



MAURICE LAY DISTRIBUTORS LTD [TRADING AS CAPLE] TERMS & CONDITIONS

CAPLE CARE SOLUTION FEE

WHAT IS COVERED

- The Approved Service Partner [ASP] callout/evaluation & labour fees.
- The parts required to repair the reported fault, any additional spare parts that are not related to the reported fault will be charged by the ASP directly to you.
- 12 months guarantee on parts and labour for the repair completed.
- The Caple Care solution fee includes VAT.

WHAT IS NOT COVERED

- Domestic appliances installed or used in commercial premises.
- Any costs incurred in removing or accessing an appliance which has been installed contrary to the manufacturer's guidelines.
- Repairs as a result of misuse, negligence or poor installation not in accordance with the manufacturer's instructions.
- Food loss or spoilage.
- Loss of earnings.
- Re-gassing of appliances which contain R134 or R12 gas. This includes fridges, freezers, fridge-freezers & wine cabinets - we may offer a new replacement appliance at a discounted price.
- Additional faults that were not reported at the time the repair was booked.
- Appliances that are more than 6 years old.
- Additional spare parts that are not related to the reported fault - these will be charged by the ASP directly to you.
- Cost due to rust, corrosion, fire, water damage or infestation.
- Accidental damage i.e. ANY glass hob tops broken or cracked, dented doors etc, we can quote an alternative new replacement appliance for you.
- The delivery, installation or remedial costs of any new replacement appliance offered.
- Damage or alteration carried out by non Caple authorised agents.
- Accidental damage caused by foreign object or substances.
- These arrangements only apply in the United Kingdom - please call us to discuss non UK arrangements
- Additional labour costs to repair products due to installation and access to a product e.g. Ceiling hood - additional charges may apply
- Any specialist equipment required to carry out any repairs and access to product e.g. Scaffolding - additional charges may apply
- Downdraft & ceiling hood motors are classified as products not a spare part.

In any of these instances Maurice Lay Distributors Ltd [MLD] reserve the right to cancel the repair and refund you the Caple care solution fee.

At which point we will offer you an alternative new replacement Caple appliance at a substantial discount to the normal RRP price.



THE CAPLE CARE SOLUTION APPOINTMENT

- The Caple Care Solution fee [see below] will be charged to your credit/debit card at the time of booking your Caple Care Solution. If you would like a receipt, please advise.
- An email/text will be sent to you with confirmation of your Caple Care Solution.
- The ASP will contact you to arrange a time and date for your Caple Care Solution appointment.
- The ASP will attend the Caple Care Solution appointment at the agreed time to inspect the appliance. If the appliance can be repaired without any replacement parts, the repair will usually be carried out during the initial Caple Care Solution appointment. If any replacement parts are required, the ASP will usually order them within 24 hours and arrange a further Caple Care Solution appointment. The full Caple Care Solution fee will be charged in the event of the ASP attending and providing only advice or information resulting in a working appliance.

CANCELLING OR CHANGING YOUR CAPLE CARE SOLUTION APPOINTMENT

- Your Caple Care Solution appointment may be changed by Caple or cancelled or changed by you up to 24 hours beforehand. Please call the Caple customer service team if you wish to cancel or change your Caple Care Solution appointment.
- Caple reserves the right to cancel your Caple Care Solution, refunding the Caple Care Solution fee less a £54 administration charge, in the following circumstances:
 - » If the ASP attends an appointment and a responsible adult is not present;
 - » If reasonable access to the property [including parking] is not available to the ASP; or
 - » If the appliance cannot be removed or accessed as required by the ASP to undertake an inspection and/or conduct a repair.
- If the parts required to repair the appliance would cost more than £250 [plus VAT], are no longer available, are obsolete or cannot be sourced within 4 weeks from the initial Caple Care Solution appointment, either you or Caple may cancel the Caple Care Solution. You will be entitled to a full refund of the Caple Care Solution fee and we will offer you a new, replacement appliance at a discount from the RRP price.

THE CAPLE CARE SOLUTION REPAIR GUARANTEE PERIOD

- The Caple care solution repair is guaranteed to cover the initial reported fault for a period of 12 months
- The guarantee period does not cover any subsequent unrelated breakdown or faults to the appliance.
- If you arrange another visit and it is found the fault is not related to the original reported repair then we reserve the right to charge you for the visit. Alternatively we can arrange a new Caple care solution repair which will be chargeable at the time of the visit.
- The guarantee period becomes invalid if the appliance is not used in accordance to the manufacturer's user instructions or being misused.
- If the repair should fail within the 12 month period then please call Caple on 0117 9381900 [option 2] or write to us at Maurice Lay Distributors Ltd [Caple], Fourth way, Avonmouth, Bristol BS11 8DW quoting your previous Caple Care Solution job number to arrange a new visit. Costs may apply if the new repair does NOT relate to the originally identified fault.
- If the original repair was to remove or clean a filter/blocked pump then any subsequent calls of the same fault will be treated as a new appointment where we reserve the right to charge the Caple care solution fee again.
- This guarantee applies only within the United Kingdom.



DATA PROTECTION AND YOUR STATUTORY RIGHTS:

- Your personal information will be held and used by MLD and our ASP acting on our behalf to undertake a Caple care solution repair on your appliance.
- Your personal information may be used by MLD for marketing or training and dispute resolution purposes, at the time of calling you have the option to request that your personal data will not be used for marketing or training purposes.
- Nothing in these terms and conditions will reduce or affect your statutory rights.
- MLD reserve the right to change these terms and conditions at any time and without notice. Any such changes will take effect once uploaded to our website www.caple.co.uk by making a Caple care solution service call you are indicating your acceptance to the latest terms and conditions shown on our website. A full copy is also available by post or email on request.

THE CAPLE CARE SOLUTION FEE

American refrigeration / wines cabinets / downdrafts / island hoods / ceiling hoods / gas hobs / electric hobs / range cookers £199

All other items [including those hoods not listed above] £179

All prices are inclusive of VAT.