SAVVY
Appliance Care



Terms and Conditions

Our Service

We cover households with mechanical and electrical breakdown cover on large White appliances and domestic electronics. We ensure life doesn't come to an unexpected halt when your everyday appliances and electronics break down.

Appliance cover
From R99

What we cover

- Mechanical or electrical failure
- Accidental damage
- Call-outs
- Labour

ALL in 1 Package

Premium package per month *(Incl. VAT) = R99

- Fridges
- Freezers
- Ovens
- Hobs
- Microwaves
- Washing machines
- Tumble dryers
- Dishwashers
- TVs
- DVD/blu ray players
- Music and game systems

Other Similar Appliances and Electronics

*Pricing is set at R99 for a standard package and the above appliances are covered.

Benefits

1. We ensure your appliance is assessed and repaired by qualified industry professionals.
2. You avoid sudden unforeseen expenses to repair your appliances and expensive Technician Call out Charges.
3. You have peace of mind that the repairs done on your appliances will last, we provide industry relative warranty's on workmanship and genuine parts.

Affordable premium, no excess. All labor costs and sundries covered.

Our Promise

We pride ourselves in delivering quality service, genuine parts and expert advice cost effectively and with excellent customer experience.
We ensure that clients:
— Make maximum use of their cover.
— Pay a fair price for the services we offer.
— Experience outstanding service from our staff on the ground and in the office.

Claim Process

1. Client registers the claim with the contact centre.
2. Contact centre will validate the claim (check for cover/ paid premiums etc)
3. Once the claim has been confirmed, email will be sent to service provider.
4. Service provider will contact the client within 3 hours of receipt.
5. Service provider/client will confirm date and time of assessment/repair.
6. Excess needs to be paid once repair is completed.
7. Service provider will advise contact centre once repair is completed
8. Contact centre will update clients profile accordingly.
9. Service provider will invoice contact centre for repair.

Requirements

1. The appliance must be in a residential home. Appliances in a business Property, or used for business purposes will not be legible.
2. The appliance must be situated at the residential address stipulated on your cover agreement mandate
3. The appliance must be in good cosmetic condition and in working order

Your monthly fee must be paid in full and on time to guarantee cover

Cover Terms

After you choose which appliances you want to insure, they will be covered for On-Site Mechanical, Electrical and Component Repairs and limited technician call outs.
Savvy Appliance care covers maximum of up to R 1500.00 per incident, per annum with a maximum of (2) two incidents per year and a limit of R 3000.00 per annum
*Your profile on our customer database will only be activated 3 months after you have applied for cover.

Cancellation

By either party by giving one month's notice via email to: cancellation@tes.co.za with membership number in subject line

What is Not Covered?

We do NOT cover the following:

1. Natural disasters.
2. Damage to electronic/appliance remotes.
3. Water damage
4. Failed debits during the first 60 days of the cover.
5. Fire damage.
6. Theft.
7. consequential damage.
8. Accidental or deliberate damage.
9. Failure to install or use the equipment within the manufacturer guidelines.
10. Damages to non-mechanical or cosmetic parts.
11. Unnecessary call-outs - if an engineer finds nothing wrong with your appliance, the cost of the call-out will not be covered.
12. Failure to follow manufacturer's instructions - if you do something that goes against the instruction manual, such as load your washing machine above the specified weight, and it breaks, your claim will be rejected.
13. Using a non-authorised repairer/ Tampering- if someone other than a registered engineer has tried to fix the appliance in the past, it will invalidate your insurance.
14. Pre-existing damage - any damage that occurred before you bought the policy won't be covered.
15. Old appliances - most policies will have age-limits for items, for example, any appliance over 10 years old might not be covered.
16. Brands - in some cases imported brands or brands which have been discontinued may not be covered due to the availability of parts.

General

1. Period of cover: The benefit period is one calendar year, starting on inception of contract, and the benefit does not accumulate.
2. Waiting periods: There is a 3-month waiting period before you qualify for service and three (3) notifications of payment must be received by us from our debit service provider

General exclusion: Fraud

1. We do not cover for fraudulent ,dishonest or willful claims, This means if any part of your claim is fraudulent the entire claim will be invalid.
2. We do not cover appliances in the event that you, or any person colluding with you, bring about damage to the covered item deliberately so that you can make a claim.

Limit of Indemnity

1. We do not pay for repairs without authorization.
2. We do not pay for losses or inconvenience due to delays or missed appointments.
3. We do not pay for consequential losses.
4. Any item that is older than 10 years old or falls under a warranty or extended warranty
5. Acts of God including lightening or electrical surge.
6. Consumable or replaceable items which shall include but not be limited to batteries and cosmetic items such as covers and frames or devices connected to the product such as external mouse, keyboard, speakers, printers, scanners, etc.
7. We exclude any defect, fault or damage to the Unit which existed or occurred prior to the date of commencement of the contract which were known or should reasonably have been known to the customer.
8. We exclude after hour collections.
9. A repair covered by a manufacturer's original warranty or recall program or within 90 days after the manufacturer has affected a repair;
10. ***Savvy Appliance Care*** shall endeavour to use all reasonable means to repair customer's units however we reserves the right to return the unit to the customer unrepaired in the event that spare parts are not available or easily attainable and/or the condition of the product is such that it is uneconomical to repair due to age, outdated technology or damage.
11. We exclude software issues, application programming, isolation of coding errors, performance consulting, the provision of peripheral drivers, or data recovery.
12. We do not provide support for Products to which modifications have been made.
13. Repairs necessary due to fair normal usage.
14. Damage caused whilst been moved.
15. Incidents not attended to, will not be considered after any repair.
16. Repairs outside the domestic dwelling/ Office premises are not included, i.e. office premises, public buildings, outbuildings not attached to the main building, etc. If the appliance is still under warranty, it will be referred to the manufacturer for repairs.

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1. ***Savvy Appliance Care*** Does not cover Physical damage/accidental damage
2. Does not cover Cosmetics
3. Cover will be activated after 3 consecutive premiums are collected
4. Does not cover liquid damage
5. Cover will be automatically deactivated after 2 consecutive moths of unpaid premiums
6. We cover mechanical failure of your items
7. Excess will be charged per item
8. The service providers account will be settled on behalf of the client
9. The benefit will run for 12 months from date of inception.
10. The benefit will automatically be renewed annually unless cancelled by either party (1 months written notice)
11. The benefit does not accumulate
12. We do not pay for repairs without authorization
13. Benefit cannot be cancelled during the 12 month cycle if any claim has been made
14. we do not cover consequential damage or loss claims will not be paid out in cash

Our Contact Details:

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