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?**  
  
If you've already received your 'ready to collect' email, you’ll need to go to the store where your order is ready to collect to cancel and get a refund.  
  
If you haven’t received your ready to collect email, then 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.

**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**  
  
**When will you have stock of laptops and fridges, how can I find out when they 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?**  
  
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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.