

# Peace of Mind Guarantee from Enva

Thank you for purchasing this refurbished electrical appliance. It has undergone repair, testing and quality control to ensure it meets our exacting standards before being allowed back into your home.

We hope it will give you many years of service, however, should it develop a fault within the first six months, we will organise an in-home repair or replacement to give you peace of mind.

To activate your Peace of Mind Guarantee, simply either phone Enva when you purchase your appliance on **01476 542841** and give us your name, address and the **Enva Barcode** attached to the machine, or email us on [peaceofmind@enva.com](mailto:peaceofmind@enva.com) with your name, address and the Enva Barcode attached to the machine.

Please also email us the make and model of the machine for verification. For more information about what we do, please visit <https://enva.com/peaceofmind>. If your appliance develops a fault within the first 6 months, please call on 01476 542841, Monday to Friday between 09:00 and 17:00. Our customer service team will take details of the fault.

If the fault cannot immediately be rectified over the phone, our customer service team will arrange for a service engineer to carry out a repair in your home; if the repair does not resolve the problem, a replacement item will be offered. If the replacement is accepted, this will be delivered to you and the old one will be taken away.

## Terms and Conditions

1. Communications and Repair work will be carried out during normal working hours only, which are typically 08:30-17:30 Monday to Friday
2. You must ensure that your equipment is installed correctly, used in line with the manufacturer's instructions, in a non-commercial setting and for domestic use only in the UK. Replacement Instruction manuals are usually available to download on the internet from the manufacturer.
3. Fault must not have been caused by accidental damage, unauthorised repairs, misuse, malicious damage, damage caused by fire, flood, explosion, lightning, storms, frost or other bad weather conditions, rust, corrosion, or water.
4. You may be liable for the cost of the call out if there is no fault found with the equipment.
5. This Guarantee does not provide cover for any consequential loss e.g., loss of food, damage to clothes or property caused by the breakdown of your equipment or installation / de-installation costs which may result from the breakdown of your equipment.
6. This Guarantee does not include:
  - o Replacement of consumable items such as batteries, light bulbs and fuses
  - o Damage to Accessories
  - o Installation of replacement item
  - o Refunds

7. This guarantee is valid for six months from the original purchase date. This guarantee is not transferrable to any other person. You may be requested to provide proof of purchase date.
8. In the event that a replacement is given instead of a repair, the replacement item will be of the same or similar specification.
9. Please note that any abuse of our staff or representatives will not be tolerated and may result in your guarantee being revoked.
10. We reserve the right to invalidate this guarantee if any of the terms and conditions are breached.

### **Governing Law and Statutory Rights**

Nothing in these terms and conditions will reduce or affect your statutory rights, for further information about your statutory rights, contact your local Trading Standards Department or Citizens Advice Bureau.

# Privacy Policy

Enva E-Waste England Limited (registered number 04980148) whose registered office is at Bilsthorpe Industrial Estate, Brailwood Road, Bilsthorpe, Newark, England NG22 8UA ("We" "Us") are committed to protecting and respecting your privacy.

This privacy policy (together with our terms of use and any other documents referred to on it) describes how your personal information is collected, used, and shared when you sign up to our guarantee service. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. Enva E-Waste England Limited is the data controller.

**PERSONAL INFORMATION WE COLLECT** - When you sign up to our service, we collect certain information from you, including your name, address and phone number. This information is required for us to perform our contractual obligations with you. We refer to this information as "Personal Information."

**HOW DO WE USE YOUR PERSONAL INFORMATION?** - We use the Personal Information that we collect generally to fulfil contractual obligations related to the guarantee service offered, including, arranging for repair or replacement products shipping and progress updates.

**SHARING YOUR PERSONAL INFORMATION** - We sometimes share your details within the group and with trusted third parties, for example, delivery couriers to deliver goods to your home and 3rd party contract engineers to visit your home to effect a product repair. When we do share information with third parties, only specific and limited information they need to perform their service is provided and we work closely with them to ensure that your privacy is respected and protected at all times. We will not share your information with third parties for their own marketing purposes.

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

**Where we store your personal data** - The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

**YOUR RIGHTS** - If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or, under certain circumstances, be deleted. If you would like to exercise this right, please contact us through

the contact information below, Additionally, if you are a European resident, we note that we are processing your information in order to fulfil contracts we might have with you (for example to provide guarantee services), or otherwise to pursue our legitimate interests.

**DATA RETENTION** - When Personal Information has been collected, we will maintain your Personal Information for our records in line with our data retention policy, and for no longer than 12 months, unless required to.

**CHANGES** - We may update this privacy policy from time to time in order to reflect, for example, changes to our practice or for other operational, legal, or regulatory reasons. We advise that you check this page regularly for updates.

**CONTACTING THE REGULATOR** - If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. You can contact them by calling 0303 123 1113 or go online to [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns).

**CONTACT US** – For more information about our privacy practices, if you have questions, or would like to make a complaint, please contact us by email at [customerservice.ewaste@enva.com](mailto:customerservice.ewaste@enva.com) or by mail using: Enva E-Waste Spittlegate Level, Grantham NG31 7UH.