

# Customer Service Information

IMPORTANT INFORMATION ABOUT YOUR PURCHASE



Please read this important documentation before using your new purchase.

***buyitdirect.co.uk*** >



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# Checking your order

**Please examine your goods thoroughly upon receipt. If your goods have been damaged in transit this must be reported to us within 48 hours of delivery. After this time we cannot accept responsibility for damage to the goods. We also recommend that you keep your packaging for a minimum of 14 days.**

**I think I am missing part of my order what should I do?**

Don't panic! Depending on product availability, we often ship orders from separate warehouses. This sometimes results in deliveries being split and part of the order arriving a day or so later.

You can check the full status of your order via our order tracking service at:  
**[www.buyitdirect.co.uk/vieworder](http://www.buyitdirect.co.uk/vieworder).**

If you think part of a product is missing e.g. cable, power supply or remote control, please report this as soon as possible to the customer service team via our e-messaging service.

**All products, except where specified, come with a direct manufacturer warranty.**

**Technical support is provided by the manufacturer. In order to get the quickest resolution to any technical issue with your product we recommend you contact the relevant manufacturer support number.**

**Manufacturers have dedicated and experienced support teams who are familiar with their specific products and are best placed to help if you have a problem.**

For many products you can extend your warranty and support cover for up to three years.  
**ALL WARRANTIES NEED TO BE REGISTERED WITHIN 30 DAYS OF PURCHASE.**

Please call our Sales team on **0844 412 4508** to enquire about warranty extensions.

# Laptops,Desktops, Monitors & Printers

## Technical Support & Warranty Information

If you have a hardware problem we recommend you contact the manufacturer directly to obtain support and fault diagnosis. These contact details can be found below. For the most up to date information check the Customer Service section of our website

LAPTOPS		PC ACCESSORIES - Cont.	
Acer	0871 760 1000	Logitech	0173 5870 900
Acer Ireland	0818 202 210	Lynx	0128 2776 776
Apple	0844 209 0611	Microsoft	0844 8002 400
Apple Ireland	1850 946 191	Microsoft Product Activation	0844 800 2400
Asus	0870 120 8340	Netgear	0844 875 4000
Fujitsu Siemens	0870 243 4390	Seagate	0207 432 4618
Hewlett Packard	0844 369 0369	Symantec (Norton)	0870 243 1080
Lenovo	0870 608 4465	Targus	0207 744 0330
MSI	0870 820 0009	Tech Air	0167 251 9933
Panasonic	0844 844 3852	Western Digital	0080 027 5493 38
Rock/Stone	0845 155 0999	Zyxel	0845 122 0307
Samsung	0845 726 7864	Sweex	0844 871 6699
Sony	0870 240 2408	Crumpler	0207 379 53 61
Toshiba	0844 847 8944	Pakuma	0845 148 9231
Vye	0845 603 8128	Swiss Gear	0844 736 5333
DESK TOPS		Freecom	0142 3581 020
Acer	0871 760 1000	Verbatim	0178 4439 781
Apple	0844 209 0611	PRINTERS	
Asus	0870 120 8340	Belkin	0193 335 2000
Fujitsu Siemens	0870 242 7998	Brother	0844 499 9444
Hewlett Packard	0845 161 0030	Canon	0844 369 0100
MSI	0870 820 0009	Dell	0844 444 3600
Net Voyager	0845 108 3030	Hewlett Packard	0845 161 0030
PC ACCESORIES		Kodak	0870 243 0270
Adobe	0207 365 0735	Konica Minolta	0870 600 0359
Belkin	0193 331 2000	Kyocera	0845 456 0456
Buffalo	0845 3511 005	Lexmark	0870 733 7100
3Com	0800 096 3266	Samsung	0845 726 7864
D Link	0871 873 3000	Targus	020 7744 0330
F-secure	0870 240 8321	Xerox	0870 873 3873
Kensington	0207 949 0119	AC Adapters/ PSA parts	0208 544 7317
Kingston	0193 273 8950	Adaptec	0127 6854 544
LG	0870 873 5454		
Linksys	0871 200 0498		
Linux	0800 043 4448		
Liteon	0807 265 2401		

MONITORS			
Acer	0871 760 1000	Iiyama	0844 846 0884
AG Neovo	0871 853 5853	Lenovo	0870 550 0900
Asus	0870 120 8340	LG	0844 847 5454
Belkin	0193 335 2000	Philips	0800 331 6015
Fujitsu Siemens	0870 242 7998	Samsung	0845 726 7864
Hewlett Packard	0845 161 0030	View Sonic	0207 382 8250

## Protecting your Laptop

Once you have set up your new laptop there are a few essential steps you should take to protect your purchase.

1. Download and install all Critical Updates from Microsoft's website. To minimise any risk to your computer, do this before visiting any other sites on the Internet.
2. Check your Anti-Virus software. Most laptops are supplied with no Anti-Virus protection or a short term trial offer. We strongly advise you buy a full 12 month license for virus protection from a trusted manufacturer. We recommend F-Secure Anti-virus as a cost effective solution.
3. Register your new laptop with the manufacturer. This makes obtaining support easier if you experience a problem in the future. Many manufacturers also offer additional support benefits for doing so.
4. Create Recovery Disks If you have not purchased recovery disks with your laptop, we suggest that you create a set so that you can restore your laptop to factory default settings should you ever need to re-install your operating system.

## Common Technical Queries

### How to I connect my notebook to an existing wireless network?

For Windows Vista and Windows 7:

1. Right click the wireless icon located in the bottom right corner of the display.
2. Click 'Connect to a network'.
3. Scroll through the list to find your existing network.
4. Enter your network key and click 'Next'.
5. This should establish a connection.

### I can't find my 14 digit Certificate of Authenticity.

The 14-digit Certificate of Authenticity is located on the Product Key for your operating system and is directly above the 25-digit serial number.

### My Windows Licence sticker looks torn

It has a tamper-proof design which means any attempt at removing it results in damage to the sticker. It may look torn or broken already but that actually prevents it from being removed. On new laptops these stickers can look damaged, however this is perfectly normal.

## **My keyboard produces double quotes when I press the “@” button**

Your keyboard is set to the USA Keyboard Setting. To change to the UK Keyboard Setting  
Vista & Windows 7

1. Click on 'Start' then 'Control Panel'.
2. In the pick a category menu select 'Change Keyboards or other input methods'.
3. In the right hand column click 'Add' follow XP instructions from step 4.

### Microsoft XP

1. Click on 'Start' then 'Control Panel'.
2. In the pick a category menu select 'Date, Time, Language and regional Options'.
3. In the pick a task option select 'Add other languages'.
4. Within the languages tab select the 'Details' button.
5. Select the 'Add' button.
6. Change the input language option to 'English UK' then press 'OK'.
7. Delete the United States keyboard by selecting 'Remove'. This should automatically set the English UK as the default.
8. Explore the other tabs at the top of the window to ensure all other options are set to English UK.
9. Now select 'OK'. If an error message shows saying the keyboard cannot be removed, click OK and it will take affect when you reboot.
10. Reboot to ensure keyboard layout has taken effect.

## **Screen Brightness**

If your screen is dim or off when your notebook is switched on, check that the system hasn't gone into standby. To optimise battery life it is wise to dim the screen brightness as this accounts for a significant percentage of your notebook's overall power requirement. Some models do this automatically when away from the mains power but it may be necessary to do this manually. For most, simply hold the Function Key (FN) in the bottom left of the keyboard whilst pressing the appropriate function key at the top of the keyboard, usually indicated by an outline of a 'sun'. Please refer to the user manual if the key isn't marked.

## **My Hard Drive size appears to be considerably smaller than I ordered:**

It is standard practice for laptop manufacturers to partition the hard drive. For example your system may have a 320GB drive split between the C drive (120GB) and the D drive (200GB). The majority of laptops also have a hidden restore partition which takes between 5 and 10 GB of hard drive space. This enables a full restore back to factory defaults if necessary.

## **Why does 'System Properties' show the CPU is running at a slower speed (MHz) than the laptop specification?**

This applies to AMD processors. The reason why the system properties shows the CPU running at a slower MHz is because of something called "cool & quiet", a setting found in the BIOS. Cool and quiet slows down the processor when it is idle so that the processor runs cooler. It automatically speeds up when needed (e.g. when starting a game)

If the processor does not speed up when starting a programme please contact our customer service team.

## **My LCD display has a bright/dark/coloured dot on the screen - Is it faulty?**

No, the screen on a TFT is made up of thousands of tiny pixels. Occasionally one of these pixels gets "stuck" and will appear on the screen as a BRIGHT, DARK or COLOURED DOT.

This does not mean that the screen is faulty. Most manufacturers issue guidelines for the acceptable number of stuck pixels. We will only accept returns for TFT products with stuck pixels if the number of stuck pixels exceeds the manufacturer's guidelines. Please refer to the individual manufacturer's websites for guidelines.

### **Why does my Memory (RAM) appear to be less than I bought?**

This is normal. Many laptops have integrated graphics chips which share the RAM. For example, if you have 1024MB of RAM on your laptop and the graphics chip uses 256MB, then your laptop will show only 768MB. If you have purchased a laptop with 4GB of RAM and a 32bit Operating System (e.g. Windows XP or Vista 32-bit), then your system will report between 3.2 and 3.6GB of Memory in system properties. This is a limitation of the Operating System and completely normal.

### **Where can I find bundled software such as DVD software and Norton Anti Virus?**

Software packages not pre-installed can be found on the included CD/DVD media or can be downloaded from the manufacturer's website.

### **Can I upgrade the memory on my Laptop?**

Yes. Most laptops can have their memory upgraded – please call our sales team to discuss your requirements. We can ship the memory upgrade to your or arrange for one of our technicians to carry out the installation in-house.

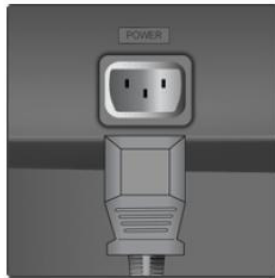
### **Why is the seal on my laptop broken?**

In our technical department we randomly check laptops for quality control reasons. We can assure you this will be a brand new unit.

### **I haven't received a user manual with my laptop. Can you send me one?**

Most laptops are only supplied with a quick start guide. To view or download the full user manual please visit the manufacturers website.

### **Here are some common inputs you will see on the back of your monitor.**



**Power Cable**



**DVI Input**



**RGB Input**

### **I have started up my printer but it is already saying my ink/toner is running low.**

Printers ship with approximately 40% full ink/toner as standard.

**\*\*If you purchase another set of ink for your printer within 7 days of purchasing it we will give you free delivery for the Ink\*\***

**If you are still having problems or for details of our returns procedure please refer to page 14**



# TVs

## Technical Support & Warranty Information

If you experience a hardware problem we recommend you contact the manufacturer directly to obtain support and fault diagnosis. Contact details can be found below.

For the most up to date information check the FAQ section of our website

BRACKETS		STANDS	
Alphason	0845 130 6686	Alphason	0845 130 6686
AVF	0195 267 0009	LG	0844 847 5454
Gear 4	0149 443 5530	Panasonic	0844 844 3852
Raw International	0208 342 3262	Raw International	0208 342 3262
Samsung	0845 726 7864	Vogels	0330 202 0980
Vogel	0330 202 0980	LCD	
CABLES		LG	0844 847 5454
Alphason	0845 130 6686	Panasonic	0844 844 3852
Bandridge	0192 320 5605	Philips	0800 331 6015
Cables To Go	0800 328 2916	Samsung	0845 726 7864
LG	0844 847 5454	Sharp	08705 274 277
Panasonic	0844 844 3852	Sony	0845 6000 124
QED	0127 950 1111	Toshiba	0844 847 8944
HOME CINEMA		PLASMA	
LG	0844 847 5454	LG	0844 847 5454
Panasonic	0844 844 3852	Panasonic	0844 844 3852
Samsung	0845 726 7864	Samsung	0845 726 7864
Sony	0845 600 0124	PVR - FREESAT	
INSTALLATION		Apple	0844 209 0611
Euro Aerials	0142 356 0022	UNIVERSAL REMOTE	
Martin Dawes	0192 555 5000	Logitech	0175 387 0900

## Common Technical Queries

### **Can my TV be wall mounted?**

Nearly all TVs can be wall mounted, with the exception of some smaller TVs. Before trying to mount large TVs, make sure your wall can take the load. It is worthwhile getting a builder to check first, especially if you are thinking of mounting a TV on to a stud wall. For advice on choosing a suitable wall mount please contact our Sales Team on **0844 412 4600**.

### **I can't get all the channels I should.**

All new TVs have both analogue & digital tuners installed. Some tuners do not automatically tune in. You may have to do this individually with each tuner via the menu options.

If having tuned in the digital tuner you are still experiencing problems (either receiving only a few Freeview channels or none at all) it would be advisable to get your aerial checked out as it may need upgrading to receive digital TV correctly. It is also worth checking the Freeview coverage in your area which you can do at [www.freeview.co.uk](http://www.freeview.co.uk).

### **My TV flickers when watching 1080p (full HD) devices such as a Blu-Ray player.**

If your TV is HD ready (720p) rather than Full HD (1080p) you will need to set the device to output at 720p/1080i, this should resolve the problem.

### **My TV picture when watching SKY is not as good as I had hoped.**

Connect your TV to the SKY box with a full 21pin SCART cable. Set the output mode of your SKY box to "RGB" (under "Picture Settings"). This will improve the picture quality if you have previously had the box set to "PAL" mode. If you have SKY HD use an HDMI cable and the box will auto configure the output to the correct format.

### **The light on my TV stays on all the time even when turned off, does this use power?**

Most TVs now use less than 1w per hour in standby mode. If your set does not have a separate power switch you may need to switch the power off at the socket to eliminate power usage entirely.

### **I cannot find the code for my SKY remote to get it to control my TV.**

Use the interactive guide on your SKY box to find out how to set up your remote so you can control the basic TV functions with it.

### **I have not received the paperwork for my Extended Warranty.**

It can take up to 30 days after delivery of your order for the policy to arrive as this has to be issued by the insurers.

**If you are still having problems or for details of our returns procedure please refer to page 14**

# Consumer Electronics

## Technical Support & Warranty Information

If you experience a hardware problem we recommend you contact the manufacturer directly to obtain support and fault diagnosis. These contact details can be found below.

For the most up to date information check the FAQ section of our website

CAMCORDERS		DIGITAL PHOTO FRAMES	
Fuji	0844 553 2323	Hewlett Packard	0845 161 0030
Kodak	0855 599 501	Sony	0870 511 1999
Panasonic	0844 844 3852	Toshiba	0844 856 0730
Samsung	0845 726 7864	HI-FI	
Sanyo	0192 324 6363	Panasonic	0844 844 3852
Sony	0870 5111 999	Philips	0800 331 6015
Toshiba	0844 856 0730	Samsung	0845 726 7864
CAMERAS		MP3 ACCESSORIES	
Fujifilm	0844 553 2323	Apple	0844 209 0611
Kodak	0855 599 501	Belkin	0193 335 2000
Nikon	0330 123 0932	Gear 4	0149 443 5530
Olympus	0800 671 08300	Logitech	0203 024 8159
Panasonic	0844 844 3852	Panasonic	0844 844 3852
Pentax	0178 275 3350	Targus	0207 744 0330
Samsung	0845 726 7864	DOCK	
Sony	0870 511 1999	Logic3	0192 347 1000
MEMORY CARDS		Panasonic	0844 844 3852
Panasonic	0844 844 3852	Philips	0800 331 6015
San Disk	0207 365 4193	Sony.	0870 511 1999
Sony	0870 511 1999	PLAYERS	
Verbatim	0178 443 9781	Apple	0844 209 0611
DAB RADIO		Archos	0238 083 9259
Revo	0155 566 6161	Sony	0870 511 1999
		SAT NAV	
		Tom Tom	0845 161 0009

**If you are still having problems or for details of our returns procedure please refer to page 14**

# Air Conditioning & Dehumidifiers

## Technical Support & Warranty Information

If you experience a hardware problem please contact our technical support number **0871 971 0079**  
For details of our returns procedure please refer to page 14.

## Common Technical Queries

**TOP TIP – most of the Air conditioning units vent moisture out of the hose along with the hot air and therefore do not need to be emptied.**

### **The hose is too short, can I extend it?**

No, they are designed to be a certain length. Extending it will cause excess heat to back up in the unit, impairing its efficiency.

### **If I put the hose out of a window or door then I won't be able to close it. Will this affect performance?**

No, some fresh air is a good idea as Air Conditioners just filter and cool the air, meaning some rooms may become oxygen deprived.

### **Will the Air Conditioner work as a dehumidifier as well without cooling?**

Yes, although you will still have to set the temperature. Most units have a range from 18-30 degrees C.

### **I can't find some of the accessories.**

Check the condenser tray as they are often stored here for transport.

## Technical Support & Warranty Information

If you experience a hardware problem please contact our technical support number **0844 412 4999**

GEOVISION 0906 950 0915 (state that you are an IViewCameras customer)

ZEDCAM 0845 017 5193 (state that you are an IViewCameras customer)

For details of our returns procedure please refer to page 14.

### **My IR Camera does not show anything in the dark.**

Check the power adapter. 90% of faults are due to the wrong power adaptor being used.

- For Cameras that are not IR order 500mA.
- For IR Cameras order 1.25/1 Amp.
- For Large Cameras order 2.5 amps.

Other reasons for this fault:

- The power supply is old and needs replacing. Older power supplies may no longer have sufficient power to support the LEDS current draw.
- The sensor that switches between day and night visions on the front may be covered with dirt.
- The sensor may be faulty.
- If the RG59 cable is greater than 40 metres in length the camera will require a higher rated power supply. For example; if you are currently using a 1.5 amp supply you need to use a 2 amp supply.

### **The DVR reboots randomly, showing a "NO HDD" message on the top right of the screen.**

In 90% of cases this is due to a hard drive fault. Make sure the hard drive is connected properly. If you have a spare hard drive try swapping the hard drive. In the case of a faulty hard drive or DVR unit please follow the returns procedure.

### **There is no display on the monitor.**

This may be because the system has not been correctly set up. Make sure that the BNC to VGA convertor is connected properly with the monitor and the monitor has power. See below for a full CCTV setup.

### **I have 16 cameras but my monitor is only displaying 4.**

The view mode needs to be changed on the DVR by pressing (- / Button).

### **I wish to back up my DVR on disc but when I attempt this the DVR does not recognise the disc.**

Check the type of CD/ DVD you are using. All our DVRs only support CD-R/ DVD-R format.

### **One of my cameras is not working.**

Try swapping the BNC Cable, the power supply and the DVR input port of a working camera to identify the fault.

# Appliances

## Technical Support & Warranty Information

All Appliances come with a “direct to manufacturer” warranty. Technical support is provided by the manufacturer. In order to get the quickest resolution to any technical issue with your product we recommend you contact the relevant manufacturer support number. Manufacturers have dedicated and experienced support teams who are familiar with their specific products and are best placed to help you if you have a problem. This does not affect your statutory rights.

For the most up to date information check the FAQ section of our website

ALL APPLIANCE CATEGORIES			
Admiral (Maytag)	0844 499 0101	Franke	0178 259 9258
AEG	0844 561 0561	Gorenje	0208 247 3980
Amana (Maytag)	0844 499 0101	Hotpoint	0844 824 1999
BAUMATIC	0118 933 69 00	Hoover	0120 455 6113
Beko	0845 600 4904	Indesit	0870 906 0 060
Belling	0871 222 2502	Leisure	0845 600 4916
Bosch	0870 567 8910	Liebherr	0844 4122 655
Britannia	0125 347 1111	LG	0870 873 5454
Candy	0120 455 6113	Miele	0845 330 2660
Cannon	0844 824 1999	Maytag	0844 499 0101
CDA	0194 986 2012	Neff	0870 567 8910
Creda	0844 824 1999	Rangemaster	0115 946 4000
De Dietrich	0125 630 8067	Rosieres (Hoover Candy)	0120 455 6113
Elica	0125 235 1111	Samsung	0193 245 5000
Electrolux	0870 582 2886	Smeg	0870 444 7083
Fagor	0870 060 3230	Stoves	0871 222 2502
Falcon	0870 755 6490	Siemens	0870 567 8910
Fisher & Paykel	0845 600 1934	Zanussi	0870 582 2886

## Common Technical Queries

### **My appliance does not seem to be working correctly, what should I do?**

Please refer to the user manual to check that you are attempting to operate your appliance correctly. Many appliances have initial setup steps that must be carried out prior to their first use. The user manual will more than likely have appliance specific troubleshooting tips that will assist you in solving the majority of problems without the need for external assistance.

If having followed these instructions correctly you are still experiencing difficulties the best course of action would be to call the manufacturer support line that is provided with your appliance. They will guide you through the problem over the phone or arrange for an engineer to come out under warranty. In the event that you cannot find this number we have included a list of manufacturer support numbers within this booklet.

### **I don't seem to be able to get my appliance clean.**

Different surfaces need to be cleaned in different ways. Some surfaces may need specific cleaning materials. Usually these are recommended by the manufacturer.

### **I have purchased a frost-free freezer but it seems to be frosting up. What should I do?**

This may be due to overcrowding of the area surrounding the internal fan or where packaging is touching the freezer walls. Try to take some items out to maximise the air flow as this is the means by which the frost free feature works. If this does not work please refer to the manufacturer under the terms of your warranty.

### **My dishwasher / washer is leaking.**

Firstly check the water connection pipes – these appliances are fitted with an anti leak protector, the connection may not be tightened enough. Once you have eliminated this as a cause then please contact the manufacturer who will be able to assist.

### **My appliance has turned up white or blue – this is not the colour I ordered.**

Firstly check this is not a protective covering, some items are covered in a blue or white plastic film to protect the unit from damage during transit. If this is the case you will be able to peel away this cover. If, after checking this, you have received the wrong colour unit then please contact our Customer Service team by emessage

### **I seem to have something missing from my appliance. i.e. tray, shelf**

Please contact the manufacturers or our Customer Services Team within 7 days of delivery for this to be rectified.

### **I have not registered my warranty, does this affect me?**

All warranty's need to be registered by the customer within 28 days of delivery – If this is not done then it may cause delays in the manufacturer's ability to resolve any warranty issues should they arise.

### **If you are still having problems or for details of our returns procedure please refer to page 14.**

# Returns Procedure

## Unwanted Returns

To return an unwanted item it is not necessary to call our Customer Service line to return the product

- We will accept all\* unwanted returns within a 7 day period of the product being delivered to you. All you need to do is complete the online return form at [www.buyitdirect.co.uk/returns](http://www.buyitdirect.co.uk/returns) Once the return has been authorised, we will e-mail you instructions on what to do next.
- Once we receive your form we will send you a 'RMA' number which you will need to attach to the outside of the packaging. We then ask you to send your unwanted product back to us.
- We strongly recommend that you return your products by registered post or courier and obtain sufficient insurance to cover the value of the product should it go missing in transit. Buy It Direct are not liable for any return shipping costs for unwanted items.
- All unwanted returns must be in pristine condition with seals unbroken or the return may be rejected.

\*Not applicable to Business customers, purchases made at the Sales Counter or insurance replacements.

## Faulty Goods

- If you suspect a fault with your product please call the manufacturer's technical helpline (Numbers all provided on earlier pages in the booklet). This initial call may enable them to resolve the fault and save you time by preventing an unnecessary return.
- If the fault is confirmed and your product is less than 28 days old, we will replace the item for you. Please fill in an online return form at [www.buyitdirect.co.uk/returns](http://www.buyitdirect.co.uk/returns). Once the return has been authorised, we will send you an e-mail with instructions on what to do next.
- If the fault is over 28 days old, the product will be covered by the manufacturer's guarantee\*. Please call them to arrange a speedy collection and repair of your unit. In most instances, manufacturer repairs can take up to 28 day depending on the complexity of the problem. The warranty period depends on the manufacturer and commences from the date of delivery.

The above does not affect your statutory rights.\*the guarantee excludes faults caused by misuse, neglect or accidental damage , or software. batteries and other perishable / consumable items are also excluded.

Full terms and conditions of our Returns Policies are available on our website at [www.buyitdirect.co.uk/content/customerservice](http://www.buyitdirect.co.uk/content/customerservice)



# Contact Details

The easiest way to contact us is via our online e-messaging system. Queries posted on this system link directly into our customer service database and are queued to be answered in order of receipt by our customer services team.

You can use the e-messaging service by visiting: [www.buyitdirect.co.uk/emessages](http://www.buyitdirect.co.uk/emessages).

For other enquiries please use one of the numbers below:

<b>Sales and Pre-Sales</b>	<b>0844 412 4508</b>
<b>Payment Issues / Accounts</b>	<b>0871 750 2960</b>
<b>Schools and Colleges</b>	<b>0844 412 4552</b>
<b>Corporate Trade</b>	<b>0844 412 4513</b>
<b>Sales Fax</b>	<b>0844 412 4567</b>







## Cover your laptop or TV from just 7p a day...

A new laptop or TV is a significant investment. Make sure you're protected with one of our comprehensive Extended Warranties which provide additional protection when your manufacturer's warranty expires.

From as little as £49.97 you can ensure you are fully protected against electronic or mechanical failure.

In the event of a fault we will arrange a repair, and if your purchase can't be repaired we'll provide a replacement.

Our Insurance products cover you for accidental damage, theft and fire. This service is completely independent of your home insurance so there's no excess to pay and if you claim it won't affect your premium.

Our Warranties & Insurance are underwritten by Fortis, one of the UK's leading insurance providers. Fortis have over a decade of insurance experience, and have been nationally recognised as General Insurer of the Year at the British Insurance Awards.

We're committed to delivering you total peace of mind for the best possible price.

For more information please call our sales staff on 0844 893 7998 or visit [www.buyitdirect.co.uk/serviceplans](http://www.buyitdirect.co.uk/serviceplans)

**0844 893 7998**

[www.buyitdirect.co.uk/serviceplans](http://www.buyitdirect.co.uk/serviceplans)