

Terms and Conditions

We aim to make the purchase of your new appliance from Smeg as easy as we can so that you can enjoy your new machine with as little hassle as possible.

Company details

Address	Smeg (UK) Ltd, The Magna Building, Wyndyke Furlong, Abingdon, Oxfordshire, OX14 1DZ
----------------	--

VAT n°	GB 539121945
---------------	--------------

Website	www.smeguk.com
----------------	--

Telephone n°	0344 5570 070
---------------------	---------------

Summary of some of your key rights

If there is something wrong with the services we have provided to you, the remedies for services stated below will apply. If there is something wrong with your goods, the remedies for goods stated below will apply. In practice, there may be some overlap between the remedies available to you and we will try to agree to with you the most appropriate course of action.

Summary of some of your key rights (goods)

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you are entitled to the following:

- up to 30 days: if your goods are faulty, you can get a refund;
- up to six months: if your goods can't be repaired or replaced, then you're entitled to a full refund in most cases;
- up to six years: if your goods do not last a reasonable length of time you may be entitled to some money back.

Please note you do not have a legal right to a refund or replacement just because you change your mind, but please see our returns policy below.

Summary of some of your key rights (services)

The Consumer Rights Act 2015 says:

- you can ask us to correct issues with a service we provide if it's not carried out with reasonable care and skill, or get some money back if it cannot be corrected;
- if you haven't agreed a price upfront, what you're asked to pay must be reasonable;
- if you haven't agreed a time upfront, it must be carried out within a reasonable time.

The information in this summary box summarises some of your key rights. It is not intended to replace these terms and conditions, which you should read carefully.

Delivery and installation

We will let you know in-store or in a confirmation e-mail the estimated date for delivery and (if appropriate) installation of the goods.

Unless otherwise agreed between us, if we cannot deliver your goods within 30 days of purchase, we will let you know and if you wish, will cancel your order and give you a refund.

If nobody will be available to take delivery and allow installation (where relevant), please let us know as soon as possible using the following contact details: 0344 5570 070.

A change or cancellation of delivery within 24 hours of the scheduled time may result in a cancellation fee.

Delivery and installation might be affected by events beyond our reasonable control. If so, there might be a delay before we can complete the services, having made reasonable efforts to limit the effect of any of those events and having kept you informed of the circumstances, but we will try to complete the services as soon as those events have been fixed.

If you want more information on your delivery and (if applicable) installation, speak with us in store or visit <http://www.smeguk.com/faq/delivery-connection-and-exchange/delivery-conn...> before you place your order.

WEEE Regulations

The Waste Electrical or Electronic Equipment (WEEE) Directive requires countries to maximise separate collection and environmentally friendly processing of items.

How Smeg are helping?

We provide customers buying new electrical equipment the opportunity to recycle their old items free of charge. As a responsible retailer, we have met the requirements placed on us by financially supporting the national network of WEEE recycling centres established by local authorities. This is achieved through membership of the national Distributor Take-back scheme (DTS). To find more information on WEEE recycling and to locate your nearest recycling centre please visit the [Recycle More](#) website.

Should you wish for an old disconnected appliance to be collected at time of delivery of a new appliance from Smeg London, please make sure you discuss this at time of placing order so we can ensure the necessary arrangements are made.

Recycling your old electricals is easy!

Should returning your appliance to us not be possible during our delivery, you can recycle your electrical and electronic devices free at your local recycling centre. To find your nearest centre, visit the [Recycle More](#) website and type in your postcode.

Why recycle?

Unwanted electrical equipment is the UK's fastest growing type of waste. Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination – harming wildlife and also human health.

We're proud to support your local authority in providing local recycling facilities for electrical equipment. To remind you that old electrical equipment can be recycled, it is now marked with the crossed-out wheeled bin symbol. Please do not throw any electrical equipment (including those marked with this symbol) in your bin.



Figure 1: Crossed-out wheeled bin

Returns to store

Smeg offers an exchange or refund on small appliances and accessories bought in Smeg's St James's store and returned within 30 days. For a full refund products must be returned in an unused and saleable condition complete with their original packaging, and along with any items supplied free of charge. You will receive your refund within 14 days of the cancellation date. Items must be returned with valid proof of purchase.

Refunds will be provided against the original payment method. Unfortunately we cannot offer refunds or exchanges unless faulty on perishable items, such as cheese, wine and condiments.

Items for home delivery

You have 72 hours (from when you have accepted delivery of the goods) to cancel the contract for your order with us. In this case we will issue you with a refund however you will need to return the entire order and you will be charged a restocking fee of 25% if the goods have been unpacked. In all cases, the returned goods must be in an unused and saleable condition and will be inspected on their return.

If you decide to cancel your order with Smeg, you must let us know in writing, quoting your order number and indicating your wish to cancel. E-mail: stjames@smeglondon.com (or write to the address stated above) - please include your order number and description to avoid any delays.

Faulty large appliances within warranty

In the unlikely event that you believe your new large appliance to be faulty, please call 0344 557 9907 and select option 1. If we cannot rectify the problem over the telephone, we will arrange for an engineer to visit your home and inspect your appliance, replacing any failed parts and ensure it is working as intended. This does not affect your statutory rights.

Faulty small appliances within warranty

In the unlikely event that you believe your new small appliance to be faulty, please email sda@smeguk.com to discuss the fault, or visit www.smeg.com/customer-service and complete the online form. This does not affect your statutory rights.

If your large appliance is out of warranty please call 0344 557 9907 and select option 1 to discuss available options.

Recalls

In the extremely rare event that we may recall a product, we would ask you to cooperate fully with us and provide all reasonable assistance as required by us.

Complaints procedure

If you are not entirely satisfied with your purchase, please contact Smeg UK's customer service department at customer.service@smeguk.com. We will try to resolve any issues that you have as quickly as possible and if necessary we will explain how to follow our complaints procedure.

If you remain unhappy with our final response, you may be entitled to refer your complaint to The Furniture Ombudsman and we are bound to follow any decision that they make. To find out more about The Furniture Ombudsman and how you might be able to use their dispute resolution service visit www.thefurnitureombudsman.org or telephone 0845 653 2064."