

Looking for additional peace of mind?

You can buy a John Lewis Home Appliance Service Plan or a John Lewis Technology Protection Plan to include potential repair costs that occur once the guarantee has expired.

Additionally, for technology and small electrical products, the John Lewis Technology Protection Plan provides accidental damage repairs from day one, which is especially useful for those products you take out and about, such as cameras, laptops and tablets.

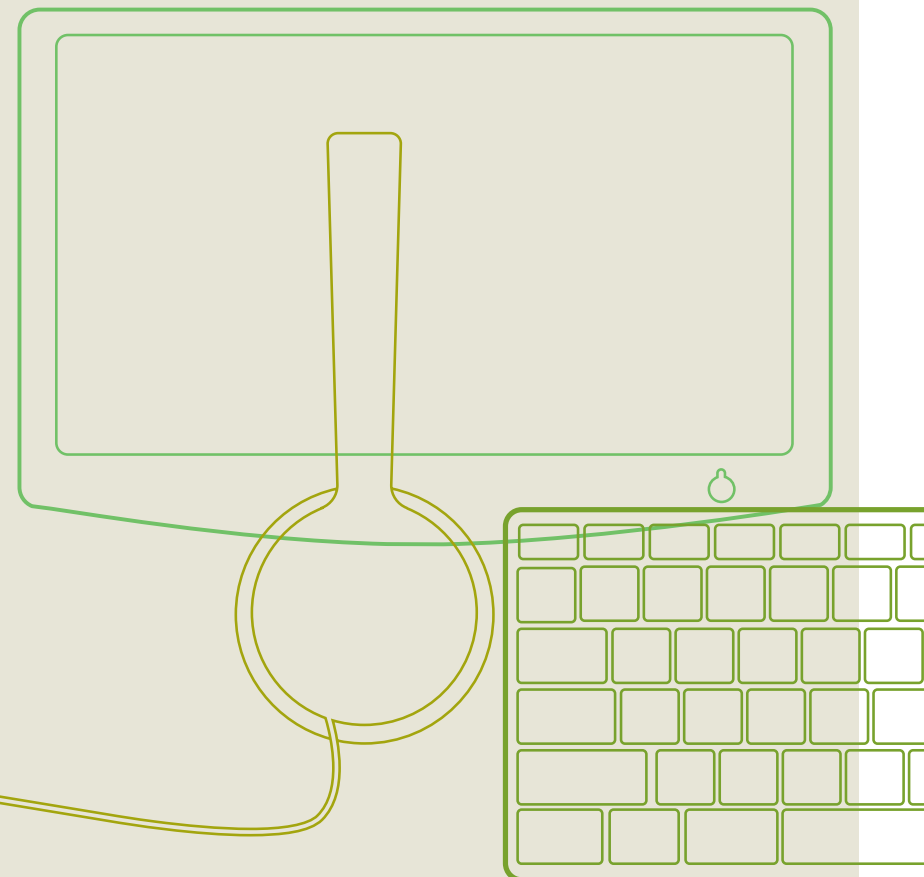
You can buy a Plan from us when you purchase your item, or if you prefer you can wait and buy it within 30 days. To find out more, please visit your local store and pick up the relevant Plan leaflet or talk to one of our Partners. You'll also find more information at johnlewis.com/serviceplan or by calling us on 0844 871 7771.

If you need this literature in an alternative format, please ask us.

You can find this information and lots more online at johnlewis.com

Guarantees you can trust

Making sure your new purchase is perfectly covered.



John Lewis department stores SD71098 / 10.13



John Lewis
in store | online | mobile

MINIMUM
2-YEAR
GUARANTEE
INCLUDED

When you invest in an expensive item, you'll want to know that it's covered by a reliable guarantee in the unlikely event that something goes wrong with it. At John Lewis we want you to enjoy your purchase with no worries and the minimum of hassle. That's why for many of the products we sell, we include guarantees at no extra cost. You also have the option to purchase a John Lewis Plan which will bring you even greater peace of mind.

How long are our guarantees?

All our guarantees are included at no extra cost, and the length of guarantee depends on the type of product:

- Televisions – 5 years
- John Lewis home appliances* – 3 years
- All other electricals and electrical lighting – 2 years

What does the guarantee cover?

Our guarantees provide full cover against mechanical breakdown through normal use. This means that if your item develops a fault during the guarantee period we'll, depending on the product, either arrange for it to be repaired free of charge, including all parts and labour, supply spare parts or replace it. Except for electrical lighting products, your guarantee is transferable with ownership, so if you give or sell the item to someone during the guarantee period, it's still covered.

How does it work?

If during the guarantee period your purchase develops a fault that needs to be repaired, please contact your local John Lewis shop and talk to one of our Partners.

You'll need to provide us with details of your item, including the model number and date of purchase. You'll find all of this information on the original receipt – this acts as your guarantee, so please make sure you keep it safe.

If we can't repair your item, we'll replace it with an item of equivalent specification (or, if you have an electrical lighting product that develops a fault, we may supply spare parts instead). Regardless of the product, if no equivalent product is available we'll discuss an alternative settlement with you, and we'll always do our best to make sure that you're satisfied with the outcome.

What's not included

There are some specific exclusions from our guarantees, as follows:

- Repair costs caused by external factors such as computer viruses, faulty software, fire, theft, and weather (including lightning damage)
- Accidental damage, for example if your item has been dropped. You may find that this type of damage is covered by your household contents insurance policy

- Image ghosting or screen burn. These can appear on a screen that's left operating for a prolonged period with either a still image or a channel constantly displaying a logo
- Pixel spots. These are tiny dark or bright spots that may become visible on a screen
- Digital television picture affected by any of the following: misaligned or unsuitable material, climatic conditions, geographic location, poor quality or low strength broadcast signal
- Consumables such as batteries, ink cartridges, storage media, rear projection television bulbs, fuses, light bulbs, etc
- Battery operated toys, solar powered lighting, nursery lighting and Christmas lighting
- If the product has been used commercially or for business purposes (with the exception of computers)
- Data loss
- Cosmetic items such as cabinet trim, scratches, dents, corrosion or colour where the function of the product is unaffected
- Unblocking drainage channels in refrigeration equipment
- Frozen food loss as a result of the product breaking down
- Any loss suffered as a result of not being able to use the product, or any loss over and above the purchase price of the original item
- Servicing, inspecting or cleaning of the insured product; and failure to follow the manufacturer's instructions and/or installation guidelines
- Deliberate damage or neglect of the product
- Please note that our guarantees provide services for goods bought and used in the UK, the Isle of Man and the Channel Islands only

*Includes the following ranges of John Lewis own-brand products: washing machines, tumble dryers, washer dryers, dishwashers, fridges, freezers, fridge freezers and cookers (excluding microwaves).