Glotech Platinum Plan Terms and Conditions

The following terms apply in addition to our normal 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.

Definition of the Platinum Service Plan

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 you 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 your 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 your 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 endeavour to resolve the problem over the telephone.

If the company is unable 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, at its discretion, decide to replace or pay some or all the cost of replacing your product. In all cases, this is subject to these terms and conditions.

Exclusions and Limitations

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

- **Maximum Repair Value:** The maximum value of each repair is £250 inclusive of VAT. This includes all labour, parts, and any applicable delivery charges. For repairs exceeding this value, the company may, at its discretion, terminate the agreement and refund the customer all fees paid under the agreement minus the non-refundable initial fee. The repair will be priced at the standard retail rates of parts and labour.
- **Second Engineer Fee:** If a second engineer is required, the cost must be paid in full by the customer, or the appliance must be made accessible.
- **Plan Cancellation:** We reserve the right to cancel your plan before attending due to the nature of the fault, appliance, etc.
- **Non-refundable Fees:** If we can't repair the appliance and the plan is cancelled, the initial upfront fee of £29.99 is non-refundable.
- **No Fix Clause:** If we cannot repair your appliance during the first 12 months, the plan will be cancelled, and no replacement will be provided.
- **General Maintenance:** The plan does not cover general maintenance, servicing of any kind, or re-gassing.
- **Consumables and Accessories:** The cost of replacing any accessories or consumables (e.g., light bulbs) is not covered.
- **Cosmetic Damage:** Any damage that does not affect the working order of the product, such as cosmetic damage, is excluded.
- **Environmental and External Causes:** Damage caused by natural events (flood, fire, etc.), animals, plants, trees, or man-made events (terrorism, war, etc.) is not covered.

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.

- **Unauthorised Repairs:** Any repairs, servicing, maintenance work, or installation and/or use of spare parts not authorised by the company are excluded.
- Costs for repeated call-outs to the same and/or similar reported fault(s) to the product, where no fault is found.
- 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 loss, damage, or the good working order of the product caused by animals, plants or trees.

Replacement Appliances Within 12 Months

If after an approved repair we deem your appliance to be beyond economical repair, we will not offer you an appliance replacement option. Instead, we will cancel your service plan and refund you any monies you have paid under the agreement, minus the non-refundable initial upfront fee.

Replacement Appliances After 12 Months

If after an approved repair we deem your appliance to be beyond economical repair, we may choose to, at our discretion, replace your appliance. If we do this, we will offer to pay a percentage towards the cost of your appliance depending on its age, according to the following tiered contribution system. Your contributions will be:

- **Less than 3 years old:** 0%
- **Over 3 and under 5 years old:** 30%
- **Over 5 and under 7 years old:** 40%
- **Over 7 and under 8 years old:** 60%
- **Over 8 and under 10 years old:** 70%
- **10+ years old:** 90%

The contributions are dependent 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 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.

You will need to pay for any delivery, installation, and associated costs related to the replacement appliance. Once your appliance has been replaced, we'll keep your agreement running for a minimum of 12 months so that your new appliance continues to be protected by us.

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.

Things to Remember

Please note the following conditions apply to this service plan:

- **Customer Requirements:** 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 notify the company if this is not the case.
- **Information Accuracy:** The customer must provide accurate and truthful information when applying for the service plan. Any false or misleading information may result in the cancellation of the plan.

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.

- **Usage Conditions:** The product must be owned by the customer, used for domestic purposes only, and kept at the address provided to the company. The product must also be easily accessible, meet all safety standards, and be safe to work on.

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.

Definition of Premium Brands

These include, and are not limited to: V-Zug, Miele, Airforce Spa, Luxair, Steel, Mercury, Britannia, Liebherr, Lacanche, Fisher & Paykel, Gaggenau, and more. These brands are excluded from the Platinum service plan.

Accidental Damage

If your product suffers damage caused by an accident (i.e., physical damage because of a sudden cause so that the product is no longer in 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.

Any approved repair will use the company's own network of approved repair engineers. The approved repair engineer will be chosen by the company. The company may also, at its discretion, decide to replace or pay the cost of replacing the customer's product. In all cases, this is subject to these terms and conditions.

Requesting a Repair

If your product breaks down due to mechanical and/or electrical faults rendering it beyond good working order, you must notify the company as soon as possible via telephone. The contact details will be provided in your 'Glotech Platinum Certificate of Cover' document.

If you have signed up to a Working Appliance Platinum service plan where you have indicated your appliance does not require a repair, you will not be able to log a repair within the first thirty (30) days of your policy start date.

Duration of the Service Plan

The Glotech Platinum service plan begins on the start date and continues 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, with at least 30 days' notice given in writing. If the customer pays via Direct Debit, the service plan will continue beyond the initial 12-month period, with fees collected monthly until the customer cancels the plan.

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.

Direct Debit fees will continue to be collected on a monthly basis from the customer's specified bank account.

How to Cancel the Service Plan

The customer can cancel their Glotech Platinum service plan at any time. If the cancellation request is within the initial 12-month period, the customer will become liable to pay all fees owed for the full initial 12-month period immediately, and all benefits of this service plan will cease with immediate effect. If the cancellation occurs after the initial 12-month period, the customer must give one full calendar month's notice.

For example, if the cancellation request is submitted on 18 March, the service plan will end on 30 April, and all fees owed by the customer to the company must be paid in full up until this period.

Cooling Off Period

The agreement comes with a 14-day cooling-off period. If the customer changes their mind during this period, they may cancel the service plan, and the company will refund all fees paid. If any services have been utilised within this period, the company reserves the right to recover all associated fees.

This also applies to any products utilised under this agreement within the cooling-off period. 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 the Service Plan' applies.

Breach of Agreement

If either party fails to comply with the terms and conditions, the other party reserves the right to cancel the agreement immediately by giving notice in writing. No further fees will be due, but any fees already paid will not be refunded.

Notice must be given to the breaching party's registered address. The registered address of the customer is the address which the customer has provided to the company. The registered address of the company is: Unit 2, Soothouse Spring, St. Albans, AL3 6PF, United Kingdom.

How to Complain

If you wish to complain or are not happy with the service provided, please contact the company via the telephone number provided in your 'Glotech Platinum Certificate of Cover' document. Alternatively, you can write to Glotech Repairs, Unit 2, Soothouse Spring, St. Albans, AL3 6PF, United Kingdom, or email repairs@glotech.com.

This complaints procedure also applies to services provided by any companies acting on the company's behalf.

Data Protection Information

The company and its third parties will use your information to provide the requested services and for administrative purposes. The company may also share your information with other companies within the Glotech group or third parties acting on their behalf for marketing purposes. You may opt out of marketing communications by writing to the Data Protection Department at the address provided above.

Information supplied by the customer or others may also be used for recovery of any monies owing, marketing research, regulatory reporting, customer surveys, analytics and testing purposes, and to check and verify the customer's identity.

The company, including other companies within the Glotech group of businesses or third parties the company works with, may use the customer's information to tell the customer about 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 the 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.

Changes to These Terms

We reserve the right to make changes to these terms, which apply in addition to our standard Terms & Conditions, at any time without giving any notice. Any amended, removed, or additional terms will come into force with immediate effect.

Price

The Platinum service plan includes an initial upfront cost of £29.99, followed by a monthly fee based on your appliance thereafter.