



Appliance Service Terms & Conditions

We are: It's OK Ltd (company registration number 10196140), VAT registration number 27684938). Our registered address is: The Old Farm, Trolloes, Hailsham, East Sussex, BN27 4QR. We can be contacted in writing at: It's OK, PO Box 244, Hailsham, BN27 9EU. By Telephone: 0800 0291 793, or by email: helpdesk@itsokuk.com. Our office opening hours are Monday to Friday 9am until 5pm. We are closed on bank holidays. Welcome to It's OK. This document contains a lot of information some of which is legal in nature. We have tried to make this as clear as possible and would encourage you to read this carefully before becoming a member and receiving our Services. When you become a member and receive our Services you agree to be bound by this agreement.

Meanings of words used by us

"agreement" is a reference to the agreement we have in place with you to provide Services and which is set out in this document; "Data Protection Legislation" means (i) unless and until it is no longer directly applicable in the UK, the General Data Protection Regulation ((EU) 2016/679) ("GDPR") and any national implementing laws including the Data Protection Act, 2018, regulations and secondary legislation, as amended or updated from time to time, in the UK and then (ii) any successor legislation to the GDPR or the Data Protection Act 2018; "Goods" is a reference to any goods which we may offer for sale from our Website from time to time; "IOK", "we", "us" and "our" are references to It's OK Ltd; "Service Fee" means the fee payable for the Services and which is calculated in accordance with the Service Agreement; "Privacy Policy" means the policy displayed on our Website which details how we collect and store your personal data; "Service(s)" means the services that we provide on the appliances that you have asked us to service; "Guarantee" means the repair service guarantee that we offer to members who have received a service on their appliance by us; "you", "your" and "yours" are references to you the person named on the Invoice Form and receiving Services from us; "Website" means www.itsokuk.com.

Contract for Services

1. This service and guarantee is not categorised as an insurance product and therefore insurance regulations do not apply. This service and guarantee is a contract to provide services and is governed by UK laws and regulations concerning service contracts.
2. We are not authorised by the FCA or FSA as we do not market, sell or provide any insurance products to our customers.
3. This Service and Guarantee forms an agreement between you and It's OK Limited for the servicing of your chosen appliance.
 - 3.1 You must be 18 years or over in order to use our Service.
 - 3.2 You promise that you are the owner (or are authorised by the owner) of the appliances which are being serviced.
 - 3.3 You agree to take particular care when providing us with your details and warrant that these details are accurate and complete at the time of registration and are not false or misleading or misrepresent your identity. You must provide us with valid and complete contact details and a valid email address. Any material changes to this information, including any change of address or contact details, must be notified to us as soon as possible.

What is covered in your Service

4. Service
 - 4.1 We will contact you within 7 days to confirm your appointment
 - 4.2 We will aim to arrange your appointment on or as close to your specified date.
 - 4.3 If we are servicing your dishwasher or washing machine we will send you a 12 months' supply of Eco friendly descaling tablets to be used as directed.
 - 4.4 The service will cover the following:
 - 4.4.1 General check over your appliance
 - 4.4.2 Cleaning of all filters
 - 4.4.3 Check and cleaning of soap drawers/dispensers
 - 4.4.4 Drum and Belt check
 - 4.4.5 Check for split pipes and leaks
 - 4.4.6 Check and cleaning of seals
 - 4.4.7 Guarantee on future call outs, repairs, parts and labour for chosen level of service. Your appliance service guarantee is enclosed with your invoice and will be activated on successful completion of your service report.
 - 4.5 Pre-existing faults will not be covered under this service.
 - 4.6 If following the service we discover a pre-existing fault with your appliance we will arrange the repair of the appliance for you at your cost.
 - 4.7 If you choose not to repair any pre-existing fault found we will still guarantee your appliance but not any faults that occur due to the pre-existing faults found as a result of our service.
 - 4.8 The service report will be available on your account within 5 working days.
 - 4.9 A service guarantee will be added to your account once the service report has been confirmed.
 - 4.10 If, following the service, we decide, acting reasonably, that the appliance has reached the end of its useful life (BER, beyond economical repair) then we will notify you of this fact and the appliance will no longer receive the benefit of the Guarantee. You will receive a part refund of the amount paid for your service less the engineer cost and less a 25% administration fee.
 - 4.11 Similarly, if we discover when we undertake an onsite visit that the appliance is not as described by you then we reserve the right to discontinue any guarantee for the appliance. If you disagree with this decision then you will be required to provide us with documentary proof that the appliance was as described by you. Such proof may include the original purchase documentation when you purchased the appliance. You will receive a part refund of the amount paid for your service less the engineer cost and less a 25% administration fee. Without such proof no refund will be given.

5. Home Visits

- 5.1 We will do our best to arrange your appointment on or as close to your specified date for a home visit. This will be during our usual business hours which are 9am to 6pm Monday to Friday. We are closed on bank holidays.
- 5.2 You must ensure that you or your nominated representative who must be over 18 years old is present when we visit your home and that we can gain access to your property in order to provide the Services to you. Any representative that you nominate must be in a position to provide our engineer with instructions where this is required.
- 5.3 Our engineers are instructed not to continue to work at premises where there is a health and safety risk such as hazardous chemicals, verbal or physical abuse, harassment or pest infestation.
- 5.4 If we attend your home on the agreed date and at the agreed time but we cannot gain access or our engineer believes there is a risk to health and safety then we reserve the right to charge you an aborted home visit fee.
- 5.5 If an engineer attends your property to carry out the agreed service on the agreed date and at the agreed time but we cannot gain access or our engineer believes there is a risk to health and safety. Then you will be charged a revisit fee of £60.00.
- 5.6 In rare cases it may be necessary for us to cancel and re-arrange a home visit. In such cases we will provide you with as much notice as possible and offer you the next available appointment.
- 5.7 If you need to cancel and re-arrange a home visit please contact us as soon as possible. Where you provide us with less than 24 hours' notice an aborted home visit fee may be chargeable.
- 5.8 Please note our engineers are instructed not to carry out any work unless pre-approved by us. We reserve the right to charge you for any unauthorised work carried out.
- 5.9 Any repairs that are required from faults found from carrying out our service, will need to be paid for upfront before the engineer is authorised to carry out the repair.
- 5.10 Any fault found and reported to us by the engineer will be documented on your plan. The engineers report will be final.
- 5.11 The service report will be available on your account within 5 working days.

What we do with Your Information

6. How We Use Your Personal Information (Data Protection)

- 6.1 All personal information that we may use will be collected, processed, and held in accordance with the provisions of EU Regulation 2016/679 General Data Protection Regulation ("GDPR") and your rights under the GDPR.
- 6.2 For complete details of Our collection, processing, storage, and retention of personal data including, but not limited to, the purpose(s) for which personal data is used, the legal basis or bases for using it, details of Your rights and how to exercise them, and personal data sharing (where applicable), please refer to Our Privacy Notice available from <https://itsokuk.com/dataprotectionstatement>

Your rights to cancel

7. Cooling-Off Period

- 7.1 You have 14 days from the date you receive our written confirmation of your order in which you can change your mind and cancel your agreement with us, unless you have received a service. If you decide to cancel please contact us within this time and we will cancel your agreement and issue a full refund of any payments which have been made by you.
- 7.2 To exercise your right to cancel you must notify us immediately preferably by email to helpdesk@itsokuk.com or by calling us on 0800 0291 793. You can do so during our normal business opening hours which are 9am until 6pm Monday to Friday excluding bank holidays. You must provide us with a clear statement of your decision to cancel this contract.
- 7.3 To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.
- 7.4 If you cancel this agreement during the cooling-off period, we will reimburse you all payments received from you.
- 7.5 If you have received a service by us you will not be entitled to a refund.

8. Cancellation by you or us

- 8.1 If as a result of our service we find your appliance to be BER (beyond economical repair), you will receive a refund minus the cost of the service and minus an administration fee of 25% of the total service cost. We reserve the right to cancel or suspend your service or authority to use the Services at any time should we reasonably consider or suspect that you have acted in breach of this agreement or where you have failed to make payment on time or at all. In such circumstances we shall be entitled to claim from you our costs and any damages that we have incurred as a direct result of your breach.

9. Effects of Cancellation by you

- 9.1 We will make the reimbursement without delay and not later than 28 days after the day on which we are informed about your decision to cancel this contract.
- 9.2 We will make this reimbursement in the form of a cheque or by using the same means of payment as you used for the initial transaction, unless we both have expressly agreed otherwise; in any event you will not incur any fees as a result of the reimbursement.

Complaints about our Service or Goods

10. Complaints

We take complaints very seriously and aim to respond to your complaints within 5 working days. All complaints should be addressed to helpdesk@itsokuk.com. In the event of a dispute between us you may refer the dispute to the EU Online Dispute Resolution Platform by going to <https://webgate.ec.europa.eu/odr>.

DISCLAIMER AND LIMITS TO OUR LIABILITY

11. LIMITATION OF LIABILITY

- 11.1 IF WE ARE FOUND LIABLE FOR ANY LOSS OR DAMAGE TO YOU SUCH LIABILITY IS LIMITED TO THE AMOUNT YOU HAVE PAID FOR THE RELEVANT SERVICES OR GOODS. WE EXCLUDE LIABILITY FOR LOSSES THAT WERE NOT FORESEEABLE TO BOTH PARTIES WHEN THE CONTRACT WAS FORMED AND LOSSES THAT WERE NOT CAUSED BY ANY BREACH ON OUR PART. THIS LIMITATION OF LIABILITY DOES NOT APPLY TO PERSONAL INJURY OR DEATH ARISING AS A DIRECT RESULT OF OUR NEGLIGENCE.
- 11.2 WE SHALL NOT BE HELD LIABLE FOR ANY FAILURE OR DELAY IN PERFORMING SERVICES OR SUPPLYING GOODS WHERE SUCH FAILURE ARISES AS A RESULT OF ANY ACT OR OMISSION WHICH IS OUTSIDE OUR REASONABLE CONTROL SUCH AS AN ACT OF GOD OR THOSE OF THIRD PARTIES.
- 11.3 THE PRODUCTS SOLD BY US ARE PROVIDED FOR PRIVATE DOMESTIC AND CONSUMER USE ONLY. ACCORDINGLY, WE DO NOT ACCEPT LIABILITY FOR ANY LOSS OF DATA, LOSS OF INCOME OR PROFIT, LOSS OF DAMAGE TO PROPERTY AND/OR LOSS FROM CLAIMS OF THIRD PARTIES ARISING OUT OF THE USE OF THE PRODUCTS OR SERVICES PURCHASED FROM US.
- 11.4 ANY OF THE APPLIANCES REPLACED BY US AS PART OF THE GUARANTEE ARE NOT MANUFACTURED BY US AND AS SUCH WE ARE NOT LIABLE FOR THE APPLIANCE.

General legal points

12. General

- 12.1 We may subcontract any part or parts of the Services that we provide to you from time to time and we may assign or novate any part or parts of our rights under this agreement by giving you written notice.
- 12.2 Any error or omission in any information, or document issued by us shall be subject to correction provided that the correction does not materially affect the contract.
- 12.3 In the event of any conflict between this agreement and any other term or provision, this agreement shall prevail.
- 12.4 If any term or condition of our agreement shall be deemed invalid, illegal or unenforceable, the parties hereby agree that such term or condition shall be deemed to be deleted and the remainder of the agreement shall continue in force without such term or condition.
- 12.5 This Agreement shall be governed by relevant United Kingdom law and the relevant courts of the United Kingdom will have exclusive jurisdiction in relation to the agreement.

No delay or failure on our part to enforce our rights or remedies under the agreement shall constitute a waiver on our part of such rights or remedies unless such waiver is confirmed in writing.