

Unlimited Replacements for 3 years

Low cost breakdown cover
for selected products



Helping you make the right choice

Can I buy a policy at a later date?

You can take out Instant Replacement Cover at any time within 30 days of your purchase. Ask for a quotation and we'll guarantee today's price for this period.

Won't my purchase come with a guarantee?

Yes. Most manufacturers offer 12 months' cover against any technical fault, but will not guarantee a replacement product every time.

Will I be covered under home contents insurance?

Your household contents insurance may cover you for accidental damage, fire or theft of your product. You may also need to pay an excess charge and be required to claim back the cost of the repair. Subsequent premiums may increase as a result of claims. Check your policy carefully.

Where can I buy cover?

You can buy Instant Replacement Cover at any Comet store or over the phone on 08705 425 425. Alternatively, you can buy extended warranties from insurers, utility companies, credit card companies, manufacturers, some other retailers and specialist online providers.

What if I change my mind?

Provided you have not made a claim, you may cancel this policy and receive a full refund within 45 days of purchase. After 45 days you can terminate your policy at any time and receive a refund for the full, unexpired months of cover remaining. Full details are included on your policy certificate.

Know your rights

When you buy a product, you are protected by the Sale of Goods Act 1979 (as amended) and the Sale Supply of Goods to Consumers Regulations 2002. If the appliance is not of satisfactory quality or fit for its purpose, you have a right to claim for repair or replacement for up to 6 years (5 years in Scotland). However, after the first six months it is up to you to prove the appliance was faulty when purchased – this may involve you taking legal proceedings.

For further information regarding your rights, contact your local Trading Standards Department.

Comet Instant Replacement Cover Office

AON Warranty Group, 152-158 Northolt Road
Harrow, Middlesex HA2 0EA

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INSTANT REPLACEMENT COVER

TAKING CARE OF YOU AND YOUR PRODUCT

Taking care of you and your product

Should your product break down, we will simply replace it with a new one.

Unlimited replacements for 3 years

Many household electrical products, such as kettles, irons and telephones, are essential for everyday living. We understand that, if they go wrong, it's often easier and cheaper to buy a new one than to get it repaired.

No need for repairs!

For a small one-off cost, Instant Replacement Cover ensures that if your product breaks down you'll never need to arrange for a repair.

Free replacements as many times as you need

Should your product break down, simply return it to the store and we'll replace it for you there and then – as many times as necessary over the full 3 years of cover.

No quibble cover

We'll exchange your faulty product for the same model if still available, or one of equivalent specification if not. If we don't have an equivalent in stock, we will give you Comet Vouchers to the value of your original purchase price instead.

"Just return your product if it breaks down and I'll give you an immediate replacement"



Instant Replacement Cover offers peace of mind for many product purchases under £130 including:

Air Treatment

Cameras

Coffee Makers and Teasmaids

Computer Peripherals

Deep Fat Fryers

Electric Blankets

Electronic Scales

Fans

Food Processing Equipment

Health & Beauty Products

Health Grills and Mini Ovens

Heaters

HiFi Systems

Irons

Kettles

Remote Controls

Shavers

Slow Cookers & Steamers

Toasters

Telephones

& Answer Machines

How to claim

Claiming your replacement product is easy.
Just follow these simple few steps.

Ensure you keep your original sales receipt as proof of purchase.

- 1 First refer to your instruction manual to make sure all controls are correctly adjusted
- 2 Check your product carefully for things you may be able to correct yourself, such as blockages, scaling or a blown fuse
- 3 Take your faulty product to your local Comet store, along with your original sales receipt and policy certificate.
- 4 A member of staff will check the appliance failure and, when confirmed, give you a replacement product immediately.
- 5 Should no replacement be available, we will give you Comet vouchers to the value of the original purchase price and your cover will end.



"You can have unlimited replacements for 3 years"

What we don't cover

Instant Replacement Cover offers a no-hassle solution in the event of your product breaking down. However, there are some situations we cannot cover:

Breakdown due to

- Accident, neglect, wilful abuse or misuse.
- Failure to follow the manufacturer's instructions.
- Fire, flood, scaling, corrosion or blockages.

The cost of

- Replacing consumable items such as batteries.
- Cosmetic damage that does not affect the function of the appliance.
- Loss of use of the appliance or consequential loss of any kind.
- Repairs or replacement by anyone other than Comet or Comet's authorised agents.

The policy will not apply if the product has been modified or used for business purposes