



Domestic Appliance Repair Terms and Conditions

Effective Date: 1st July 2026

These Domestic Appliance Repair Terms and Conditions ("Terms") set out the agreement between you and Repair & Maintain for the provision of our domestic appliance repair services.

Please read these Terms carefully before booking a repair. By placing a booking with us, you confirm that you have read, understood and accepted these Terms.

Nothing in these Terms affects your statutory rights under applicable consumer protection legislation.

1. About Us

1.1 Who We Are

Repair & Maintain is a trading name of Spring Plans Limited, a company registered in England and Wales under company number 09383903.

Our registered office is:

Spring Plans Limited
7 Pine Court
36 Gervis Road
Bournemouth
BH1 3DH

Throughout these Terms, references to "Repair & Maintain", "we", "our" or "us" mean Spring Plans Limited trading as Repair & Maintain.

1.2 How to Contact Us

If you need to contact us regarding your repair or these Terms, you can do so using the following methods:

Telephone: 0800 088 2875

Email: help@repairandmaintain.co.uk

Our customer service team is available Monday to Friday, 9:00am to 5:30pm, excluding public holidays.

1.3 How We Contact You

We may contact you by:

- telephone;
- email;
- SMS (text message); or

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- post,

using the contact details you provided when making your booking.

You are responsible for ensuring that your contact details remain accurate and up to date throughout the repair process. We will not be responsible for delays or additional costs resulting from incorrect or outdated contact information.

2. Definitions

For the purposes of these Terms, the following definitions apply.

Appliance

The domestic appliance identified in your booking and accepted by us for repair.

Booking

Your request for us to provide domestic appliance repair services.

Beyond Economical Repair (BER)

A determination made by our engineer or technical team, acting reasonably, that the appliance cannot be repaired because:

- replacement parts are obsolete or unavailable;
 - the repair is not commercially viable;
 - the repair cost would be disproportionate to the value of the appliance;
 - the appliance cannot be repaired safely; or
 - the overall condition of the appliance makes a successful repair impractical.
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Diagnostic and Call-out Charge

A charge of £59.00 (including VAT) deducted from any applicable refund where we have attended or diagnosed the appliance but are unable to complete the repair in accordance with these Terms.

This charge contributes towards the cost of:

- arranging your repair;
- engineer attendance;
- fault diagnosis;

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- technical assessment; and
 - administration associated with your repair.
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Engineer

A suitably qualified engineer employed by, contracted to, or authorised by Repair & Maintain to inspect, diagnose and repair your appliance.

Repair Allowance

The maximum value of labour and replacement parts included within your agreed repair price.

Unless otherwise confirmed in writing, the Repair Allowance is £215.00 (including VAT).

Where the estimated cost of repair exceeds the Repair Allowance, we will contact you before carrying out any additional work.

Repair Contract

The legally binding contract formed between you and us when we accept your Booking.

Repair Service

The domestic appliance repair service provided by Repair & Maintain under these Terms.

We, Us or Our

Spring Plans Limited trading as Repair & Maintain.

You or Your

The individual or legal entity purchasing the Repair Service from us.

Missed Appointment Charge

A charge of £59.00 (including VAT) payable where an engineer is unable to carry out the Repair Service because the appointment cannot proceed due to circumstances within your control, including failure to provide access or failure to attend the agreed appointment.

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2.1 Interpretation

Unless the context requires otherwise:

- references to legislation include any amendments, re-enactments or replacements of that legislation;
 - words importing the singular include the plural and vice versa;
 - headings are included for convenience only and do not affect the interpretation of these Terms; and
 - references to a person include an individual, partnership, company or other legal entity.
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3. Our Domestic Appliance Repair Service

3.1 Our Service

We provide fixed-price domestic appliance repairs for eligible household appliances located at residential properties within our service areas.

Our Repair Service is designed to diagnose and, where possible, repair the fault reported at the time of booking, subject to these Terms and Conditions.

Our Repair Service is intended for domestic use only and is not available for commercial or industrial appliances unless expressly agreed by us in writing.

3.2 Formation of the Repair Contract

Your Booking is an offer to purchase our Repair Service.

A Repair Contract is formed only when we confirm acceptance of your Booking by email, telephone or SMS and have successfully received payment where payment is required in advance.

We reserve the right to refuse or cancel a Booking before the Repair Contract is formed where:

- the appliance is outside our service criteria;
- we do not operate within your postcode;
- the appliance is excluded under these Terms;
- the information provided during booking is inaccurate or incomplete; or
- we reasonably believe we are unable to provide the Repair Service.

Where we decline a Booking before the Repair Contract is formed, any payment received will be refunded in full.

3.3 Appliances We Repair

We repair a wide range of domestic household appliances including, but not limited to:

- Washing Machines & Washer Dryers
- Tumble Dryers
- Dishwashers
- Electric Ovens, Cookers & Hobs
- Refrigeration Appliances

The types of appliances we repair may change from time to time.

Acceptance of your Booking does not guarantee that your appliance is repairable.

3.4 What Your Repair Includes

Unless stated otherwise at the time of booking, the Repair Service includes:

- diagnosis of the reported fault;
- engineer attendance at your property;
- labour required to complete the repair;
- replacement parts where required, subject to the Repair Allowance;
- testing of the appliance following the repair; and
- a safety check relating to the completed repair where applicable.

The Repair Service is limited to the fault reported when your Booking was made.

If additional faults are identified during the engineer's visit, these may require a separate repair or additional charges.

3.5 Repair Allowance

Your Repair Service includes replacement parts and labour up to the value of the Repair Allowance defined in Section 2.

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Where the estimated cost of completing the repair exceeds the Repair Allowance, we will contact you before carrying out any further work.

You may choose to:

- pay the additional cost required to complete the repair; or
 - decline the additional cost, in which case the Repair Service will conclude in accordance with these Terms.
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3.6 Reasonable Care and Skill

We will carry out the Repair Service using reasonable care and skill, in accordance with the Consumer Rights Act 2015.

Whilst we will make every reasonable effort to repair your appliance, we cannot guarantee that every appliance is capable of being repaired.

The outcome of every repair is dependent upon factors including the appliance's age, condition, previous repairs, availability of replacement parts and whether the appliance is Beyond Economical Repair (BER).

3.7 Estimates and Timescales

Any dates or times provided for engineer attendance, obtaining replacement parts or completing repairs are estimates only.

Whilst we will use reasonable endeavours to meet any estimated timescales, delays may occur due to circumstances outside our reasonable control, including supplier delays, manufacturer lead times and parts availability.

We shall not be liable for any loss arising solely from delays outside our reasonable control.

4. What's Included and What's Not Included

4.1 What's Included

Unless otherwise agreed in writing, your Repair Service includes:

- diagnosis of the reported fault;
- one or more engineer visits where reasonably required to complete the repair;
- labour required to complete the repair;
- replacement parts up to the value of the Repair Allowance;

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- testing of the appliance following the repair;
- a safety check relating to the completed repair where applicable; and
- VAT.

If additional visits are required due to parts availability or to complete the original repair, these will be included at no additional charge unless otherwise stated.

4.2 What's Not Included

Unless expressly agreed by us in writing, the following are not included within the Repair Service:

- commercial or industrial appliances;
 - appliances located within commercial premises;
 - appliances situated in caravans, motorhomes, boats or other mobile properties;
 - cosmetic damage including dents, scratches, paintwork or trim;
 - glass or ceramic hob surfaces;
 - decorative panels or appliance surrounds;
 - accessories, shelves, baskets, drawers or removable fittings unless directly related to the reported fault;
 - routine maintenance, cleaning or servicing;
 - installation, reinstallation or alteration of plumbing, electrical or gas supplies;
 - manufacturer recalls or warranty work;
 - damage resulting from misuse, neglect, accidental damage, vandalism or improper installation;
 - faults caused by flood, fire, storm, lightning or other external events;
 - appliances containing prohibited or obsolete refrigerants that we are unable to legally repair;
 - food spoilage or loss of contents;
 - consequential or indirect losses arising from appliance failure; and
 - any repair exceeding the Repair Allowance where you decline to pay the additional cost.
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4.3 Existing or Additional Faults

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Our Repair Service relates only to the fault reported when your Booking was made.

If our engineer identifies additional faults during the visit, these are not included within your Repair Service unless we agree otherwise.

Where appropriate, we will provide a quotation before carrying out any additional work.

4.4 Excluded Repairs

If, following diagnosis, we determine that the reported fault falls within one of the exclusions listed in these Terms, we reserve the right to decline or discontinue the Repair Service.

Where we have attended the property or completed a diagnosis before determining that the repair is excluded, any refund due will be made less the Diagnostic and Call-out Charge, unless applicable consumer law requires otherwise.

4.5 Unsafe Appliances

We reserve the right to refuse to repair or continue repairing any appliance where, in the reasonable opinion of our engineer:

- the appliance is unsafe;
- carrying out the repair would create a health and safety risk;
- the appliance has been significantly modified;
- previous repairs have rendered the appliance unsafe; or
- completing the repair would breach applicable legislation, regulations or manufacturer guidance.

Where appropriate, we will explain the reason for our decision and advise you of any refund due under these Terms.

5. Engineer Visits

5.1 Arranging Your Appointment

Once your Booking has been accepted, we will arrange an appointment for one of our engineers to attend your property.

Appointments are normally available Monday to Friday during our standard operating hours. Whilst we will endeavour to offer a convenient appointment, we cannot guarantee a specific date or time.

If we need to rearrange your appointment due to circumstances outside our reasonable control, we will contact you as soon as reasonably practicable to agree an alternative appointment.

5.2 Access to Your Appliance

You must ensure that:

- an adult aged 18 years or over is present throughout the engineer's visit;
- the engineer has safe and unrestricted access to both the property and the appliance;
- the appliance is reasonably accessible without requiring building works or specialist equipment;
- any integrated appliance can be safely removed and refitted where necessary;
- adequate parking is available where reasonably possible; and
- any pets are secured so they do not pose a risk to our engineer.

If safe or reasonable access cannot be provided, we may postpone or cancel the appointment.

5.3 Missed Appointments

An appointment will be treated as a missed appointment if:

- no responsible adult is present at the agreed appointment time;
- our engineer cannot gain access to the property or appliance;
- the appliance is unavailable for inspection or repair;
- the appointment cannot proceed due to circumstances within your control; or
- you fail to provide reasonable notice of cancellation in accordance with these Terms.

Where an appointment is missed, a **Missed Appointment Charge of £59.00 (including VAT)** will apply.

If you subsequently rearrange your appointment, the Missed Appointment Charge remains payable and does not form part of the Repair Allowance.

If our engineer later attends the rearranged appointment and a refund becomes payable under these Terms, we may deduct both:

- the Missed Appointment Charge; and
- the Diagnostic and Call-out Charge,

where both charges have been incurred.

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5.4 Health and Safety

The safety of our engineers is of paramount importance.

Our engineers may refuse to carry out or continue a repair where, in their reasonable opinion:

- the appliance is unsafe to work on;
- the property presents a health or safety risk;
- abusive, threatening or aggressive behaviour is directed towards our employees or contractors;
- illegal activity is taking place at the property;
- the appliance has been modified in a way that makes repair unsafe; or
- carrying out the repair would breach applicable legislation, regulations or manufacturer guidance.

Where a Repair Service cannot proceed for any of the above reasons, we reserve the right to terminate the Repair Contract. Any refund due will be determined in accordance with these Terms.

5.5 Diagnosis

Our engineer will inspect your appliance to determine the cause of the reported fault.

Following diagnosis, we will determine whether:

- the reported fault can be repaired;
- additional faults have been identified;
- replacement parts are required;
- the appliance is Beyond Economical Repair (BER); or
- the repair falls outside the scope of the Repair Service.

Where reasonably practicable, our engineer will explain the outcome of the diagnosis before any further work is carried out.

5.6 Authority of Our Engineers

Our engineers and technical team are authorised to make reasonable decisions regarding:

- the cause of the fault;
- whether the appliance can be repaired safely;

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- whether replacement parts are available;
- whether the appliance is Beyond Economical Repair (BER);
- whether the estimated repair cost exceeds the Repair Allowance; and
- whether the Repair Service can reasonably be completed.

All decisions will be made using the information available at the time of inspection, accepted industry practices and manufacturer guidance where applicable.

The engineer's diagnosis and recommendations shall be final unless we determine that an error has been made following an internal technical review.

6. Parts and Repairs

6.1 Replacement Parts

Where replacement parts are required to complete the Repair Service, we will source suitable parts from our approved suppliers.

All replacement parts remain our property until they have been fitted to your appliance.

Where possible, we will use new manufacturer-approved parts. However, we reserve the right to use compatible or reconditioned parts where they are of equivalent quality and suitable for the repair.

6.2 Parts Availability

Most replacement parts are ordered following diagnosis of the fault.

Whilst we will make every reasonable effort to obtain replacement parts promptly, we cannot guarantee availability or manufacturer lead times.

Delays may occur due to:

- manufacturer stock shortages;
- discontinued or obsolete parts;
- international supply chain delays;
- transport or courier delays; or
- circumstances outside our reasonable control.

We will keep you informed of any significant delays affecting your repair.

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6.3 Repair Allowance

Your Repair Service includes labour and replacement parts up to the value of the Repair Allowance specified in Section 2.

If, following diagnosis, we determine that the total cost of completing the repair exceeds the Repair Allowance, we will contact you before carrying out any further work.

You may choose to:

- pay the additional amount required to complete the repair; or
- decline the additional cost.

If you decline to proceed, the Repair Service will end and any refund due will be calculated in accordance with these Terms.

6.4 Beyond Economical Repair (BER)

Following diagnosis, our engineer or technical team may determine that your appliance is Beyond Economical Repair (BER).

This may occur where:

- replacement parts are obsolete or unavailable;
- the repair is not commercially viable;
- the estimated repair cost is disproportionate to the value of the appliance;
- the appliance cannot be repaired safely; or
- the condition of the appliance makes a successful repair unlikely.

Where an appliance is determined to be Beyond Economical Repair (BER), the Repair Service will conclude and any refund due will be made less the Diagnostic and Call-out Charge, unless applicable consumer law requires otherwise.

6.5 Parts No Longer Available

If we are unable to obtain the replacement parts required to complete the repair, we may cancel the Repair Service.

Where this occurs after an engineer has attended and diagnosed the appliance, any refund due will be made less the Diagnostic and Call-out Charge.

6.6 Completion of the Repair

A repair will be considered complete when:

- the reported fault has been repaired;
- replacement parts have been fitted where required;
- the appliance has been tested following the repair; and
- our engineer confirms that the appliance is operating correctly at the time of completion.

Whilst every repair is carried out using reasonable care and skill, we cannot guarantee against future faults that are unrelated to the original repair.

6.7 Ownership of Removed Parts

Any components removed from your appliance during the Repair Service become our property unless we agree otherwise.

We may retain removed parts for warranty, inspection, recycling or disposal purposes.

6.8 Repair Refusal

We reserve the right to refuse to carry out or continue a repair where:

- the appliance has been significantly modified;
- further work would be unsafe;
- the appliance has sustained additional damage after diagnosis;
- incorrect information was provided when the Booking was made; or
- continuing the repair would breach applicable legislation or manufacturer guidance.

Where we refuse to continue the Repair Service after diagnosis, any refund due will be determined in accordance with these Terms.

7. Cancellation, Changes and Refunds

7.1 Your Right to Cancel

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If you have booked your Repair Service online or over the telephone, you may have the right to cancel your Repair Contract under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

You may cancel your Repair Contract within 14 days of it being formed, provided that we have not already completed the Repair Service.

Where you have requested that we begin the Repair Service during the 14-day cancellation period, you expressly consent to us commencing the service immediately and acknowledge that you may lose your right to a full refund once the Repair Service has begun.

Where work has commenced before cancellation, you will be responsible for paying for any services already provided up to the date of cancellation.

7.2 Cancelling Before an Engineer Attends

You may cancel your appointment free of charge provided you give us at least one full working day's notice before the scheduled appointment.

If sufficient notice is given, any payment received will be refunded in full.

7.3 Late Cancellations

If you cancel your appointment with less than one full working day's notice, or after an engineer has already been dispatched, we reserve the right to deduct the applicable Missed Appointment Charge from any refund due.

7.4 Refunds Following Diagnosis

Where our engineer has attended your property and diagnosed your appliance, any refund due under these Terms may be reduced by the Diagnostic and Call-out Charge.

This includes, but is not limited to, circumstances where:

- the appliance is Beyond Economical Repair (BER);
- replacement parts are obsolete or unavailable;
- you decline to proceed with additional repair costs exceeding the Repair Allowance;
- the repair cannot safely be completed; or
- the Repair Service cannot reasonably continue for reasons permitted under these Terms.

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7.5 Multiple Applicable Charges

Where more than one charge has been incurred during the Repair Service, we may deduct each applicable charge from any refund due.

For example, where:

- an appointment is missed and subsequently rearranged; and
- our engineer later attends and diagnoses the appliance as Beyond Economical Repair (BER),

both the Missed Appointment Charge and the Diagnostic and Call-out Charge may be deducted from the refund.

7.6 Circumstances Where No Refund Is Payable

Unless required by law, no refund will be payable where:

- the Repair Service has been completed;
 - replacement parts have been fitted and the repair completed;
 - you prevent us from completing the Repair Service after work has commenced;
 - the appliance cannot be accessed due to circumstances within your control;
 - you provide false or misleading information when making your Booking;
 - the Repair Contract is terminated due to abusive, threatening or unsafe behaviour; or
 - another exclusion within these Terms applies.
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7.7 How Refunds Are Made

Where a refund is due, it will normally be made using the same payment method used to purchase the Repair Service.

Refunds will usually be processed within 14 days of the amount being agreed, although the time taken for funds to appear in your account may vary depending on your payment provider.

7.8 Changes to Your Booking

If you need to change your appointment date or contact details, please contact us as soon as possible.

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Whilst we will make every reasonable effort to accommodate your request, we cannot guarantee that your preferred alternative appointment will be available.

Any changes requested after an engineer has been dispatched or outside the notice periods set out in these Terms may result in the applicable Missed Appointment Charge being applied.

8. Repair Guarantee

8.1 Our Guarantee

We are committed to providing a high standard of workmanship and service.

Where we successfully complete a Repair Service, we provide a **30-day guarantee** on the specific fault that was repaired.

The guarantee begins on the date the Repair Service is completed.

8.2 What the Guarantee Covers

Our guarantee covers:

- the specific fault diagnosed and repaired by us;
- replacement parts supplied and fitted by us (subject to any manufacturer's warranty); and
- workmanship relating directly to the completed repair.

If the original fault reoccurs during the guarantee period, we will arrange for an engineer to inspect the appliance and, where appropriate, rectify the fault at no additional cost.

8.3 What the Guarantee Does Not Cover

The guarantee does not apply where:

- a different or unrelated fault develops after the repair;
- the appliance has been misused, neglected or used contrary to the manufacturer's instructions;
- accidental damage has occurred after the repair;
- another person has attempted to repair, alter or dismantle the appliance;
- the appliance has been moved, reinstalled or modified after our repair;

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- electrical supply issues, water supply issues or drainage issues have caused the fault;
 - normal wear and tear has occurred;
 - consumable items require replacement;
 - blockages, foreign objects or user error have caused the fault; or
 - the appliance has suffered damage due to events outside our reasonable control.
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8.4 Repeat Visits During the Guarantee Period

Where you request a revisit during the guarantee period, our engineer will inspect the appliance to determine whether the reported issue relates to the original repair.

If we determine that the fault is covered by this guarantee, any necessary remedial work will be carried out without additional charge.

If we determine that the reported issue is unrelated to the original repair, we may:

- provide a quotation for a new Repair Service;
 - offer an alternative repair option; or
 - charge the applicable Diagnostic and Call-out Charge where no further repair is authorised.
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8.5 Manufacturer Warranties

Where replacement parts supplied by us are covered by a manufacturer's warranty, that warranty remains subject to the manufacturer's own terms and conditions.

Nothing in these Terms extends or replaces any manufacturer's warranty.

8.6 Limitation of the Guarantee

Our guarantee applies only to the original customer and the appliance repaired at the address stated on the Booking.

The guarantee cannot be transferred to another person or property without our prior written agreement.

The guarantee applies solely to the specific repair carried out by us and does not constitute a general warranty on the appliance as a whole.

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8.7 Statutory Rights

This guarantee is provided in addition to, and does not affect, your statutory rights under the Consumer Rights Act 2015 or any other applicable consumer protection legislation.

. Customer Responsibilities

9.1 Providing Accurate Information

When making a Booking, you must provide accurate and complete information about:

- the appliance requiring repair;
- the fault or symptoms experienced;
- the appliance make and model, where known;
- the address where the repair is to be carried out; and
- your contact details.

We are not responsible for delays, additional costs or an inability to complete the Repair Service where incorrect or incomplete information has been provided.

9.2 Preparing for the Engineer's Visit

Before our engineer arrives, you must ensure that:

- the appliance is reasonably accessible;
- an adult aged 18 years or over is present throughout the appointment;
- the appliance has been emptied of any contents where appropriate;
- pets are secured and do not pose a risk to our engineer;
- safe access to the property and appliance is available; and
- any hazards which may affect the safety of our engineer have been disclosed.

Failure to meet these requirements may result in the appointment being treated as a missed appointment.

9.3 Access to the Property

You are responsible for ensuring that our engineer can safely access both your property and the appliance.

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Where the appliance is integrated, built into furniture or otherwise difficult to access, you are responsible for ensuring it can be safely removed if required.

We will not be responsible for damage resulting from the removal of units, worktops, flooring or other fixtures that prevent reasonable access to the appliance.

9.4 Electrical, Water and Gas Supplies

You are responsible for ensuring that appropriate electrical, water and drainage connections are available where required to enable testing of the appliance.

Where utilities are unavailable, disconnected or unsafe, we may be unable to complete the Repair Service.

9.5 Following Our Advice

Following diagnosis or repair, you should follow any reasonable advice or recommendations provided by our engineer regarding the safe use of your appliance.

We shall not be responsible for any damage or loss arising from a failure to follow reasonable instructions provided by our engineer.

9.6 Payment

You are responsible for paying all charges due under these Terms.

This includes, where applicable:

- the agreed Repair Service price;
 - any agreed additional repair costs exceeding the Repair Allowance;
 - the Missed Appointment Charge;
 - the Diagnostic and Call-out Charge; and
 - any other charges expressly permitted under these Terms.
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9.7 Behaviour Towards Our Employees

We are committed to providing a safe working environment for our employees and contractors.

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You, or anyone acting on your behalf, must not behave in a manner that is abusive, threatening, discriminatory, intimidating or violent towards our employees or contractors.

Where such behaviour occurs, we reserve the right to terminate the Repair Contract immediately and withdraw our services. Any refund due will be determined in accordance with these Terms.

9.8 Compliance with These Terms

By booking our Repair Service, you agree to comply with these Terms and to cooperate reasonably with us throughout the repair process.

Failure to comply with these responsibilities may affect our ability to provide the Repair Service and may result in additional charges or cancellation of the Repair Contract where permitted by these Terms.

10. Our Liability

10.1 Our Responsibility

We will provide the Repair Service with reasonable care and skill in accordance with these Terms and applicable consumer protection legislation.

Nothing in these Terms limits or excludes any liability that cannot legally be limited or excluded, including liability for:

- death or personal injury caused by our negligence;
 - fraud or fraudulent misrepresentation; or
 - any other liability that cannot be excluded under applicable law.
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10.2 Matters Outside Our Control

We shall not be responsible for delays or failure to perform the Repair Service where this is caused by circumstances beyond our reasonable control, including but not limited to:

- severe weather;
- flooding;
- fire;
- industrial action;
- supplier or manufacturer delays;

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- transport disruption;
- power or utility failures;
- government restrictions; or
- any other event outside our reasonable control.

Where possible, we will contact you to rearrange your appointment.

10.3 Losses We Are Not Responsible For

To the extent permitted by law, we shall not be liable for any indirect or consequential loss arising from your appliance failing or being unavailable for use.

This includes, but is not limited to:

- loss of food or other contents;
 - loss of income or earnings;
 - business interruption;
 - loss of profit;
 - inconvenience;
 - alternative accommodation costs;
 - laundry costs;
 - replacement appliance hire;
 - travel expenses; or
 - any other indirect or consequential loss.
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10.4 Pre-Existing Damage

We are not responsible for faults, damage or deterioration that existed before our attendance unless directly caused by our negligence.

Our engineers may identify additional faults that are unrelated to the reported issue. These faults are not covered by the Repair Service unless separately agreed.

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10.5 Damage During Access

Our engineers will take reasonable care when carrying out the Repair Service.

However, we shall not be responsible for damage resulting from:

- appliances that cannot be safely removed due to the way they have been installed;
 - defective or deteriorated fittings, cupboards, flooring or worktops;
 - hidden pipework, wiring or fixings;
 - previous installation defects; or
 - instructions given by you or another person acting on your behalf.
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10.6 Third-Party Products and Services

We are not responsible for the actions, products or services of manufacturers, suppliers or other third parties.

Any manufacturer's warranty remains subject to the manufacturer's own terms and conditions.

10.7 Maximum Liability

Subject to Clause 10.1, our total liability arising from or in connection with the Repair Service shall not exceed the total amount paid by you for the Repair Service.

This limitation applies whether the claim arises in contract, negligence or otherwise.

10.8 Your Statutory Rights

Nothing in these Terms affects your statutory rights under the Consumer Rights Act 2015 or any other applicable consumer protection legislation.

11. Privacy and Personal Information

11.1 Your Personal Information

We are committed to protecting your privacy and handling your personal information responsibly.

When you book our Repair Service, we collect and process personal information that is necessary to:

- arrange and manage your Booking;

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- provide the Repair Service;
- communicate with you regarding your repair;
- process payments and refunds;
- comply with our legal and regulatory obligations; and
- improve our services.

We process your personal information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

11.2 Sharing Your Information

We may share your personal information with trusted third parties where this is necessary to provide the Repair Service, including:

- approved engineers and contractors;
- parts suppliers;
- payment service providers;
- IT service providers;
- professional advisers; and
- regulatory or law enforcement authorities where required by law.

We will only share the information necessary for the relevant purpose.

11.3 Marketing

We may occasionally contact you about products or services that we believe may be of interest to you where we are permitted to do so by law.

You may opt out of receiving marketing communications at any time by:

- following the unsubscribe instructions included in our emails; or
- contacting us using the details provided in these Terms.

Opting out of marketing communications will not affect essential communications relating to your Repair Service.

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11.4 Your Rights

Depending on the circumstances, you may have the right to:

- access your personal information;
- request that inaccurate information is corrected;
- request the deletion of your personal information where applicable;
- object to certain types of processing;
- request restriction of processing; and
- lodge a complaint with the Information Commissioner's Office (ICO).

Requests relating to your personal information should be sent to help@repairandmaintain.co.uk.

11.5 Privacy Policy

Our full Privacy Policy explains how we collect, use, store and protect your personal information.

The current version is available on our website:

<https://www.repairandmaintain.co.uk/privacy-policy>

Where there is any inconsistency between these Terms and our Privacy Policy in relation to the processing of personal information, our Privacy Policy shall take precedence.

12. General Terms

12.1 Complaints

We are committed to providing a high standard of customer service.

If you are dissatisfied with any aspect of our Repair Service, please contact us as soon as possible so that we have the opportunity to resolve your concerns.

You can contact us using the details below:

Telephone: 0800 088 2875

Email: help@repairandmaintain.co.uk

We aim to acknowledge complaints within two working days and will investigate your concerns as quickly as reasonably possible.

12.2 Events Outside Our Reasonable Control

We shall not be liable for any delay or failure to perform our obligations where this is caused by circumstances outside our reasonable control.

These circumstances include, but are not limited to:

- severe weather;
- flooding;
- fire;
- acts of terrorism;
- civil unrest;
- industrial action;
- pandemic or epidemic;
- transport disruption;
- utility failures;
- supplier or manufacturer delays;
- government action or restrictions; or
- any other event beyond our reasonable control.

Where possible, we will notify you of any delay and arrange an alternative appointment.

12.3 Changes to These Terms

We may update these Terms from time to time to reflect changes in:

- legislation or regulation;
- industry practice;
- our business operations; or
- the Repair Service we provide.

The version of these Terms in force on the date your Repair Contract is formed will apply to your Booking.



Domestic Appliance Repair Terms and Conditions

Any updated Terms will be published on our website.

12.4 Entire Agreement

These Terms, together with any quotation, Booking confirmation and any documents expressly referred to within them, form the entire agreement between you and Repair & Maintain in relation to the Repair Service.

No verbal statement or representation made by our employees, contractors or agents shall form part of the Repair Contract unless confirmed by us in writing.

12.5 If Part of These Terms Is Unenforceable

If any provision of these Terms is found by a court or other competent authority to be unlawful, invalid or unenforceable, the remaining provisions shall continue in full force and effect.

12.6 Waiver

If we delay or choose not to enforce any right under these Terms, this does not prevent us from enforcing that right or any other right at a later date.

12.7 Third Party Rights

No person other than you and Repair & Maintain shall have any right under the Contracts (Rights of Third Parties) Act 1999 to enforce any provision of these Terms.

12.8 Governing Law

These Terms and any dispute or claim arising out of or in connection with them shall be governed by and interpreted in accordance with the laws of England and Wales.

12.9 Jurisdiction

The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising from these Terms or the Repair Service, except where the laws of Scotland or Northern Ireland require otherwise.

12.10 Contact Details

Repair and Maintain is a trading name of Spring Plans LTD (09383903).
Registered address Suite 7 Pine Court, 36 Gervis Road, Bournemouth, BH1 3DH.
VAT number: GB278793043.



Domestic Appliance Repair Terms and Conditions

Repair & Maintain is a trading name of **Spring Plans Limited**.

Registered Office:

Spring Plans Limited
7 Pine Court
36 Gervis Road
Bournemouth
BH1 3DH

Telephone: **0800 088 2875**

Email: help@repairandmaintain.co.uk

Website: www.repairandmaintain.co.uk