGOS JEWELLERY & WATCH CARE

A piece of jewellery or a watch can be expensive and have sentimental value, so if it gets damaged or stolen it can be both stressful and upsetting. With Jewellery & Watch Care insurance, provided by the UK's leading specialist warranty provider Domestic & General, you can keep your precious item protected.

## What's included?

- ✓ Immediate accidental damage cover
- ✓ Theft with force or break-in
- ✓ Instant replacement
- ✓ For watches only, breakdown cover after your manufacturer's guarantee has ended

## What's not included?

- ✗ Theft without force, including pickpocketing
- ✗ Loss and deliberate damage
- ✗ The cost of replacing any consumables or accessories other than those provided with the product
- ✗ For watches only, breakdowns covered by another guarantee or warranty
- ✗ For watches only, cosmetic damage such as scratches, dents or any other type of damage that does not affect how the product works



# ARGOS FURNITURE CARE

Accidents can happen and we want to make sure your new furniture is not spoiled by household spills, rips, tears or burns. Furniture Care provides you with peace of mind that repair costs and stain removal are taken care of.

## What's included - Standard Furniture Care

- ✓ Stains - accidental household spills resulting in a stain on your fabric or leather upholstery.
- ✓ Accidental Damage - rips, tears or burns to your fabric or leather upholstery. Plus scratches, punctures or scuffs to leather upholstery.
- ✓ Structural Defects - for frames and structures after your manufacturer's guarantee has ended

Some of our premium brands have a longer manufacturer's guarantee and so we will offer you Accidental Damage cover for spills, tears etc

## What's included - Accidental Damage Furniture Care

- ✓ Stains - accidental household spills resulting in a stain on your fabric or leather upholstery.
- ✓ Accidental Damage - rips, tear or burn to your fabric or leather upholstery. Plus scratches, punctures or scuffs to leather upholstery.

## What's not included on both types of care?

- ✗ Deliberate damage
- ✗ Wear and tear
- ✗ Neglect, abuse or misuse
- ✗ Commercial use



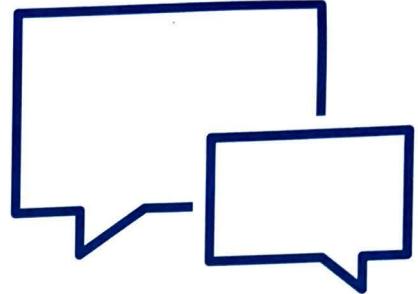


## Your policy at your fingertips with My Account

When you purchase our Monthly Care insurance policy, you can create an online account to:

- manage your details
- renew your policy
- make a claim from any device
- request a copy of your policy documents to be emailed to you

Just visit [www.argosproductcare.co.uk](http://www.argosproductcare.co.uk)



## Want to know more?

For more information on any of our products just speak to a member of staff.

