

# Protect my products

**Terms and Conditions**

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## Extended Warranty – Terms and Conditions

Please read this document carefully and retain a copy in a safe place for future reference.

### STANDARD WARRANTY FOR YOUR EVEC CHARGER

All our chargers have a free 3 year parts and labour warranty, provided that you register your charger within 30 days of the delivery date. If you do register your warranty within 30 days, you will receive a standard manufacturers 12-month part and labour warranty only.

Please see the Warranty Information on our website. <https://evec.co.uk/warranty-information/> for the terms and conditions of this standard warranty and how to register.

### EXTENDED WARRANTY FOR YOUR EVEC CHARGER

- This Extended Warranty is administered by Protects My Products on behalf of Evec Limited (“the manufacturer”). Evec chargers Limited is a company incorporated in England and Wales with company number: 13715318 and our registered office address is Unit 8 Centenary Park, Coronet Way, Salford, Greater Manchester, M50 1RE.
- The terms and conditions of the Extended Warranty are set out in this document and will apply after the expiry of the standard warranty for your Evec charger.
- The provision of the Extended Warranty is subject to payment by you of the Extended Warranty fee, within the agreed terms upon purchase of the extended warranty. If the Extended Warranty fee is not paid, your policy is void.
- The provision of the Extended Warranty is subject to:
  - › A suitably qualified professional having installed the charger; and
  - › Installation has been carried out in accordance with the manufacturer’s instructions and current legislation
- Your maximum Extended Warranty period will be 5 years after the expiry of the Standard Warranty period for your Evec charger.
- **Please note, that if you purchase an Extended Warranty within 30 days of the delivery date of your charger, we will register your standard warranty and this Extended Warranty.**
- The Extended Warranty increases the time period of the standard warranty which covers manufacturing defects in your charger.
- Subject to the terms and conditions as set out in this document, if, during the period of the Extended Warranty any mechanical or electrical part is found to be defective, we will, at our option, repair or replace, the part without charge.
- On the occasion that a product is over 3 years old and is considered to be beyond repair or uneconomical to repair, we will either:
  - › Offer a replacement product
  - › Or a voucher that can be used towards a purchase on the Evec website
- The provision of services under the Extended Warranty neither extends the period of the warranty nor sets in motion a new warranty period.
- The provision of the Extended Warranty excludes product removal and reinstallation.
- Your Extended Warranty is registered specifically to the Serial Number of the Evec charger. If the product is replaced or you are provided with a voucher, the extended warranty will be voided and a new warranty would have to be taken out for the new product.
- We have the right to deduct the monetary value of any remaining months left on your extended warranty agreement if full payment for the period has not been made.
- Your Extended Warranty does not affect your statutory legal rights under the sale contract with us or with the retailers who sold the charger.
- You cannot transfer your Extended Warranty in whole or in part.
- Any dispute or claim arising out of or in connection with this the Extended Warranty is governed by the laws of England and Wales and the parties submit to the exclusive jurisdiction of the Courts of England and Wales.

### WHAT IS NOT INCLUDED UNDER THE EXTENDED WARRANTY

- Damage by transport, misuse or improper installation and assembly.
- Use of parts not used or recommended by the manufacturer.
- Routine maintenance, wear-and-tear, installation faults.
- Consumables and cosmetic parts such as rubber seals, removable glass and/or plastic parts, fuses, filters, external hoses, baskets, trays, burner caps, burner bases, light bulbs etc. which all need replacing periodically as part of a routine maintenance .
- Second hand or refurbished appliances.
- Faults due to accidental damage or misuse.
- Claims in respect of compensation of indirect or consequential loss, including inconvenience, cost of transportation, telephone calls, loss of income and damage to property, except where such liability is legally mandatory.

- Damage caused by the charger coming into contact with unsuitable materials.
- Gas leaks not related to the purchased charger.
- Any products transported and installed outside of UK.
- Theft.

Evec chargers Ltd and Protect My Product Ltd (acting on behalf of Evec chargers Ltd) retains the right to invalidate the Extended Warranty in the event of physical or verbal abuse towards any member of staff.

**Please Note nothing in this agreement excludes or limits our liability for death or personal injury caused by our negligence.**

### CANCELLATION OF YOUR EXTENDED WARRANTY

- You may cancel your Extended Warranty via the Protect My Products portal within 14 days of purchase of the Extended Warranty. If no claim has been made on the Extended Warranty at the point of cancellation within 14 days, you will receive a full refund.
- If you cancel the Extended Warranty within 14 days and you have made a claim in this period of time, you will not be entitled to a refund and engineer call out charges in relation to the claim may apply.
- Cancellation beyond the initial 14 days must be done with 30 days notice and will be subject to charges including but not limited to:
  - › Call out charges
  - › Cancellation fee
- We may cancel your Extended Warranty, in writing, if you fail to pay the Extended Warranty fee or any installment payment. If we cancel the Extended Warranty you will not be entitled to any refund.

### CLAIMS

- You must report any defect with your charger immediately after the defect being identified, and within the period of the Extended Warranty via the Protect my Products portal.
- Upon receipt of a claim made via our Portal, we aim to contact you within 72 working hours.
- If a fault is reported and an authorised engineer attends to the charger, a service call fee will be charged to the customer IF there is no fault found with the charger or if the fault transpires to be caused by misuse or incorrect installation. You will be notified of our current rates prior to the service call taking place.
  - › Failure to pay for the service call fee in the event that no fault is found after 30 days will result in the existing warranty contract being terminated.
- If you are not happy with how we handle your claim please contact our customer service team on 0161 209 6924 and [support@protectmyproducts.co.uk](mailto:support@protectmyproducts.co.uk)

### VARIATION TO THESE TERMS AND CONDITIONS

- We may vary these terms and conditions from time to time provided that such changes do not materially affect the nature and quality of the Extended Warranty provided. Any such changes will be notified to you.

### DATA PROTECTION

When you register your warranty online with Evec chargers Limited they will share your personal data with Protect My Products Ltd, who act as an agent of Evec chargers Limited in the administration of your warranty. During the registration and provision of your warranty Evec chargers Limited will act as a controller of your personal data. For more information about how Evec chargers Limited collects, uses and shares your personal data for the purposes of the registration and provision of your warranty, please read our Privacy Notice which can be found at <https://evec.co.uk/privacy-policy/>. During the administration of your warranty Protect My Products Ltd may also act as a controller of your personal data. For more information about how Protect My Products Ltd collects, uses and shares your personal data for the purposes of the administration of your warranty, please read their Privacy Notice which can be found at <https://protectmyproducts.co.uk/privacy-policy>. If and to the extent Protect My Products Ltd is also (for some tasks) a data processor acting for and on behalf of Evec chargers Limited – it is the privacy notice of Evec chargers Limited which applies to that particular use of your personal data.

## Extended Warranty – Terms and Conditions

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### STANDARD WARRANTY FOR YOUR SIA APPLIANCE

All our appliances have a free 2 year parts and labour warranty, provided that you register your appliance within 30 days of the delivery date. If you do register your warranty within 30 days, you will receive a standard manufacturers 12-month part and labour warranty only.

Please see the Warranty Information on our website. <https://www.siaappliances.com/warranty/> for the terms and conditions of this standard warranty and how to register.

### EXTENDED WARRANTY FOR YOUR SIA APPLIANCE

- This Extended Warranty is administered by Protects My Products on behalf of SIA Appliances Limited ("the manufacturer"). SIA Appliances Limited is a company incorporated in England and Wales with company number: 08134062 and our registered office address is Unit 8 Centenary Park, Coronet Way, Salford, Greater Manchester, M50 1RE.
- The terms and conditions of the Extended Warranty are set out in this document and will apply after the expiry of the standard warranty for your SIA Appliance.
- The provision of the Extended Warranty is subject to payment by you of the Extended Warranty fee, within the agreed terms upon purchase of the extended warranty. If the Extended Warranty fee is not paid, your policy is void.
- The provision of the Extended Warranty is subject to:
  - › A suitably qualified professional having installed the appliance; and
  - › Installation has been carried out in accordance with the manufacturer's instructions and current legislation
- Your maximum Extended Warranty period will be 5 years after the expiry of the Standard Warranty period for your SIA Appliance.
- **Please note, that if you purchase an Extended Warranty within 30 days of the delivery date of your appliance, we will register your standard warranty and this Extended Warranty.**
- The Extended Warranty increases the time period of the standard warranty which covers manufacturing defects in your appliance.
- Subject to the terms and conditions as set out in this document, if, during the period of the Extended Warranty any mechanical or electrical part is found to be defective, we will, at our option, repair or replace, the part without charge.
- On the occasion that a product is over 2 years old and is considered to be beyond repair or uneconomical to repair, we will either:
  - › Offer a replacement product
  - › Or a voucher that can be used towards a purchase on the SIA Appliances website
- The provision of services under the Extended Warranty neither extends the period of the warranty nor sets in motion a new warranty period.
- The provision of the Extended Warranty excludes product removal and reinstallation.
- Your Extended Warranty is registered specifically to the Serial Number of the SIA appliance. If the product is replaced or you are provided with a voucher, the extended warranty will be voided and a new warranty would have to be taken out for the new product.
- We have the right to deduct the monetary value of any remaining months left on your extended warranty agreement if full payment for the period has not been made.
- Your Extended Warranty does not affect your statutory legal rights under the sale contract with us or with the retailers who sold the appliance.
- You cannot transfer your Extended Warranty in whole or in part.
- Any dispute or claim arising out of or in connection with this the Extended Warranty is governed by the laws of England and Wales and the parties submit to the exclusive jurisdiction of the Courts of England and Wales.

### WHAT IS NOT INCLUDED UNDER THE EXTENDED WARRANTY

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- Use of parts not used or recommended by the manufacturer.
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- Second hand or refurbished appliances.
- Faults due to accidental damage or misuse.
- Claims in respect of compensation of indirect or consequential loss, including inconvenience, cost of transportation, telephone calls, loss of income and damage to property, except where such liability is legally mandatory.

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