# **SITEWIDE BANNER:**

# **Please brief here new copy to be used:**

**For reference, this is the banner we used during lockdown in March:**



# **Lets go with the banners below please**

* SHORT DWELL - *Always open online for home delivery, or order & collect from store.*
* MEDIUM DWELL - *Always open online for home delivery, or order & collect from store today on 1000s of top tech products.*

# **Important information regarding Coronavirus (COVID-19)**

In England - [from Thursday 5th](http://outlook-data-detector//12), you can ONLY order from us online – but you can still pick up from store using our Order & Collect service.

o Order online and talk tech with an expert colleague using our new SHOPLIVE video chat.

o You can still have products delivered to home if you choose. There’s details of how we’re doing that safely here.

o You can also order online and pick up from a store. Just choose the order and collect option when you check out. You don’t even need to leave the safety of your car. We’ll just pop everything into your boot.

To see the latest on your order please use our [online tracker](https://trackit.teamknowhow.com/order-tracking-start.dhtml).

(Latest update: 12/06/2020 Time: 12:00)

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## **TAB1 – Stores**

In England - [from Thursday 5th](http://outlook-data-detector//12), you can ONLY order from us online – but you can still pick up from store using our Order & Collect service.

o Order online and even talk tech with an expert colleague using our new SHOPLIVE video chat.

o You can still have products delivered to home if you choose. There’s details of how we’re doing that safely here.

o You can also order online and pick up from a store. Just choose the order and collect option when you check out. You don’t even need to leave the safety of your car. We’ll just pop everything into your boot. If you don’t have a car you can select the walk up option instead.

To find out if your nearest store is open [click here](https://www.currys.co.uk/gbuk/store-finder).

Please visit our general FAQs for answers to any questions you have.

Any return periods will exclude the dates that stores are closed.

**THIS SECTION TO BE REDEIGNED IN TO SHOPLIVE CREATIVE**

**If you can’t come to our stores at the moment, our in-store experts are available online by video call to give you buying advice about any laptop, TV or household appliance. Just look out for the ShopLive icon throughout our website.**

### **How we’re keeping you safe:**

We’ve added lots of new safety measures at our stores that are able to stay open. They’re all clearly signposted. We’re also asking all of our colleagues to wear face coverings where possible.

Most importantly, we ask that you please don’t visit our stores if you or anyone in your household is displaying symptoms of COVID-19. This includes using our drive-thru collection service.

****Here’s how you can help keep everyone safe...****

* It is now mandatory to wear a face covering when shopping with us.
* Please follow the signs and keep 2m from other customers and colleagues.
* As we’re limiting the number of customers inside our stores at any one time, there might be a short wait. Thanks for bearing with us.
* Please follow the one-way arrows around the store.
* Please avoid touching products where you can.
* Please use the anti-bacterial gel available throughout the store.
* Please use a card or contactless for payment where possible.

To keep you safe we’ve added safety screens at our till points and customer service desk. And we’re upping our cleaning efforts – sanitising trollies, baskets, demo products and more to keep you safe.

### **To find out whether your local store is open and what service are available, please visit our store finder**

[Visit store finder](https://www.currys.co.uk/gbuk/store-finder)

Remove all of the above and replace with below

In England - [from Thursday 5th](http://outlook-data-detector//12), you can ONLY order from us online – but you can still pick up from store using our Order & Collect service.

o Order online and talk tech with an expert colleague using our new SHOPLIVE video chat.

o You can still have products delivered to home if you choose. There’s details of how we’re doing that safely here.

o You can also order online and pick up from a store. Just choose the order and collect option when you check out. You don’t even need to leave the safety of your car. We’ll just pop everything into your boot.

**Things are a bit different in Wales, Scotland and Northern Ireland.**

o REMOVE THIS LINE In Wales, our stores are shut now given local rules, so you can only order online and deliver to home.

o In Scotland, Wales & Northern Ireland, our stores are open as normal now and post-Nov 5th (until rules change).

o Remove Like in England This line should only say We are extending opening hours for most Scottish, Wales and Northern Ireland stores.

o “Zero Contact” Order & Collect is available in Scotland, Wales & Northern Ireland too.

**How we’re keeping you safe:**

We have lots of safety measures at our stores that are able to stay open in Scotland, Wales and Northern Ireland . They’re all clearly signposted. We’re also asking all of our colleagues and customers to wear face coverings where possible.

Most importantly, we ask that you please don’t visit our stores if you or anyone in your household is displaying symptoms of COVID-19. This includes using our Order & Collect from a porch front service or Drive-Thru collection service.

**Here’s how you can help keep everyone safe...**

* It is mandatory to wear a face covering when shopping with us.
* Please follow the signs and keep 2m from other customers and colleagues.
* Please use the anti-bacterial gel available
* Please use a card or contactless for payment where possible.

**To find out whether your local store is open and what service are available, please visit our store finder**

If you need help choosing your tech, for selected products, you can now chat to one of our colleagues from the comfort of your home by video call:

[Check out our new ShopLive](https://www.currys.co.uk/gbuk/live-experts-1761-commercial.html) service





#### **STEP 1:**

Order online and select click and collect



#### **STEP 2:**

Once you’ve had confirmation your order is ready to collect, drive to our store and park in one of our collection bays. If you’re on foot, go to our collection point. Please make sure you have your mobile phone and payment card ready.



#### **STEP 3:**

When you’re parked up, click the link in your ready to collect email to let our team know you’ve arrived



#### **STEP 4:**

Get out of your car and pop open your boot

Amend the above to **if you’re in your car, pop open your boot**



#### **STEP 5:**

Get back into your car and sit tight. One of our colleagues will then safely put your order in your boot

To find out whether your local store has drive thru order and collect, please check our [store finder](https://www.currys.co.uk/gbuk/store-finder).





#### **STEP 1:**

Order online and select click and collect



#### **STEP 2:**

Once you've had confirmation your order is ready to collect, make your way to our store and head to the collection point add here and make sure you have your payment card ready



#### **STEP 3:**

Once you're there, click the link in your ready to collect email to let our team know you've arrived



#### **STEP 4:**

You'll get a text when our colleague is bringing out your order, please remember to keep 2m away from our colleagues and other customers

## **Watch our video to learn more about order and collect:**

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## **TAB2 - DELIVERY**

## **Delivery for big items**

### **We’re re-introducing our delivery service to a room of your choice for big items (TVs over 40” and kitchen appliances), if you’d prefer a delivery to your front door only, we can do that too. We’ll give you a call on the day of your delivery, just let us know what you’d prefer.**

Please maintain the recommended social-distancing gap of 2m from our delivery teams at all times and where possible have doors open so we don’t need to touch door handles.

We’re also taking extra steps to make sure our teams are delivering safely:

* We’re asking our teams to wear face coverings where possible
* We’re using anti-bac gel and cleaning wipes before and after every delivery
* We’re wearing appropriate protection equipment
* We’re maintaining 2m social distancing at all our distribution sites
* We’re completing temperature checks before shifts
* We’re keeping the same delivery partners working together where possible
* We’re following the latest government advice to self-isolate if we’re experiencing any Coronavirus symptoms or need to quarantine as per government advice (this may mean that some deliveries are changed last minute, we’re working hard to minimise this)

## **Delivery service for small items**

Our courier partners (DPD and Royal Mail) have all updated their delivery processes to take extra precautions due to Coronavirus.

1. Please use the DPD app to nominate a ‘safe place’ for your delivery to be left. If you’re not able to use the DPD app, DPD is still able to offer a contact-free delivery. They will take a picture of your property and capture a proof of delivery name instead of capturing your signature. You’re also able to use the DPD app to change the date of your delivery.
2. Royal Mail is an unsigned service. Where Royal Mail needs to deliver a parcel, its teams will place the parcel at your door. Having knocked on the door, the delivery teams will step aside to a safe distance while the item is retrieved. If the delivery cannot take place, Royal Mail will take the parcel to the local depot for you to collect. The parcel will be held for 18 days as per normal process.
3. To see the courier partner for your delivery, please check your dispatch confirmation email (which will also include your tracking reference). If your order is online only, it will come direct from our delivery partner, who may use different couriers. The delivery information will be in your dispatch confirmation email.

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## **TAB 3 - Returns & Refunds**

### **Here’s all you need to know about our returns policy and how to return your order:**

#### **Extended Christmas returns policy**

This Christmas, for added peace of mind, if you buy any product between Thursday 29th October and Thursday 24th December, you have right up till Thursday 14th January 2021 to return it.

**Add** If you would like to return or exchange a product, organise a repair or ask us to honour a price promise, it’s really easy.

First up, you’ll need to check if this service is available in your local store. You can do that by checking here. (**Add store link and when taken to the pages we again make it really clear what the customer can do in the store**)

Once you’ve confirmed that the service is available, let us know you’re coming to the store by completing this form (**insert form** **below**)

When you’ve completed your form, there’s nothing more for you to do. Just visit your selected store and let us know when you’ve arrived.

Our #1 priority is to keep customers & colleagues safe. We have lots of safety measures at our stores. Please follow the signs and keep 2m from other customers and colleagues. Most importantly, we ask that you please don’t visit our stores if you or anyone in your household is displaying symptoms of COVID-19. This includes using our drive-thru collection service.

We’re very busy right now, so there might be a bit of a queue

There’s a few other things we need to let you know.

Our repairs service is a drop off service only.

If you’re exchanging a product, we’ll give you a gift card as your refund, which you can use to buy a new product same day.

### **Returns Policy:**

#### **Unwanted items:**

For items bought online or over the phone, unwanted items can be returned even if you have opened them for inspection. You can examine the goods as you would in a shop but to obtain a full refund you must not start using them, install them or input any data/software. The goods must be returned in ‘as new’ condition and in their original packaging.  As our customer services team are very busy at the moment, we’ve extended the amount of time you have to return opened products from 14 to 21 days.

If you purchased in-store, and the product is unopened and is pristine condition, then we’re giving you extra time to return your product, you’ll have 21 days from your local store re-opening.

#### **Faulty goods:**

Within 30 days of purchase or delivery, you may return a faulty product for an exchange or refund. If you purchased from store, and your product developed a fault whilst our stores were closed, then you can return these within 30 days of your local store re-opening.

Within product’s guarantee period (normally 12 months from purchase or delivery), we will offer you a prompt repair service. We do not cover faults caused by accident, neglect, misuse or normal wear and tear.

### **How to return your order:**

How you can return your order depends on the item and where you purchased it, find out more below:

#### **For online small box items:**

If you wish to return a small item purchased online then please fill in the form on our returns page to arrange a collection.

[Visit returns page for more info](https://www.currys.co.uk/gbuk/returns-cancellations-1043-theme.html)

Alternatively, you can now return these to one of our re-opened stores. If you’ve paid on credit for your item, please [contact our customer services team](https://www.currys.co.uk/gbuk/coronavirus-1222-commercial.html#customer-services).

#### **For online purchases of large items:**

Start your request here <https://www.currys.co.uk/gbuk/help-and-services/shopping-with-us/returns-and-refunds-16-commercial.html>

#### **Store returns**

If you would like to return or exchange a product, organise a repair or ask us to honour a price promise, it’s really easy.

First up, you’ll need to check if this service is available in your local store. You can do that by checking here. (**Add store link and when taken to the pages we again make it really clear what the customer can do in the store**)

Once you’ve confirmed that the service is available, let us know you’re coming to the store by completing this form (**insert form** **below**)

When you’ve completed your form, there’s nothing more for you to do. Just visit your selected store and let us know when you’ve arrived.

Our #1 priority is to keep customers & colleagues safe. We have lots of safety measures at our stores. Please follow the signs and keep 2m from other customers and colleagues. Most importantly, we ask that you please don’t visit our stores if you or anyone in your household is displaying symptoms of COVID-19. This includes using our drive-thru collection service.

We’re very busy right now, so there might be a bit of a queue

There’s a few other things we need to let you know.

Our repairs service is a drop off service only.

If you’re exchanging a product, we’ll give you a gift card as your refund, which you can use to buy a new product same day.

Whilst stores are closed, you can still hold onto you purchase until stores open, we will extend the returns period so that it doesn’t include the time the store was closed.

#### **For store purchases of small items:**

DELETE THIS WILL NEED TO BE ADDED BACK IN SUNDAY ONCE WE HAVE INFO For purchases from February 24th – March 24th, you can now return these to our re-opened stores, please remember to bring your receipt with you.

If the product is unopened and pristine – then we’re giving you extra time to return it, 21 days from when your local store re-opens.

If your product has developed a fault, then we’re giving you a extra time to return it, 30 days from when your local store re-opens.

If your local store hasn’t re-opened, where possible we ask that you continue to wait for it to re-open. We know this won’t be right for everyone, so if you need a return more urgently then please contact [our customer services team](https://www.currys.co.uk/gbuk/coronavirus-1222-commercial.html#customer-services) and have your receipt details to hand.

#### **For store purchases of large items:**

**DELETE** For all store purchases of large items (like household appliances or TVs over 42”), you can now return these to our re-opened stores, please remember to bring your receipt with you.

If the product is unopened and pristine, then we’re giving you extra time to return, 21 days from when your local store re-opens.

If your product has developed a fault, then we’re giving you extra time to return it, 30 days from when your local store re-opens.

Alternatively, we can pick up your product from your home. Please contact [our customer services team](https://www.currys.co.uk/gbuk/coronavirus-1222-commercial.html#customer-services) to arrange this and have your receipt details to hand.

### **How long does it take to get a refund?**

If you’re waiting for a refund of your order, please note that refund payments are currently delayed as a result of the impact of Covid-19. These can take up to 14 days to process. If you’ve been waiting longer than 14 days, then please contact [our customer services team](https://www.currys.co.uk/gbuk/coronavirus-1222-commercial.html#customer-services).

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## **TAB4 - Install & recycling services**

### **We’ve re-introduced our installation services with extra safety measures in place. We’re now able to install ovens, cookers, hobs, TVs washing machines, tumble dryers, dishwashers and fridge freezers.**

We’re also going back to collecting your products from inside your home, and we’ll disconnect them if you’ve selected our install service. Our new safety measures remain, please read the latest information below so we can keep you and our colleagues safe.

[**Visit our YouTube channel for useful video guides on how to install your new product yourself**](https://www.youtube.com/watch?v=Cc1ZXA1Qmko&list=PL9qqwdyRtUEbgccmTzwemNwengX9zd4_t)

### **Install services**

We’re making limited installation bookings available, to see whether install is available in your area, please select installation in basket.

Installation services are now available on the following products:

* Gas and electric cookers, ovens and hobs
* TVs
* Washing machines and washer dryers
* Dishwashers
* Tumble dryers
* Fridge freezers
* Integrated appliances; refrigeration, washing machines, washer dryers, tumble dryers and dishwashers

It’s important we continue to follow these safety precautions to make sure that we can install safely:

1. Please keep at least 2m away from our install crews at all times
2. If you can, stay in another room away from where our install crews are working – they’ll still get you to check everything is working OK before they leave
3. Open windows in the room where we'll be working and where possible have doors open so we don’t need to touch door handles
4. Our install crews continue to follow the latest government advice on self-isolation or quarantine – this means that some install services may be changed last minute – please bear with us, we will get to you as quick as we can

All installations are completed at the discretion of our install teams. If we’re unable to complete your install for any reason, we’ll discuss alternative arrangements with you.

****To check whether our install service is available at your address, please check the services section in our checkout. You’ll find more info our install services**** [**here**](https://www.currys.co.uk/gbuk/team-knowhow-installation-413-commercial.html)****.****

### **Recycling services**

We’re also updating our recycling service. If it’s safe for us to do, we’ll collect your old appliances from inside your home (but if you’d rather leave them on your doorstep for us to collect then that’s OK too)

If you’ve got installation on your order, then we’ll disconnect your old appliance for you. If not, please make sure it is safely disconnected before our teams arrive.

Please note, gas and hardwired electrical products will need to be disconnected by a qualified professional.

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## **TAB 5- Care services (extended warranty and repairs)**

For our extended warranty customers (Care & Repair, Repair & Support Plan or Care Plan), our repair lead times may be longer than usual. **We continue to work to meet our customer promises, the impact of covid restrictions may affect this at times.**

### **Extended warranty customers:**

Please contact us on 0344 561 1234 or contact us [**here**](https://www.currys.co.uk/gbuk/help-and-services/help-and-services-20-commercial.html?tab=2)to book your product for a repair. For items that need to be taken to our specialist repair centre (like TVs or laptops), we’ll arrange to collect your product from your home.

If you’re a critical worker, or an extremely vulnerable/shielding customer ( [as defined by the UK government](https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19)), please mention this when you contact us. We’re trying to prioritise getting to you first.

Where home visits are required for household appliance repairs, we’re also taking extra precautions to keep customers and our repair engineers safe:

1. Our repair crews will take all necessary safety precautions, including using antibacterial gel before and after every visit and will use cleaning wipes where possible.
2. We’ll call you before your appointment. If anyone at the property is isolating due to potential exposure, we won’t be able to complete the appointment and will re-schedule.
3. We ask that you stay 2m away from our repair engineers at all times and ideally in another room while they work on your appliance. Don’t worry, they’ll still show you that everything is up and running (or advise on next steps) before leaving.
4. Our repair engineers are also following latest government advice and self-isolating where they need to. This means that your repair appointment may be changed at the last minute. Please bear with us if this happens, we’ll get to you as quickly as we can.

### **Instant Replacement plans:**

If you have an Instant Replacement agreement (products under £150), we’re really sorry, but we’re not able to support you until our shops re-open and our repair operation returns to normal.

We know this will be disappointing for many customers, but we’re trying to focus our teams on those customers who need our help the most.

### **Chargeable repairs:**

For customers without an extended warranty agreement, we’re reintroducing our chargeable repair services for household appliances, TVs and laptops. Please contact our customer services team or click [**here**](https://www.currys.co.uk/gbuk/help-and-services/repairs-and-maintenance-24-commercial.html)for the options available to you.

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## **TAB 6 - Customer Services**

### **Due to the impact of COVID-19, we’re running a limited service over the phone, so you may experience extended waiting times.**

### **Our average wait time on the phone is more than 1 hour.**

### **If you need to do any of the below**

### **Returns**

### **Cancellations**

### **Refunds**

### **Track your order**

### **Request a copy of your receipt**

### **Request a valet**

### **We’ve also updated our customer services opening times over the phone, please see the** [**latest opening times here**](https://www.currys.co.uk/gbuk/contact-us-1181-theme.html)

Please read the updates and FAQs on this page before calling, and only call regarding urgent issues.

We are working hard to bring you the best service possible, and we apologise for the inconvenience this may cause.

**TAB 6 - Customer Services**

Due to the impact of COVID-19, we’re running a limited service over the phone, so you may experience extended waiting times.

Our average wait time on the phone is more than 1 hour.

In order to help you complete a variety of tasks more quickly and easily, without the need to call us, we have created a number of services which are now available online. Please use the links below if they can help you manage your request.

**Return or exchange a small item purchased online -** [**https://cws.secure-mobiles.com/embeddedforms/v1/product/return**](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcws.secure-mobiles.com%2Fembeddedforms%2Fv1%2Fproduct%2Freturn&data=04%7C01%7CNatalie.Brannan%40dixonscarphone.com%7Cf644d5c5b9a84c12cf0e08d881a39276%7Cf4fd83f8cc5f4fc6bf6341c416a63bcd%7C0%7C0%7C637401886829167932%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=SbSInMpL9%2B0SeM2gCPzRtFyv4MlKepwqgFJ4srJvYyk%3D&reserved=0)

**Return or exchange a large item purchased online -** [**https://cws.secure-mobiles.com/embeddedforms/v1/big-box/return**](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcws.secure-mobiles.com%2Fembeddedforms%2Fv1%2Fbig-box%2Freturn&data=04%7C01%7CNatalie.Brannan%40dixonscarphone.com%7Cf644d5c5b9a84c12cf0e08d881a39276%7Cf4fd83f8cc5f4fc6bf6341c416a63bcd%7C0%7C0%7C637401886829167932%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=%2F1WVuBcrFHCDmCwcDJN742FQeDYzdtQjv8UD31vj7Ks%3D&reserved=0)

**Need to cancel your order -** [**https://cws.secure-mobiles.com/embeddedforms/v1/order/cancel**](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcws.secure-mobiles.com%2Fembeddedforms%2Fv1%2Forder%2Fcancel&data=04%7C01%7CNatalie.Brannan%40dixonscarphone.com%7Cf644d5c5b9a84c12cf0e08d881a39276%7Cf4fd83f8cc5f4fc6bf6341c416a63bcd%7C0%7C0%7C637401886829177925%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=1oS6f8ZwBVMZsx8mjxGmotnygDpT%2FS8oFi92TAPJulU%3D&reserved=0)

**Track your order -** [**https://www.currys.co.uk/gbuk/help-and-services/track-delivery-order-3-commercial.html**](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.currys.co.uk%2Fgbuk%2Fhelp-and-services%2Ftrack-delivery-order-3-commercial.html&data=04%7C01%7CNatalie.Brannan%40dixonscarphone.com%7Cf644d5c5b9a84c12cf0e08d881a39276%7Cf4fd83f8cc5f4fc6bf6341c416a63bcd%7C0%7C0%7C637401886829177925%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=12ndarDbO8Oktfqah2MVJLGM4dj%2BD19B2wt7UInvC9s%3D&reserved=0)

**Request a copy of your receipt -** [https://cws.secure-mobiles.com/embeddedforms/v1/receipt/request](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcws.secure-mobiles.com%2Fembeddedforms%2Fv1%2Freceipt%2Frequest&data=04%7C01%7CNatalie.Brannan%40dixonscarphone.com%7Cf644d5c5b9a84c12cf0e08d881a39276%7Cf4fd83f8cc5f4fc6bf6341c416a63bcd%7C0%7C0%7C637401886829187920%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=J4KBJV0ceJXv7HNC7uw7I8FSOF63MGTgNOpk3vvPwxA%3D&reserved=0)

**Request a valet -** [**https://cws.secure-mobiles.com/embeddedforms/v1/valet/book**](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcws.secure-mobiles.com%2Fembeddedforms%2Fv1%2Fvalet%2Fbook&data=04%7C01%7CNatalie.Brannan%40dixonscarphone.com%7Cf644d5c5b9a84c12cf0e08d881a39276%7Cf4fd83f8cc5f4fc6bf6341c416a63bcd%7C0%7C0%7C637401886829197917%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=TViAyzMkFjOp5oc2m1LPKJNq5YFXTIblM9TrSidVH2c%3D&reserved=0)

Please read the updates and FAQs on this page before calling, and only call regarding urgent issues.

We are working hard to bring you the best service possible, and we apologise for the inconvenience this may cause.

**We’ve also updated our customer services opening times over the phone, please see the** [**latest opening times here**](https://www.currys.co.uk/gbuk/contact-us-1181-theme.html)

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## **TAB 7 – FAQs**

**Top FAQs**

**Have you extended the returns period for items bought in-store, as I wasn’t able to return as the store was closed?**

While our stores are closed, you can hold onto your purchase until we re-open. We’ll extend your returns period so it doesn’t include the time the store was closed.

If you’ve changed your mind and the product is in pristine condition, then you have 21 days not counting the time our stores were closed to return it for a refund.  
  
If your product has developed a fault, then you have 30 days, not counting the days the store was closed, to return your product for a refund.  
  
All of our other returns and exchanges policies remain unchanged and can be found here <link to Returns FAQs>  
  
  
Where is my order?  
  
You can see the status of your order on our Team Knowhow online delivery tracker. If your delivery was due today and hasn’t arrived, please wait at least 24 hours before giving us a call, as it’s likely that your order is being automatically rescheduled.  
  
I need to change the date of my delivery  
  
This depends on which of our courier partners is delivering your item.  
  
If your order is being delivered by DPD, you can update the date of your order by using the DPD app, which is available on Apple and Android devices.   
  
If your order is being delivered by Royal Mail, sorry, but changes to delivery date aren’t possible. If you’re not at home to receive the item then you’ll receive a red slip through your door. You can use this to re-book for another day or collect the parcel from your local sorting office.  
  
If you order is a large item like a TV over 40” or a household appliance, you can call our customer services team to update your delivery date. Alternatively, on the day of delivery, our team will call you to let you know that they are on their way. Please tell them if you’re unable to receive your delivery. And they can arrange for the delivery to be rescheduled.  
  
How do I return my order?  
  
For store purchases of small items – we are now open where we can be, and you can now return your order. Please remember to bring your receipt with you. If a store is closed, you can hold onto you purchase until they open. We’ll extend your returns period so that it doesn’t include the time the store was closed.

If the product is unopened and pristine – then we’re giving you extra time to return it. Up to 21 days from when your local store re-opens.  
  
If your product has developed a fault, then we’re giving you’re an extra 30 days to return these products for a refund.   
  
For online purchases of small items – you can return your order to your local store (please check our store finder for our open stores). You can also complete the form on our returns page to arrange for a collection from your home.  
  
For purchases of large items like appliances or TVs, you can return your order online using this form <https://cws.secure-mobiles.com/embeddedforms/v1/big-box/return> or you can contact us to arrange your return. You’ll need your receipt details to hand.

**I’m self-isolating, can you still deliver?**  
  
**For small items: Yes, all of our courier partners are offering contact-free delivery.**  
  
**For large items: If you’re self-isolating, we’ll only be able to deliver to your front-door. If you’d prefer, when our crew call you on the day of your delivery, you can let them know that you’d like to reschedule for when your self-isolation period has ended.**

**Order and Collect FAQs**

**How do I find out which stores have order and collect available?**  
  
**Take a look at our store finder to see which stores are open. We’re open where we can be.** We’re are running reduced opening hours right now. So, once you’ve received confirmation that your order is ready to collect, please make sure you check our opening times before coming to collect it.   
  
How do I choose to collect in-store?  
  
Just add your tech to your basket and select ‘collect in-store’. Complete your purchase online and then we’ll let you know by email when it’s ready to collect. We’re only open where we can be. So, please remember to check the opening times of your local store before coming to collect your order. You can check this on our store finder page.  
  
Can I still collect my order if I don’t have a mobile device to let you know I’m there to collect?  
  
Absolutely. Once you’re at the store, please head to the collection point. Please remember to stay 2 metres away from our colleagues and other customers. To collect your order, you’ll need to give our colleague your order reference number, your payment card details and your address.   
  
Can I return my order to the store I've just collected it from?  
  
Yes, that’s fine. Just make sure you’re following our social distancing guidelines at all times.   
  
I've changed my mind and no longer want to collect my order?  
  
Of course, you can contact our customer services team to cancel your order. Our customer services team is really busy at the moment, so there might be a bit of a wait to speak to one of them.

Your order will be automatically be refunded if not collected in 28 days. Please allow 14 days from this date for the refund to be processed.

**Delivery & Install FAQs**  
  
**What extra precautions are your delivery teams taking?**  
  
**All delivery teams have gloves, hand sanitiser and cleaning wipes. Please stay at least 2 metres away from our team at all times. If you prefer, you can also stay in another room while they deliver your appliance.**  
  
**Will you bring my delivery into my home?**  
  
**We’ll give you a call on the day of your delivery and the choice is yours. We can either deliver to your front-door or we can deliver to a room of your choice, as long as it’s safe for us to do so.**   
  
**Should I be worried about touching an order that has been delivered?**  
  
**According to the World Health Organization, and with all the measures we have in place, the risk from catching Coronavirus from packages is very low. If you’re concerned, then the best advice is to follow government and public health advice, and thoroughly wash your hands after handling the package.**

**Can your driver refuse to come into my home to deliver or install my product?**  
  
**All deliveries and installations are completed at the discretion of our team. If we’re unable to complete for any reason, we’ll discuss alternative arrangements with you.**  
  
**What happens if I book a delivery but then start to feel unwell or need to self-isolate?**  
  
**If you or someone in your household is showing symptoms of Covid-19, we can either provide a contact-free delivery to your door, or we can re-schedule. You can arrange this by telling the delivery crew when they call you the day of your delivery. You can also call our customer services team.**  
  
**Are you offering installation services?**  
  
**To see the latest list of services available, please take a look at the Install and recycling tab on this page.**

**Store Purchase FAQs**  
  
**If I have made a purchase instore and the item’s faulty how can I return it?**  
  
**If you made a store purchase , and it’s developed a fault while our stores are closed, then** you’ll be able to return this up to 30 days after your local store re-opens.  
  
  
Who can I speak to about my credit account?  
  
You can find FAQs about who to contact for support with your credit account on our credit webpage here.

**Online Order FAQ**  
  
 **How can I find out when products are back in stock?**  
  
**We’re working hard to source more products that are in high demand. Sign up for stock notification emails on our product pages to get alerts when we have more available.**

If you’ve purchased a product that is awaiting stock, watch out for our regular text messages on the status of your order. If you’ve not received your item within 21 days, then please contact us with your order reference details.  
  
How long do I have to return my online order?

You have a right to return unwanted items bought over the phone and online, even if you have opened them for inspection. You must let us know within 14 days from the day after delivery. Please contact us via chat or use the online returns form. (insert returns forms here)

**How long will it take to receive a refund?**  
  
**Once we’ve received your items, we’ll process your refund within 14 days. This is slower than usual, but our customer services team are working hard to process refunds as quickly as they can.**

**Care Services FAQs**  
  
**Can I get a repair under my extended warranty (Care & Repair, Repair & Support Plan or Care Plan)?**  
  
**Yes, we’re ready to help you with your tech. Please either visit your local store if it's safe to do so or contact our customer services team.**  
  
**If you’re a critical worker, or an extremely vulnerable/shielding customer (as defined by the UK government), please mention this when you contact us. We’re trying to prioritise getting to you first.**  
  
**How are we keeping you and our repair engineers safe?**  
  
**We are taking extra precautions to keep you and our repair engineers safe:**  
  
**Our repair crews will take all necessary safety precautions, including using antibacterial gel before and after every visit and using cleaning wipes where possible.**  
  
**We’ll call you before your appointment. If anyone at your property is isolating due to potential exposure, we can’t complete the appointment and will need to re-schedule.**  
  
**We ask that you stay 2m away from our repair engineers at all times. And ideally in another room while they work on your appliance. Don’t worry though, they’ll still show you that everything is up and running, or advise on next steps before they leave.**  
  
**Our repair engineers are also following latest government advice and are self-isolating when they need to. This means that your repair appointment could be changed at the last minute. Please bear with us if this happens, we’ll get to you as quickly as we can.**  
  
**Are you offering chargeable repairs if I don’t have an extended warranty?**  
  
**We’re re-introducing our chargeable repair services. Please contact our customer services team if you have a large appliance or TV that needs fixing. For laptops, as well as talking to our experts over the phone, you can now also take these to any re-opened store.**

**I have an Instant Replacement Plan, what is the situation with this**  
  
**If your local store is open, please take your product to store along with details of your policy. If your store isn’t open, unfortunately we won’t be able to help you right now. But we’re hoping to open all of our stores again soon.**   
  
**My product has developed a fault, what do I do?**  
  
**If your product is in warranty, which is typically within 12 months from date of purchase, and it’s developed a fault during the period that our stores are closed, we’re now able to help with these in our stores that have remained open. Please bring your faulty product and proof of purchase.**  
  
**If your local store is closed due to current restrictions, then please visit our help and support site to find out what support is available. You can also use our contact page to find out the best way to contact us. Our stores are open where they can be. And we are doing everything we can to support you**.  
  
For large appliances or TVs that have developed a fault, please contact our customer services team.

**How to contact us?**  
  
**How to contact us?**

ShopLive:

If you can’t come to our stores at the moment, our **in-store experts** are available online by video call. And they can give you **buying advice** about laptops, TVs or household appliances. Just look out for the ShopLive icon throughout our website.

Customer service - Webchat  
  
If you have a customer service related issue that you would like to speak to us about, look for the 'Need help' button on this page. Clicking it will open web chat, where you can chat to one of our helpful support colleagues today.  
  
Over the phone  
  
Call us on 0344 561 1234 Remember – our lines are very busy with average wait times of over 1 hour. So, please only call if it’s urgent. Please check the FAQs on this page before calling us.

#### **ShopLive**

If you can’t come to our stores at the moment, our in-store experts are available online by video call. And they can give you buying advice about laptops, TVs or household appliances. Just look out for the ShopLive icon throughout our website.

#### **Customer service - Webchat**

If you have a customer service related issue that you would like to speak to us about, look for the 'Need help' button on this page. Clicking it will open web chat, where you can chat to one of our helpful support colleagues today.

#### **Over the phone**

Call us on 0344 561 1234 Remember – our lines are very busy with average wait times of over 1 hour. So, please only call if it’s urgent. Please check the FAQs on this page before calling us.