

Downtown

HOME | FASHION | GARDEN

Buying Domestic Appliances

Thank you for visiting us and we hope you enjoy your new purchase. This guide contains information regarding your product installation and guarantee.

Buying from Downtown has never been easier. For over 200 years, shoppers have trusted Downtown to deliver quality products at competitive prices with an unmatched level of customer service. Which is why, when it comes to buying domestic appliances, you can also trust us to deliver peace of mind.

We are a member of the Euronics network which means in addition to offering great choice, you can buy with confidence knowing that your product is covered by the Euronics Price Match Guarantee.

In this guide, you will find:

- **Information on our large appliance installation service**
- **Information on electrical guarantees**
- **Euronics Price Match Guarantee**

Large Appliance Installation

Downtown is committed to providing an installation service that you can trust and depend on.

Standard Installation

Our installation team will install your new appliance to your existing plumbing and electrical outlet, connecting to your existing water supply on a standard fitting, fitting the waste water pipe and connecting to your electrical supply via 3-pin plug socket.

This service is only available when you make a purchase and must be applied at the time we deliver your new appliance.

Disconnecting Existing Equipment

We will happily disconnect any existing appliance and move to a room of your choice, free of charge, as part of our installation process.

Removal & Disposal

When removing and disposing of items, we will only remove like for like items, at an additional fee*.

*Items covered under the WEEE regulation will be recycled FREE of charge if returned to the store by the customer.

For example: If you purchase a washing machine, we will remove and dispose of your original washing machine.

We can arrange fitting of integrated appliances on request, please ask staff for details.

Where & When We Install

We offer our installation service within a 40-mile radius of our Boston and Grantham stores. Between Monday - Saturday.

Installation

To help us to install your items safely and effectively, follow these simple guidelines:

- Ensure your waste water pipe, water supply and electricity connections are no more than 1 metre away from where the appliance will be.
- Ensure you have a 13amp 3-pin plug socket suitable for connection.
- If we are removing an existing appliance, please ensure it is drained (if not using our installation service, please also disconnect).
- Identify where the mains water switch is in your home - check you can switch it off if required.
- Ensure that access to your property and/or room is free of obstruction.
- Please ensure that any plumbing or electrical supply is compliant with all health and safety regulations and is of a standard suitable for connection. In circumstances where this is not the case, our installers will not be able to proceed, for your own safety.

Please note, we are unable to:

- Modify your existing plumbing in any way.
- Modify any existing kitchen units or perform any kind of carpentry.
- Perform any kind of electrical modification, including the removal of moulded 3-pin plugs.
- Supply extended pipes. Where this is necessary, please have these items to hand.
- Dispose of old appliances, unless you have purchased our removal and disposal service.
- Install a product not purchased from Downtown stores.

Additional Information

- For safety reasons, the installation cannot be in a bathroom, toilet or unheated outbuilding.
- If your water connection valve is seized for any reason, we cannot fix this and you may need to source your own plumber.
- We can only install if there is adequate water pressure for the appliance.
- We reserve the right to refuse to collect or install any item we believe constitutes a health and safety risk to our employees.

Electrical Guarantees

Warranties for your electrical purchases should be registered online with the product manufacturer.

Details will be found in the manufacturers literature and website.

Euronics Price Match Guarantee

Downtown is an Euronics agent. In the UK, Euronics is formed by a network of 'Euronics Agents' who are local, independent electrical specialists. As in Downtown's case, they are family-run businesses, established for several generations. Downtown is your partnered specialist, is always here, and will offer you all the aftersales support you would expect from an independent retailer.

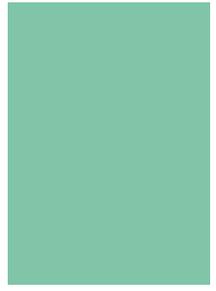
Euronics is the largest electrical buying group in Europe and, due to this strength, their **Price Match Guarantee** is second to none.

Euronics are pleased to offer an in-store only price match guarantee on all their fantastic range of appliances.

Terms & Conditions:

- The Euronics price match policy is available on models which are part of the Euronics Agency range as advertised in-store and on Euronics.co.uk.
- The Euronics price match policy is valid against selected retailers only and where advertised product is at UK retail price, and sold in GBP (Pounds Sterling).
- Selected retail stores and product categories only.
- Euronics Agents reserve the right to decline the price match.
- Where possible, consumers must provide evidence of the price to be matched, e.g. screen shots, photo, adverts, etc. as advertised by the competitors.
- The Euronics Price Match Guarantee may include discount codes as advertised by competitors.

- The matching product must be brand new and in the original sealed box.
- The matching product must be sold with a specified comparable guarantee / warranty.
- The matching product must be identical and the model number verified.
- The matching product must be in stock with the competitor and available for delivery within 72 hours.
- The price match policy is only available prior to order completion and will not be applicable once the sale has taken place.
- The policy is non-transferable, and cannot be used in conjunction with any other offer unless otherwise stated.
- The price match policy is limited to one use per consumer/household, per month.
- The Euronics price match policy is valid until further notice from Euronics.



Earn rewards as you shop

Collect points with purchases, to spend in store

Invitations to special events via email.

Be first to hear about exclusive offers

Join Today

See in store leaflet for details. Terms & conditions apply.



Please see our website for store information
www.downtownstores.co.uk

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