



Free 5 Year Warranty

Promotion is valid for purchases made between
26th December 2008 - 30th June 2009.

Available for models:

WF8702RSW, WF8702RSS, WF8704RSW, WF8704RSS,
WF8802RPA, WF8802RPZ, WF8804RPA and WF8804RPZ.



Terms and Conditions

Details of Cover	Free 5 Year Warranty Promotion	
Company Name	Samsung Electronics (UK) Limited	Domestic & General
Product Name	Manufacturer Warranty	Breakdown Insurance
Product Type	Manufacturer Guarantee	Extended Warranty
Insured Product?	No	Yes
Product Provider/Underwriter	Samsung Electronics (UK) Limited	Domestic & General Insurance PLC
Cover Period	Years 1-2	Years 3-5
Duration of Cover		
Commence from date of purchase for 24 months (2 years)	✓	✓
Commence at the expiry of Manufacturer 24 months (2 years)	✓	✓
Guarantee for 36 months (3 years) at expiry of manufacturer's guarantee	✓	✓
Significant Features & Benefits Breakdown Cover (Parts & Labour)	✓	✓
Significant Exclusions and Limitations	See Terms & Conditions	See Terms & Conditions
Conditions		
Promotional 5 year Cover - applies to appliances registered within 28 days of purchase only	✓	✓
Age of Appliance - Offer applies to new appliances only	✓	✓
Product Replacement	✓	✓
Statement of Price (Purchase Costs)	Free	Free
Cancellation & Termination	See Terms & Conditions	See Terms & Conditions
How to arrange a repair	See Terms & Conditions	See Terms & Conditions
How to contact us or complain	See Terms & Conditions	See Terms & Conditions
Financial Ombudsman Service	✓	✓
Financial Services Compensation Scheme	✓	See Terms & Conditions

Samsung Electronics (UK) Limited: Terms and Conditions (Years 1 & 2)

The warranty applies from the date of purchase by the first customer and is transferable only between end-users. This warranty does not affect your statutory rights as a consumer in any way.

What is not covered by your Warranty?

The Samsung warranty covers manufacturing defects only. Please note that this does not include consumable items such as batteries, bulbs, ink cartridges etc. The liability of Samsung Electronics (or its appointed maintenance agent) is limited to the cost of repair and/or replacement of the product under warranty. The warranty is invalidated if the defect is caused (howsoever) by misuse, neglect, and tampering or incorrect adjustment. It is invalidated if unauthorised persons carry out any alterations or repairs. Also, the warranty is invalidated in the following cases.

For the repair of a domestic product used in a commercial environment

For repair due to incorrect installation in your home

For repair to any unit where the serial number has been removed

Where any ancillary equipment not furnished or recommended by Samsung causes problems or damage that is attached to or used in connection with the product.

What do I do if I need a service?

In the event that you should require service assistance, please contact the Samsung Customer Care Team on 0845 SAMSUNG (7267864). Please have your full Samsung Model number and serial number, date and place of purchase and a brief description of the fault/query ready when contacting our service team.

Domestic & General: Terms and Conditions (Years 3,4 & 5)

Promotion only available on the following models:

- WF8702RSW
- WF8802RPA
- WF8702RSS
- WF8802RPZ
- WF8704RSW
- WF8804RPA
- WF8704RSS
- WF8804RPZ

Significant features and benefits explained

Breakdown: the cost of repair to the equipment following a mechanical or electrical fault which stops the equipment working properly.

1. Terms of replacement

We will always, subject to the full terms, conditions and exclusions of your plan, repair your equipment unless:

- a) we cannot repair it; or
- b) we cannot obtain the spare parts to repair it; or
- c) if it is under 5 years old and we can replace it for less than the cost of the repair.

We will only replace your equipment if we have agreed to do so before a repair is carried out. When we have replaced your equipment, your plan will end immediately and there will be no refund of the fee you have paid.

When we have replaced your equipment you may dispose of the original equipment if it is in your possession.

If we do not repair your equipment we will replace it with equipment of the same or similar make and specification. You must also pay us for our supplier's delivery and/or installation charges and any outstanding fee instalments.

If we cannot reasonably arrange a replacement we will pay you a contribution towards the cost of the new equipment, usually this will be vouchers redeemable from a retailer chosen by us. We will base this contribution on the price we would normally obtain directly from our chosen supplier.

We will not be responsible for any costs that you may incur to dispose of your original equipment.

2. What is not included in your plan

- a) Costs provided by any manufacturers, suppliers or repairer's guarantee or warranty.
- b) The equipment being recalled by the manufacturer.
- c) The cost of modifying the equipment.
- d) Claims arising from your failure to follow the manufacturer's instructions.
- e) Claims arising from using your equipment in a non-domestic or commercial environment unless we agree to the use in writing beforehand.
- f) Accidental damage, theft, attempted theft, malicious damage or damage caused by fire or explosion.
- g) Claims arising from floods, lightning, storms, frost or other bad weather conditions.
- h) Claims arising from any problem with the supply of electricity, gas or water.
- i) Costs if no fault is found with your equipment.
- j) Routine maintenance, cleaning and servicing.
- k) Labour charges for work outside our repairer's normal working hours which are Monday - Friday 9am to 5pm.
- l) Repairs carried out outside the United Kingdom, unless we agree otherwise in writing.
- m) Costs arising from not being able to use your equipment or from damage caused when the equipment breaks down, including any costs to remove or reinstate built-in or fitted equipment.
- n) Cosmetic damage such as damage to paintwork or dents or scratches to the equipment.
- o) The cost of replacing any item or accessory that is intended to be replaceable. These include: fuses, batteries, light bulbs, fluorescent tubes and related starters, filters, attachments, cables, plugs, light covers or rain covers.
- p) Costs due to rust, corrosion or water damage.
- q) Any cost arising from the change from analogue to digital broadcasting including the termination of analogue transmission of any type.
- r) Delivery and installation charges if a replacement takes place as detailed in 'Terms of replacement'.

3. How to arrange a repair

You can find details of how to arrange your repair in section 7 of your plan document. If you need to contact us before this arrives, call us on 08444 810 100.

You must use our approved repairer who will normally send the repair bill to us so that you have no repair bill to pay. In the unlikely event that we advise you to pay the repairer yourself, we will tell you how to claim.

4. How to contact us or complain

- Call our Customer Service Department on 08444 810 100.

- Write to the Customer Care Manager at Domestic & General Insurance PLC, Leicester House, 17 Leicester Street, Bedworth, Warwickshire, CV12 8JP.

- Email us by clicking on 'contact us' on our website (www.domgen.com)

We want you to contact us so that we know what you think of us and the services we provide. We hope that you are satisfied with our response to your enquiry. If you are not satisfied, you can ask for your case to be reviewed by us and a final decision made on behalf of the Managing Director. If you are still not satisfied you can ask the Financial Ombudsman Service to review your case. They can be contacted at: South Quay Plaza, 183 Marsh Wall London E14 9SR Email:enquiries@financial-ombudsman.org.uk

5. Fraud

This plan will not be valid if any information you give us is false or exaggerated.

6. Governing law and your statutory rights

Purchasing this plan does not affect your statutory rights. The information provided, including the terms and conditions have been provided in English. We will communicate in English, and English Law will apply to all our insurance contracts unless we agree otherwise with you.

7. Rights of third parties

This plan is for the benefit of you and anyone else we have agreed with you. No benefits will be given to anyone else.

8. Transferring your plan

You can transfer your plan to a new owner of the equipment as long as you give us written details of the new owner. Your plan cannot be transferred to any other equipment.

9. Phoning us

We may record your phone calls with our representatives to monitor and improve the quality of the service we provide.

10. Other plans or insurance

If, when you require breakdown protection, there is any other service agreement or an insurance policy under which you are entitled to claim, we will only pay an appropriate proportion.

11. The Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation under the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Our obligations to you are covered for 100% of the first £2,000 and 90% of the remainder of the claim without any upper limit. Further information about compensation scheme arrangements is available from the FSCS at www.fscs.org.uk or calling them on 020 7892 7300.

OTHER IMPORTANT PRE-CONTRACT INFORMATION

Further information about us and our regulator

Domestic & General Insurance PLC (company registration number 485850), whose office address is Swan Court, 11 Worple Road, Wimbledon SW19 4JS, is authorised and regulated by the Financial Services Authority (FSA registration number 202111). Our address and details of our authorisation can be checked on the FSA web site (www.fsa.gov.uk/register) or contacting the FSA on 0845 606 1234.

Our product and our service

Domestic & General Insurance PLC only offers its own insurance products, which meet the demands and needs of those who wish to ensure that their domestic electrical appliance is protected against the costs of repair or replacement in the event of a breakdown. We are providing you with information about the details of our product and its terms. You will not receive advice from us on whether it is suitable for your needs - you should make your own choice whether it is suitable.

Important Data Protection Information

Your details will be held and used by Domestic & General Services Limited, Domestic & General Insurance PLC, Samsung Electronics (UK) Limited and selected companies acting on our behalf to administer your plan. We may pass your data to any relevant regulator or dispute resolution provider. We may also use your data for training and testing purposes. Unless you have already notified us that you do not wish your details to be used for other purposes, your details may also be used by us or carefully selected third parties for other marketing purposes. We may disclose your information to our service providers and agents for these purposes. We and the third parties may contact you by mail, telephone or email. If you do not want your data to be used for other purposes and you have not already notified us please write to the Data Protection Officer at: Domestic & General, Freepost CV2560 BEDWORTH, Warwickshire CV12 8BR.

To help keep your details accurate we may use information we receive from our partners. You can ask for a copy of your details (for a small fee) and to correct any inaccuracies. To improve our service we may monitor or record our communications with you.

DG01978/1208

TO REGISTER YOUR GUARANTEE PLEASE COMPLETE ALL SECTIONS IN BLOCK CAPITALS

Return this form in an envelope to: Samsung 5 Year Free Promotion, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP

CUSTOMER DETAILS

Mr/Mrs/Ms/Miss First Name

Surname

Telephone (Please include your STD code) Date of Birth (Optional)

Email Address

House Number

Postcode (it is essential to fill in your postcode)

PRODUCT DETAILS

Description

Serial No:

Purchase Date Purchase Price (to nearest £)

Model No:

WF8702RSW WF8704RSW WF8802RPA WF8804RPA

WF8702RSS WF8704RSS WF8802RPZ WF8804RPZ

Important Data Protection Information

Domestic & General Services Limited and Domestic & General Insurance PLC are members of the Domestic & General Group. We (or our agents) and Samsung Electronics (UK) Limited will use your personal details and information we obtain from other sources for customer services and administration, for marketing and to analyse your purchasing preferences. We may keep your information for a reasonable period for these purposes. We or our business partners may contact you by mail, telephone, e-mail or other electronic messaging services with offers of goods and services or information that may be of interest to you. By providing us with your telephone number or email address you consent to being contacted by these methods. If you do not wish to receive marketing information by these methods from Samsung Electronics (UK) Limited and Domestic & General tick this box or our other business partners tick this box.

FOR OFFICE USE: Agent Number: 7 0 6 6 0 1 Branch Number: