

SMARTCARE LOYALTY SCHEME (WPRO REDEMPTION) TERMS & CONDITIONS

1. The SmartCare Loyalty Scheme (WPRO Redemption) terms and conditions are set out below. These terms and conditions can be found at www.smartcarerewards.co.uk and govern the SmartCare Loyalty Scheme (WPRO Redemption) ('Scheme').
2. The Scheme is provided by Hotpoint UK Appliances Limited (company number 00106725, with its registered office at Morley Way, Peterborough PE2 9JB).
3. By connecting to the SmartCare Rewards website at www.smartcarerewards.co.uk (the "Website"), you will be deemed to accept these terms and conditions which govern the Scheme.
4. Under the Scheme Hotpoint UK Appliances Limited awards WPRO Care Kits to individual customers. The WPRO Care Kits issued are linked to: (a) the purchase of a Hotpoint, Indesit or Hotpoint Protection Plan at the date of purchase from Domestic & General Services Limited or Domestic & General Insurance PLC ("Protection Plan") and (b) incentive initiatives organised and run by Domestic & General Services Limited or Domestic & General Insurance PLC or Hotpoint UK Appliances Limited, from time to time.

ELIGIBILITY FOR THE SCHEME

1. WPRO Care Kit redemption is only available for individual customers who have a live qualifying Hotpoint, Indesit or Hotpoint Protection Plan. This will be confirmed in the plan document.
2. Eligible customers will be notified, in writing, by Domestic & General Services Limited or Domestic & General Insurance PLC or Hotpoint UK Appliances Limited, that a WPRO Care Kit redemption has been issued.
3. WPRO Care Kit redemption is for the personal use of Qualifying Customers only and may not be used for any business purpose of any kind and can only be sent to the registered address on the Hotpoint, Indesit or Hotpoint Protection Plan.
4. All qualifying customers must be resident in the UK and aged 18 years or older. 5. WPRO Care Kits cannot be transferred, bought, sold or in any other way traded by qualifying customers. No cash alternative will be offered.

RECEIVING WPRO CARE KITS

1. WPRO Care Kit redemptions will be issued by Hotpoint UK Appliances Limited to a personalised online SmartCare Loyalty Scheme Account at the Website. This account can be accessed by the qualifying customer by logging on to the Website with the Hotpoint, Indesit or Hotpoint Protection Plan number and postcode.
2. A WPRO Care Kit will be credited by Hotpoint UK Appliances Limited to a qualifying customer's Scheme account for each live qualifying Hotpoint, Indesit or Hotpoint Protection Plan purchased or renewed on or after 1st May 2018. The WPRO Care Kit will be applied to the Scheme Account in full by Hotpoint UK Appliances Limited within two (2) working days of the date of purchase of a qualifying Hotpoint, Indesit or Hotpoint Protection Plan or within (2) working days of customers being notified, in writing, by Domestic & General Services Limited or Domestic & General Insurance PLC or Hotpoint UK Appliances Limited, that a WPRO Care Kit redemption has been issued.
3. Hotpoint UK Appliances Limited, as the provider of WPRO Care Kits, has no obligation to issue or credit Schemes for purchases other than as set out in these terms and conditions.

REDEEMING WPRO CARE KITS

1. WPRO Care Kits can only be redeemed online through the Website.
2. Please note that WPRO Care Kits may only be redeemed against the WPRO products available on the Website. Hotpoint UK Appliances Limited does not provide any guarantee as to the availability of specific products on the Website or the WPRO products available in the WPRO Care Kit redemption.
3. If a qualifying customer does not have a live Hotpoint, Indesit or Hotpoint Protection Plan number, they will not have access to their Scheme account (the online account where details of the qualifying customer's SmartCare rewards are set out).
4. If a qualifying customer redeems any WPRO Care Kit and subsequently cancels the associated Hotpoint, Indesit or Hotpoint Protection Plan within 30 days of the start date of the plan, the qualifying customer is required to pay to Hotpoint UK Appliances Limited the value of the redeemed WPRO product, within 30 days of the date of the invoice received from Hotpoint UK Appliances Limited.
5. Qualifying customers are under no obligation whatsoever to redeem the WPRO Care Kits.

SMARTCARE REWARDS BECOMING VOID

1. In the event that a qualifying customer terminates or cancels a plan for any reason, the qualifying customer may not be entitled to redeem a WPRO Care Kit issued in respect of the cancelled plan and any already issued/credited WPRO Care Kits may become void.
2. WPRO Care Kit redemptions may also become void where Domestic & General Services Limited or Domestic & General Insurance PLC cancel a qualifying customer's D&G Plan in accordance with the terms of the D&G Plan.
3. Hotpoint UK Appliances Limited may also decline to issue/credit, void or cancel SmartCare Rewards in the following circumstances:
 - i. it has a reasonable belief of dishonesty and/or abuse or attempted abuse of the Scheme; and/or
 - ii. it has a reasonable belief of breach or attempted breach of these terms and conditions.

LIMITS, EXCLUSIONS AND CAPS ON OUR LIABILITY

1. If Hotpoint UK Appliances Limited fails to comply with these terms and conditions, they will only be responsible for loss or damage that the qualifying customers' suffer that is a foreseeable result of Hotpoint UK Appliances Limited's breach of these terms and conditions and/or their negligence. Hotpoint UK Appliances Limited is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of a breach or if they were contemplated by the qualifying customer and Hotpoint UK Appliances Limited at the time the SmartCare Loyalty Scheme was launched.
2. Hotpoint UK Appliances Limited only provide the Scheme for domestic and private use and will therefore have no liability to qualifying customers for any loss of profit, loss of business, business interruption or loss of commercial opportunity under these terms and conditions.
3. Hotpoint UK Appliances Limited's maximum aggregate liability under these terms and conditions is limited, in respect to each qualifying customer, to the value of WPRO Care Kit credited to their online account.
4. By participating in the Scheme, all qualifying customers acknowledge that notwithstanding the redemption of SmartCare rewards, all contracts entered into for the supply of Hotpoint, Indesit

and/or Hotpoint products from the Website will be between qualifying customers and Hotpoint UK Appliances Limited. On the basis that neither Domestic & General Services Limited or Domestic & General Insurance PLC will be party to such contracts or the Scheme, neither Domestic & General Services Limited or Domestic & General Insurance PLC accept any liability whatsoever for the purchase or supply of such products or any other liabilities whatsoever under the Scheme.

OTHER IMPORTANT TERMS

1. Hotpoint UK Appliances Limited may make changes to these terms and conditions at any time (including termination of the Scheme altogether).
2. Hotpoint UK Appliances Limited's obligations under these terms are subject to English law and the exclusive jurisdiction of the English courts.
3. A person who is not a party to these terms & conditions shall have no right under the Contracts (Rights of Third Party) Act 1999, but this shall not affect any right or remedy of a third party which otherwise exists or is available.
4. Further information on the Scheme can be found by contacting Hotpoint on 0800 151 0907