



Protect & Care™ Essentials

**Protecting the kitchen essentials
and electrical products you rely
on everyday...**



 **Pacifica**

You're in safe hands

PROTECT & CARE ESSENTIALS SERVICE ARRANGEMENT

(Terms and Conditions)

Thank you for buying your Equipment and Our PROTECT & CARE ESSENTIALS service arrangement from Our retail partner. Please read this document carefully.

Please make sure that You fully understand the terms and conditions, as You are required to adhere to them if You make a service request. If You fail to comply with these terms and conditions, any service request that You make to Us may not result in the maintenance or service of Your Equipment and it may result in this PROTECT & CARE ESSENTIALS service arrangement being cancelled by Us.

This PROTECT & CARE ESSENTIALS service arrangement comprises of one legal agreements between:

- “You” - the owner of the Equipment as shown on the service arrangement confirmation schedule attached to this document; and
- “Us”, “We” - Pacifica Appliance Services Limited, the provider of the repair services to You under this PROTECT & CARE ESSENTIALS service arrangement.

Please keep this PROTECT & CARE ESSENTIALS service arrangement document in a safe place as You will be required to provide the service arrangement reference number that You will find on the service arrangement confirmation schedule, in the event that You make a service request.

IMPORTANT INFORMATION

We use a few definitions within this PROTECT & CARE ESSENTIALS service arrangement:-

- “Administrator” means UK Warranty Limited, a company registered in England and Wales, company number 077728040 whose registered office address is Pacifica House, Rainton Business Park, Houghton Le Spring, DH4 5RA and which trades under the name “Pacifica Warranty” and who is appointed by Pacifica Appliance Services Limited to deal with all matters relating to service requests made under this PROTECT & CARE ESSENTIALS service agreement.
- “Equipment” means the product or appliance covered under this PROTECT & CARE ESSENTIALS service agreement.
- “Us”, “We”, “Our”, “Pacifica” means Pacifica Appliance Services Limited, a company registered in England and Wales, company number 05288361 whose registered office is located at Pacifica House, Rainton Business Park, Houghton Le Spring, England, DH4 5RA and which trades under the name “Pacifica” and who is the provider of the repair services to you under this PROTECT & CARE ESSENTIALS service agreement.
- “You”, “Your” means the person who has entered into this PROTECT & CARE ESSENTIALS service agreement with us, and as detailed in the PROTECT & CARE ESSENTIALS service agreement confirmation schedule.

If your equipment is a computer or a similar electrical product, in order to prevent damage caused by computer viruses etc., we strongly recommend that you keep all Operating Systems (Windows, Mac OS, Linux, Android etc.) and Anti-Virus software, up to date.

IMPORTANT INFORMATION (CONT'D)

In addition, if your equipment (device) stores electronic data, we strongly recommend that you back-up your data regularly as we cannot guarantee that we will be able to restore your data if your computer (or a similar electrical product) needs repairing.

When we need to carry-out a repair and where appropriate, manufacturer original (OEM), fully guaranteed refurbished manufacturer original, and/or generic (or unbranded) parts may be used by us.

YOUR SERVICE AGREEMENT

The terms set out below apply to this, Your service agreement:

INFORMATION REGARDING OUR SUPPORT SERVICES:

We will provide You with reasonable notice and agree a reasonable time with You in order to maintain, service or repair Your Equipment at Your residential home. Our usual hours of service are Monday to Friday between 09:00hrs to 17:00hrs. There is no service available on Saturdays and Sundays. We are closed on Public Holidays.

HOW LONG AM I COVERED FOR

This PROTECT & CARE ESSENTIALS service agreement applies for a **minimum period of one (1) year, up to a maximum of five (5) years**, as selected by You, inclusive of the manufacturer's guarantee period (if any).

WHAT HAPPENS WHEN MY PROTECT & CARE ESSENTIALS SERVICE AGREEMENT ENDS?

Term Pay Customers

Your PROTECT & CARE ESSENTIALS service agreement will run for a maximum initial period of 5 years.

We will contact You up to thirty (30) days before the end of Your PROTECT & CARE ESSENTIALS service agreement and We will tell You then if We are able to extend Your service agreement for a further twelve (12) months, and what the applicable service fees, will be.

To ensure that Your Term Pay PROTECT & CARE ESSENTIALS service agreement continues uninterrupted after its initial term, You will need to provide Us with a new payment method for your new, annually renewable PROTECT & CARE ESSENTIALS service agreement when we contact You, and invite You to extend Your existing PROTECT & CARE ESSENTIALS service agreement for a further twelve (12) months. The annual PROTECT & CARE ESSENTIALS service agreement service fees can be paid either in a single annual payment by credit or debit card or by monthly direct debit.

Once You have decided to renew with Us, Your PROTECT & CARE ESSENTIALS service agreement renews automatically unless You advise Us otherwise.

If We are unable to automatically process Your PROTECT & CARE ESSENTIALS service agreement extension, We may contact You before Your existing PROTECT & CARE ESSENTIALS service agreement ends and invite You to extend Your PROTECT & CARE ESSENTIALS service agreement using an alternative payment method.

Your annually renewable PROTECT & CARE ESSENTIALS service agreement service fees will be taken by the same method, selected by You, during Your first renewal cycle. If you do not want to auto-renew Your PROTECT & CARE ESSENTIALS service agreement, simply follow the instruction in Your PROTECT & CARE ESSENTIALS service agreement extension notification, normally sent to You electronically unless You notify Us otherwise. If You decide to do nothing, then this PROTECT & CARE ESSENTIALS service agreement will automatically renew for a further twelve (12) months.

In order to ensure that You are getting value for money from Your PROTECT & CARE ESSENTIALS service agreement, there is a limit as to how many extensions (renewals) of Your PROTECT & CARE ESSENTIALS service agreement that You can make, and in addition, how long the PROTECT & CARE ESSENTIALS service agreement is available for Your Equipment. We will write to You to let You know when Your PROTECT & CARE ESSENTIALS service agreement is no longer available for Your Equipment because it has reached its "Maximum Serviceable Life".

In order for Us to ascertain the Maximum Serviceable Life of Your PROTECT & CARE ESSENTIALS service agreement, We will take into full consideration a number of factors, for example, but not limited to:-

- the age of Your Equipment;
- availability of spare parts;
- service engineer knowledge and ongoing repair know-how; and
- the functions and continued usability of Your Equipment.

Where Your Equipment has reached its Maximum Serviceable Life We will cancel Your PROTECT & CARE ESSENTIALS service agreement. but We will always write to You to, in advance, in order to give You reasonable notice and to confirm the date that Your PROTECT & CARE ESSENTIALS service agreement will end. Where Your Equipment has reached its Maximum Serviceable Life, Your PROTECT & CARE ESSENTIALS service agreement cannot be renewed.

- Where You have purchased a PROTECT & CARE ESSENTIALS service agreement, despite the above in relation to the Maximum Serviceable Life, the PROTECT & CARE ESSENTIALS service agreement will always apply for the initial duration of the PROTECT & CARE ESSENTIALS service agreement that You have purchased.

ELIGIBLE PRODUCTS/APPLIANCES

Product Category (“Equipment”)	Eligible Products / Appliances (“Equipment”)
Major Appliances	Washing Machines, Washer Dryers, Tumble Dryers, Dishwashers, Fridges, Freezers, Fridge-Freezers, Cookers, Hobs, Hoods, Heaters and A/C Units.
Minor Appliances	Small Kitchen (Domestic) Appliances, Air Fryers, Microwaves and Vacuum Cleaners above £200.
TV & Entertainment	Televisions, DVD Players & Recorders, Blu-ray Players, Home Cinema (Surround Sound) Systems, Audio and Satellite Equipment.
Computing	Laptops, Apple Mac, Notebooks, Chromebooks, 2-in-1 Detachable Computers, Desktop PC, Monitors. Printers, Scanners and Computing Peripherals.
Portable Electronic Gadgets	E-readers, Apple Watch, Smart Watch, Cameras, Camcorders, Portable Audio, GPS, GoPro, Smart Tech, Games Consoles, Telephones, Smartphones, Apple iPhones, Tablets and iPads.

Disclaimer – The products/appliances listed above is the complete product category list that will be available shortly. If You want to purchase cover but cover isn't immediately available through Our retail partners, then please contact Us on 0303 003 7431, prior to your Equipment's manufacturer warranty expiring and We should be in a position to quote and provide service arrangement cover for You.

WHAT SERVICES ARE PROVIDED?

- This PROTECT & CARE ESSENTIALS service agreement provides You with a maintenance, support and discretionary defined repair service in the event of breakdown of any functional parts of Your Equipment following expiry of Your manufacturer's guarantee or warranty.
- If Your Equipment suffers a mechanical or electrical fault that affects the operation of the Equipment, after the end of the manufacturer's parts and labour guarantee period, We will arrange for a service engineer to attend to carry out any requisite maintenance and servicing. At Our sole discretion We will repair, arrange a replacement or pay the cost of a replacement in line with these PROTECT & CARE ESSENTIALS terms and conditions.
- All repair services are provided by Pacifica and/or their approved service agents.
- If We decide, at Our sole discretion, that Your Equipment cannot be repaired, or is uneconomical to repair:-
 - We may replace it, at Our sole discretion, with an item of new equipment of the same make and model or a fully refurbished (as-new or A-Grade) item, but it may not be the same colour.
 - Where in the unlikely event that We are not able to provide like-for-like equipment, We may, at Our sole discretion, provide You with a new item of equipment of a comparable specification, up to a maximum value equal to Your original Equipment purchase price.
- Simply call the Administrator on 0303 003 7431 to raise Your service request, and We will assist You in arranging authorisation.

OTHER SERVICES PROVIDED UNDER YOUR PROTECT & CARE ESSENTIAL SERVICE AGREEMENT

- We will also provide You with the following benefits with cover commencing **from the expiry date** of Your Equipment's manufacturer warranty period, **and for the entire period** that Your PROTECT & CARE service agreement remains unexpired:-

Benefit Category	Example of Reimbursable Expense (any one service request)	Benefit Value
Appliance Service Clean <small>(see Note 1 below)</small>	<p>An Appliance Service Clean is available to You, upon request, and if Your PROTECT & CARE service agreement applies to an appliance that falls within one of the following ("Major Appliances") categories only:-</p> <ul style="list-style-type: none">• Washing Machines, Washer Dryers & Dishwashers – an external and internal clean and descale.• Tumble Dryers – an external and internal clean.• Cookers – Trays, grills, interior cavity and exterior clean.• Fridge, Freezer or Fridge-Freezer – the appliance is defrosted and given an internal anti-bacterial wash-down and external clean.	<p>Appliance Service Clean (Limited to one (1) Service Clean per annum of Your Major Appliance's manufacturer's warranty or guaranteed period.)</p> <p>TERM PAY CUSTOMERS: Once Your manufacturer's warranty expires, You are entitled to one (1) further and additional Appliance Service Clean during the extended warranty period of Your PROTECT & CARE service agreement.</p> <p>MONTHLY PAY CUSTOMERS: For Pay Monthly Customers that additional entitlement is limited to once in every five (5) year period inclusive of any manufacturer's warranty period.)</p>

NOTE 1

To book Your Appliance Service Clean, simply call the Administrator on 0303 003 7431, and they will assist You in arranging Your Appliance Service Clean.

WHAT SERVICES AND ASSOCIATED COSTS ARE NOT INCLUDED

Repairs due to breakdown caused by:

- use other than domestic use, by You or Your resident family. However, where the equipment has been purchased by You, as a landlord, and is used in a residential rental property and used solely for residential purposes, by Your tenants, in such circumstances, a service request will be covered under this PROTECT & CARE ESSENTIALS service agreement, subject to the terms and conditions as set out in this PROTECT & CARE ESSENTIALS service agreement.
- deliberate damage, misuse or neglect of the equipment.
- the manufacturer's instructions not being followed or adhered to.
- accidental damage of any kind, caused by You or Your resident family.
- theft or loss of the equipment (or any individual part of it).
- incorrect or faulty installation (including faulty software).
- the weather such as lightning, flood and high winds or other extreme weather conditions.
- fire, unless caused by an electrical malfunction within Your Equipment.

Repair costs for:

- materials and labour charges for which the manufacturer is held responsible under the terms of any other guarantee or warranty.
- work for which the manufacturer has recalled the Equipment.
- equipment with a computer processor chip or any service request resulting from the failure of the Equipment to correctly recognise or process any calendar date or time.
- accessories which are used with the Equipment covered under this PROTECT & CARE ESSENTIALS service agreement unless separate cover has been purchased by You for these (connected) accessories.
- for Equipment with screens, service requests due to pixel failure where the number or location of pixels does not exceed the manufacturer's acceptable limit, marks on the screen, or burned screens.
- damage to disposable items and routinely replaceable items such as batteries, stylus, light bulbs, and vacuum bags.
- damage to non-working parts such as cabinet trim and fittings.
- loss of or damage to accessories of any kind including remote controls.
- damage caused by scratching, chipping, staining, rust, or corrosion.
- damage caused by foreign objects or substances not normally associated with the Equipment.
- repairs carried out by persons not authorised by Us or without Our prior approval.
- any routine maintenance, cleaning, blockage, removal, tuning, realignment, modification, installation, or transit and typically not covered by the manufacturer under the terms and conditions of their own manufacturer's warranty.
- any damage caused during delivery, installation or transportation of the Equipment by a third party.
- application of incorrect or abnormal electrical or signal connection to the Equipment.
- defects in external wiring and electrical connection that are not an integral part of the Equipment.
- repairs for any Equipment (major appliances) that are purchased by You and are used solely for business purposes and/or are installed (located) on commercial premises. Examples of this non-eligibility are, but not limited to, as follows:-
 - a dishwasher purchased by You and used in a café, restaurant or other commercial environment.
 - a washing machine purchased by You, as a home-based hairdresser, and used by You, for Your hairdressing business.
 - one permissible example of and use of a major appliance in a commercial setting is where a washing machine (or other major appliance) has been purchased by You, as a landlord, and is used in a residential rental property and used solely for residential purposes, by Your tenants. In such circumstance a service request will be covered under this PROTECT & CARE ESSENTIALS service agreement, subject to the terms and conditions herein.
- any loss suffered as a direct result of not being able to use the Equipment and any other losses for example but not limited to personal injury, other than the repair and/or replacement cost of the Equipment.
- the expense of a service call when no fault has been found with the Equipment.

Repairs to satellite systems when:

- there is a breakdown of the TV set;
- the satellite antenna needs to be repositioned or re-aligned; or
- there is weather damage to the satellite antenna.

Repairs to computers and similar electronic devices that store your data:

- under no circumstances shall We be liable for any loss or corruption of Your data, records or information.
- In addition, We will also not be held liable for:
 - any loss of profits;
 - any costs You incur that are recoverable under any other insurance policy or service agreements that You may hold;
 - any loss or corruption of software; and
 - any loss of benefit, any loss of goodwill or any loss of business, or any indirect, special, incidental or consequential loss arising from any data recovery service.

GENERAL CONDITIONS

You must comply with the conditions in this section to enjoy the full protection of the PROTECT & CARE ESSENTIALS service agreement.

If you do not keep to them, we may cancel Your PROTECT & CARE ESSENTIALS service agreement, or decline Your service request as we see fit, and at Our sole discretion.

1) Duty of Care

You must not use Your Equipment after any damage or failure, if this could cause further damage to Your Equipment.

2) Fraud

If You (or anyone acting on Your behalf):

- make a service request which is false or fraudulent in any way; or
- support a service request with any false or fraudulent document or device;

this service agreement will not apply.

LIMITATIONS

- The maintenance, service and repair services under this PROTECT & CARE ESSENTIALS service agreement will be provided for Equipment bought and used in the UK, the Isle of Man and the Channel Islands. There is no worldwide cover provided by us.

- This PROTECT & CARE ESSENTIALS service agreement shall be governed by and construed in all respects in accordance with the laws of England and Wales and each party hereby submits to the non-exclusive jurisdiction of the Courts of England and Wales.
- Except as specified in these terms and conditions, You cannot transfer this PROTECT & CARE ESSENTIALS service agreement to someone else without Our prior written permission.
- If replacement is made because the Equipment is considered uneconomical or not possible to repair then:
 - Your PROTECT & CARE ESSENTIALS service agreement ceases; and
 - We may take possession of the old Equipment and dispose of it.
- We will not be responsible for any failure to carry out Our obligations under this PROTECT & CARE ESSENTIALS service agreement if this is caused by circumstances outside of Our reasonable control.
- Any rights You may have under Your PROTECT & CARE ESSENTIALS service agreement will also be lost where We have not received any PROTECT & CARE ESSENTIALS service agreement payment(s) on-time, and in accordance with these terms and conditions.
- Any rights You may have under Your PROTECT & CARE ESSENTIALS service agreement are lost if a fraudulent claim is made.
- We shall not provide any benefit under this PROTECT & CARE ESSENTIALS service agreement to the extent of providing cover, payment of any service request or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

ELIGIBILITY

- You must be 18 (eighteen) years old of age, Our minimum age criteria, to purchase a PROTECT & CARE ESSENTIALS service agreement.
- You need to be a permanent resident of the United Kingdom and have been living in the United Kingdom, Isle of Man or the Channel Islands for at least six (6) out of the last twelve (12) months; and Your Equipment must be in good working order.
- This PROTECT & CARE ESSENTIALS service agreement must be purchased from Our retail partner either on the date that You have purchased the Equipment or within the manufacturer's warranty period.

If you do not meet the eligibility requirements above, We will not provide any cover under this PROTECT & CARE ESSENTIALS service agreement. Please contact the Administrator as soon as possible if You are unable to meet the eligibility requirements, or if You have any queries.

WHAT TO DO IF YOUR EQUIPMENT BREAKS DOWN

1. Look for visible signs of the breakdown and consult the fault finding guide in the manufacturer's handbook, if any.

2. If your Equipment still fails to function, telephone the Administrator on 0303 003 7431 or email to info@ukwarranty.com report the breakdown within fourteen (14) days. Every endeavour will be made to provide Our services with the minimum of delay.

We will provide You with reasonable notice and agree a reasonable time with You in order to repair Your Equipment at Your residential home. Our usual hours of service are Monday to Friday between 09:00hrs to 17:00hrs. There is no service available on Saturdays and Sundays. We are closed on Public Holidays.

KEEPING US UP TO DATE AND TELLING US WHEN YOU SELL YOUR EQUIPMENT

If any of Your personal information changes then You must update us of any changes to Your personal details, for example - Your name and/or Your address. Please contact the Administrator by phone and/or email (see Section above headed “WHAT TO DO IF YOUR EQUIPMENT BREAKS DOWN” for their contact details, so that they can update Our records. To ensure You get the best service possible from Us, it is important that the details of the owner of the Equipment also remains up-to-date. If You sell or give away your Equipment, You can transfer this PROTECT & CARE ESSENTIALS service agreement to the new owner.

To do so, You must write to the Administrator, with details of the new owner’s name and address. The new owner will need to continue to pay Us for the PROTECT & CARE ESSENTIALS service agreement.

Please make Your cheque payable to “Pacifica Appliance Services Limited” and send it to:-

PROTECT & CARE ESSENTIALS Administration Centre
Pacifica Warranty
Pacifica House
Rainton Business Park
Houghton Le Spring
DH4 5RA

COMPLAINTS PROCEDURE

In the unlikely event of dissatisfaction occurring under this PROTECT & CARE ESSENTIALS service agreement, please contact:-

1. The Operations Manager
Pacifica Warranty
Pacifica House
Rainton Business Park
Houghton Le Spring
DH4 5RA.

Should you remain dissatisfied you may write to:-

2. The CEO
Pacifica Appliance Services Limited

Pacifica House
Rainton Business Park
Houghton Le Spring
DH4 5RA.

You will need to give the details of Your PROTECT & CARE ESSENTIALS service arrangement, including the service arrangement reference number shown on Your PROTECT & CARE ESSENTIALS service arrangement confirmation schedule.

Following this procedure will not affect Your right to take legal action.

CANCELLATION AND REFUND POLICY

You may cancel this PROTECT & CARE ESSENTIALS service agreement at any time.

If You pay in-advance for a predetermined period of time for your PROTECT & CARE ESSENTIALS service agreement (“Term Service Agreement”) and have not made a valid service request and cancel the Term Service Agreement within thirty (30) days from date of purchase or receipt of these PROTECT & CARE ESSENTIALS service agreement terms and conditions, whichever is the latter, You will **receive a full refund** of the PROTECT & CARE ESSENTIALS service agreement fees paid by You. If You have made a service request, You will receive a pro-rata refund based upon the number of full unexpired months remaining on Your PROTECT & CARE ESSENTIALS service agreement.

OUR RIGHTS TO CANCEL

We may cancel Your PROTECT & CARE ESSENTIALS service agreement for any valid reason. A valid reason may include for example, but not limited to:-

- 1) Where Your monthly payment(s) for Your PROTECT & CARE ESSENTIALS service agreement are not paid on time. If this happens, We will not simply cancel Your PROTECT & CARE ESSENTIALS service agreement without notice. Instead, We will contact You and make You aware of the payment failure. If the payment is then not received by Us, having made a second attempt to collect the payment and/or alternatively by You making the payment to Us by alternative means and within fourteen (14) days from the date on which the original payment was due, Your PROTECT & CARE ESSENTIALS service agreement will be cancelled from the date on which the monthly PROTECT & CARE ESSENTIALS service agreement payment(s) was due. We will not provide You with any further notice before effecting the cancellation of Your PROTECT & CARE ESSENTIALS service agreement. At Our sole discretion, We may allow Your PROTECT & CARE ESSENTIALS service agreement to recommence where a payment for Your PROTECT & CARE ESSENTIALS service agreement is made by You after this fourteen (14) day period, but We are under no obligation to do so.
- 2) If, following a successful service request under this PROTECT & CARE ESSENTIALS service agreement, We have either provided You with a new item of equipment or issued You with a voucher to replace Your Equipment, We will immediately cancel Your PROTECT & CARE

ESSENTIALS service agreement with effect from the date of the circumstances (or incident) which gave rise to the service request.

- 3) Where We reasonably suspect that You have committed fraud and/or where You have failed to provide Us with complete and accurate up-to-date information as required under the section detailed above and headed - "KEEPING US UP TO DATE AND TELLING US WHEN YOU SELL YOUR EQUIPMENT", We may decide to decline any service request and cancel Your PROTECT & CARE ESSENTIALS service agreement with immediate effect. You will not be entitled to a refund of PROTECT & CARE ESSENTIALS service fees paid to date. We also reserve the right to take legal action against You.
- 4) If You use Your Equipment to commit a crime or to allow any crime to take place, We will cancel Your PROTECT & CARE ESSENTIALS service agreement immediately and notify You of this action We have undertaken, in writing.
- 5) Unless otherwise stated above, if We cancel Your PROTECT & CARE ESSENTIALS service agreement, We will give You at least one (1) months' written notice to the last known residential address (and/or email address) that You have provided to Us.

- If You have a Term Service Agreement and We decide to cancel Your PROTECT & CARE ESSENTIALS service agreement, You will be entitled to a pro-rata refund of the service agreement fee(s) that You have paid to Us based upon the number of unexpired PROTECT & CARE ESSENTIALS service agreement months remaining on the Term Service Agreement, for which You have paid.

- 6) If Your Equipment has reached its Maximum Serviceable Life (see the Section above headed "WHAT HAPPENS WHEN MY PROTECT & CARE ESSENTIALS SERVICE AGREEMENT ENDS?" for further information).

IMPORTANT INFORMATION

You do not have to buy a PROTECT & CARE ESSENTIALS service agreement at the same time as You purchase Your new Equipment. If Your equipment is over 12 months old You may be able to purchase a PROTECT & CARE ESSENTIALS service agreement from Us, however, the Term Service Agreements offered to You for purchase, may vary in length from those offered to You when You originally purchased Your Equipment.

Similar equipment service (or warranty) plans may be available from other providers. You can compare prices of extended warranties for domestic electrical goods at www.compareextendedwarranties.co.uk using any internet enabled mobile device – tablet etc., smartphone, PC, notebook or laptop.

Your household or home insurance policy may also provide You with some protection for Your Equipment but You should be aware of the following:-

- You may not be protected for faults caused by electrical or mechanical breakdown. Typically faults such as these are covered by the PROTECT & CARE ESSENTIALS service agreement (subject to our

PROTECT & CARE ESSENTIALS service arrangement terms and conditions and as contained in this PROTECT & CARE ESSENTIALS service agreement).

- Portable Products may not be protected under Your home insurance. Typically products such as these are covered by the PROTECT & CARE ESSENTIALS service agreement, for faults caused by electrical and mechanical breakdown, both inside and outside of Your home.
- Your annual insurance premiums for Your Home Insurance policy may increase after You have made a claim irrespective of whether the claim has been approved by Your insurance company.
- Under Your home insurance policy, You may have to pay a policy excess if Your claim is accepted by Your insurance company. Under the PROTECT & CARE ESSENTIALS service agreement, We do not ask You to pay a contribution towards any reasonable repair or replacement costs of Your Equipment.

DATA PROTECTION

We ask for Your name and address so that we can give You an efficient after-sales service. We will only use Your personal information as set out in Our Privacy Policy, which can be found at <https://pacific.co.uk/privacy-policy>.

MARKETING

We, along with other members of the Pacifica Group may use your information to tell You about any other products, services or special offers, which We believe, may be of interest to You.

We may contact You in various ways - by post, by telephone, via email and/or other appropriate electronic messaging services.

To change your marketing preferences, please let Us know by emailing us at:-

info@ukwarranty.com

or by writing to Us using the contact details provided below:-

Pacifica Appliance Services Limited
Pacifica House
Rainton Business Park
Houghton Le Spring
DH4 5RA.

RIGHTS OF THIRD PARTIES

A person who is not a party to this PROTECT & CARE ESSENTIALS service agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this PROTECT & CARE ESSENTIALS service agreement but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

For Your information, the Contracts (Rights of Third Parties) Act 1999 allows a person who is not a party to a contract to be able to enforce that contract if the contract expressly allows him/her to or if the contract confers a benefit upon him/her. However the Act will not be applied if the parties make it clear in the contract that the third party does not have the right to enforce it. For further guidance please see www.legislation.gov.uk or contact the Citizens Advice Bureau.

SANCTIONS

We shall not provide any benefit under this PROTECT & CARE ESSENTIALS service agreement to the extent of providing cover, payment of any service request or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

GENERAL

All services under this agreement are provided by PACIFICA APPLIANCE SERVICES LIMITED, Pacifica House, Rainton Business Park, Houghton Le Spring, England, DH4 5RA. A member of PACIFICA GROUP LIMITED.

This PROTECT & CARE ESSENTIALS service agreement is provided to You by PACIFICA APPLIANCE SERVICES LIMITED, Company Registration No. 05288361. Our obligations are secured by a Contract Liability Insurance Policy provided by an UK regulated insurance company.

In accordance with the Equality Act 2010, We are able, upon request, to provide a text phone facility, audio tapes and large print documentation. Please advise Us if you require any of these services to be provided so that We can communicate with You in an appropriate manner.

Nothing in this PROTECT & CARE ESSENTIALS service agreement affects Your statutory rights. You can obtain advice on these rights from Your local Citizens Advice Bureau
<https://www.citizensadvice.org.uk/>.



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 **Pacifica**

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