



ARGOS AFTER SALES

Repair Note

Repair Ref: AS198945

Thank you for your visit to Store. We're sorry that you have had problems with your product. Your product will be sent to one of our trusted repair agents who will investigate the issue. They will repair the product or, if that's not possible, give you a replacement or a refund.

Customer Details

Name	F F	Mobile Tel.	07777777
Address	DISCOVERY HOUSE LONG LEYS ROAD LINCOLN LINCOLNSHIRE	Home Tel.	0222
Postcode	LN11FS	Email address	cg@co.uk

Store Details 4

Store Name	Hempstead Valley	Job Booked By	
Address	28 Hempstead Valley Shopping Centre, Hempstead Gillingham England		
Postcode	ME7 3PD		

Product Details

Cat No.	5299689	Purchase Date	09/09/2011 00:00:00
Product Description	Samsung EH5300 32 Inch Full HD Fre	Supplier	SAMSUNG ELECTRONICS (UK) LTD

Description of Issue

Fault Reported By Customer	rep fault
Condition of Product on Receipt from Customer	item condition

Repair Details

Repair Ref.	Booking Date	21/06/2018 12:36:30
Repair Agent	NOISE	

REPAIR TIME FRAME

Whilst we endeavour to have your repair completed and returned within 7-10 working days, due to geographical limitations, sourcing the correct accredited repair agent and replacement parts this may take up to 21 days.

If your repair is due to take 21 days or longer we will endeavour to contact you and advise on further actions and any next steps.

NEXT STEPS

We will contact you either by text message, email or telephone to let you know that your product is back in store and ready to collect. If we propose the make a charge for repair, you will be advised beforehand to that you can confirm whether the repair should proceed. Your statutory rights remain unaffected.

You have left the item described in this Agreement with us for repair. If you have provided a mobile phone number we will text you when your item is ready to collect. Alternatively, we will telephone you using the number you have provided on this document.

We agree:

1. If a repair is chargeable, we will let you know how much it will cost. Some items are repairable for a fixed fee, payable in advance. Other items will need to be sent away for an estimate. Once we know, we will let you know the likely repair costs and you can confirm whether you'd like us to proceed with the repair. Your statutory rights are unaffected.

2. If the item cannot be repaired we will let you know and will, unless you tell us you do not want the item returned (in which case we will destroy it), arrange for the item to be returned to store for collection.
3. If the item can be repaired and you choose not to go ahead, a screen postage and labour charge may apply.

By signing this Agreement and leaving your item with us you agree:

1. To pay any fixed fee repair cost in advance.
2. To pay for any repair costs you have agreed should be carried out
3. To pay a screening, postage and labour charge where a chargeable repair could be undertaken but you choose not to go ahead. We may ask you to pay this amount in advance. (Where applicable).
4. Goods will be returned to you on payment of outstanding charges.
5. All items, will be collected by you from us within 3 months of the date of this Agreement. If you fail to collect the goods then you agree the items will be destroyed, without any liability to you. We reserve the right to claim any unpaid charges from you.

Your personal data will be used **only** in relation to the repair of your product. We will use it to contact you by telephone or email to let you know your product is available for collection. For More information about how we process personal data and your rights in relation to it please visit <https://www.argos.co.uk/help/privacy-policy/>

Signed
Print Name
Date

Witnessed By
Print Name

I confirm that I have received my product.

Signed
Print Name
Date

Witnessed By
Print Name