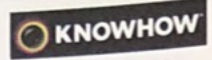


associated brands



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Mr . Dunkley
30 Clifden Cl
Mullion
Helston
Cornwall
TR12 7EQ
394/00175

Ref: DD-T2DVJWV

23rd September 2020

Hi Mr Dunkley,

Take care of your HP Laptop with Care & Repair

You may be aware that your current service plan for your HP Laptop expires on 9th November 2020. This means, you could be responsible for repair costs after this date, or the cost of a replacement if it can't be fixed.

Save time and money

We know that repairs can be costly and a hassle to organise. So, we've created Care & Repair to save you time and money. Care & Repair is our new service, designed to replace the plan you're currently on and to help you make the most of your tech.

Our 7-day fix promise

Now your Laptop is no longer brand new you may want to consider getting support and help for mechanical or electrical breakdown for that additional peace of mind. With Care & Repair, if your Laptop breaks down, we'll fix it fast. If not, we'll replace it on request. That's our 7-day fix promise.

Designed with you in mind

We've designed this new service with help from you, our customers. Your feedback has helped shaped the new Care & Repair to better suit you and the support you need.

Care & Repair - Key benefits

- Breakdown support when you need it
- 7-day fix promise
- Beyond Repair? Get a Currys PC World voucher for a new one
- Ask for a new one after your second repair
- Don't pay a penny more for parts, labour and call outs

New terms and conditions

Along with many benefits, there are a few exclusions, such as accidental and cosmetic damage and repair requests outside the UK. You'll find full details on the reverse, so please read through the T&Cs.

Special Offer - pay by instalments and save £5

Care & Repair for your Laptop will cost £84.00 for 12-months support. But we have a special offer for you. Pay by 10 monthly instalments and we'll give you **£5 off** the full price, making it just £7.90 a month.

Direct Debits are secure, easy to set up and better for the environment. Paying by instalments will automatically renew your plan next time, making sure there's no break in support. A few weeks before your plan is up for renewal we'll send you a letter to confirm the renewal price. You can of course, change your mind at any time. If you are happy to pay by instalments and have your plan auto-renewed, please tick this option on the enclosed application form.

A £5 Gift Card just for you

To say thank you for taking Care & Repair, we'll give you a **£5 Gift Card** for you to spend in Currys PC World!

Apply today

Signing up couldn't be easier. Simply go to www.currys.co.uk/renew, complete and return the enclosed application form, or call us on **0344 800 6080**. Remember your current service plan expires on 9th November 2020 so apply today and let us worry about looking after your tech.

We hope you get many more years of enjoyment out of your Laptop, and we look forward to hearing from you soon.

Yours sincerely,

Care & Repair team

To manage how we contact you, visit teamknowhow.com/options

¹Once we've processed your payment, we'll send your gift card to you within 2 weeks.

Call our UK contact centre on **0344 800 6080**.
Calls are charged at national rates. Lines are open between Mon - Fri: 8am - 8pm Sat: 9am - 6pm Sun: 10am - 5pm.