

uCover Service Plan Summary

What is a Service Plan?

The service plan provides for repair or replacement costs, incurred as a result of the sudden and unforeseen failure on a component arising from any permanent mechanical or electrical defect. Your plan provides unlimited claims up to the original purchase price of the product in aggregate.

Exclusions and limitations

- Return charges where a fault can not be found with the equipment
- Accidental Damage
- Wear & Tear is excluded
- Costs not authorised
- Faults relating to the installation of the equipment
- Work, which relates to a manufacturer recall
- Faults known to you before commencement of the cover
- Deliberate damage or neglect of the equipment

Duration of Plan

Cover is provided for a fixed period of 24 months after the expiry of the 12 month standard manufacturer warranty.

Cancellation right

We hope you are happy with the cover this plan provides. However, you have the right to cancel this service plan anytime, if cancelled within 30 days invoice to receive a full refund. We will have the right to cancel this service plan by giving you 14 days notice at any time.

Making a claim

If you have a claim please telephone Buy It Direct on 0871 750 2970 (calls may be recorded for training and claims purposes)

How to complain

If you have a complaint about this service plan please contact Buy It Direct customer services on 0871 750 2970.

If you are not happy with the response please write to the Managing Director of Buy It Direct at:

Buy IT Direct Ltd, Trident Business Park, Leeds Road, Huddersfield, HD2 1UA