

Further Relevant Information

When can I purchase an extended warranty from Appliance City?

You can purchase an extended warranty at the same time or within 30 days from the date you purchase your appliance.

Can I purchase an extended warranty from elsewhere?

Extended warranties are available from insurance companies, retailers and other providers. Protection may also be available from for limited period from credit card providers and banks. Warranties purchased elsewhere may not provide the same level of protection as those purchased from Appliance City.

Can I claim under my home contents insurance?

Your household insurance may protect you for accidental damage, fire damage or theft but not normally for breakdown of your product. Claims under your house hold insurance may be subject to an excess payment and may impact your renewal cost for the following year. Please check you're your household insurance provider for full details.

Can I cancel my extended warranty purchased from Appliance City?

Yes, please return the certificate to the administrator within 45 days of purchase and they will arrange a full refund subject to no repairs or replacements being recorded.

You may cancel your extended warranty at any time after 45 days. Where you cancel after this period you will be provided with a refund subject to no repairs and replacements being recorded. The refund will be calculated pro rata to the number od days remaining of your extended warranty.

Is my product protected by the Consumer Rights Act?

All products you buy are protected by the Consumer Rights Act 2015. If the product is not of satisfactory quality, fit for purpose or as described then you may make a claim under the consumer rights act against the retailer – the company that sold you the product – not the manufacturer. You have the right to request a repair or a replacement for up to 6 years (5 in Scotland). However, after the first 6 months the burden is on you to prove that the product was faulty at the time of delivery.

When will my extended warranty end?

The expiry date of your extended warranty purchased from Appliance City is shown on your warranty certificate. If your product is replaced under your extended warranty the extended warranty will end.

Who is the provider of the extended warranty?

The extended warranty is provided and administered by UK Warranty Limited, Pacifica House, The Venter Building, Houghton le Spring, Durham, DH4 5RA.