

# Your guide to the Technology benefit



Order at: [www.sodexorewardhub.com](http://www.sodexorewardhub.com)  
or phone for more information: 0330 2000 230

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# The benefit and how it works

This Technology scheme is a salary sacrifice benefit provided by the employer, designed to make it easier for employees to have access to the latest consumer technology and spread the cost over 12 months. An agreement is generated showing the full terms and conditions, which must be signed prior to delivery.

By making this equipment more accessible, such benefits have been shown to improve computer literacy and IT skills of employees and their families.

By agreeing to sacrifice or 'exchange' some of your pre-tax salary in return for the Technology package of your choice, you make savings in National Insurance on the total amount sacrificed.

Through a salary sacrifice arrangement you would normally save income tax, however as this benefit is taxable, these income tax savings are recovered in full by HMRC as Benefit-in-kind Tax (please refer to page four for more information).

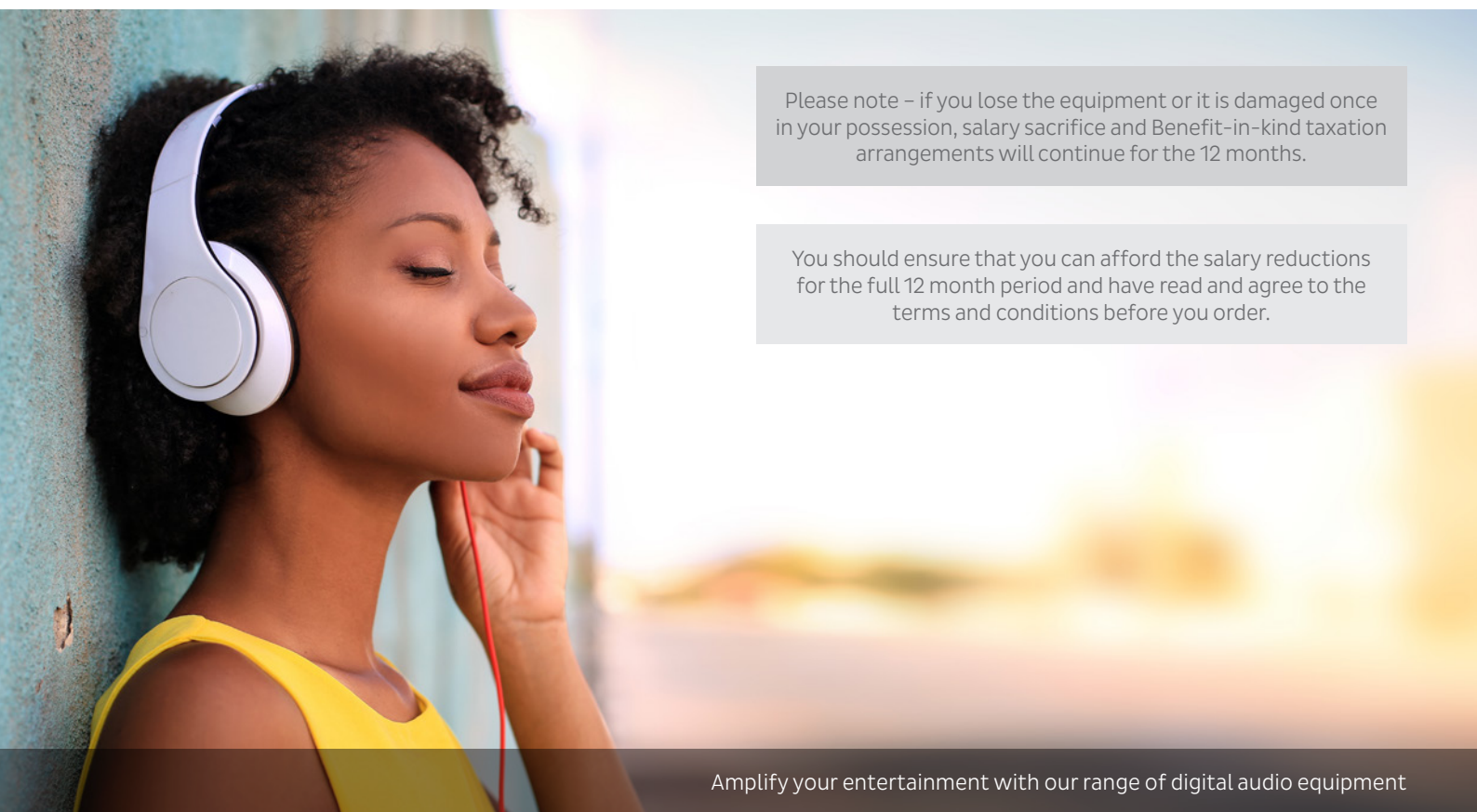
You will own the equipment ordered from day one and there will be nothing further to pay at the end of the agreement.

# Who are Let's Connect?

Let's Connect is one of the UK's leading and most well-established technology employee benefit providers – offering the latest in consumer technology. Its team has over 15 years' experience implementing these specialist benefits, running schemes for many well-known, household brands and some of the biggest organisations in the UK.

Please note – if you lose the equipment or it is damaged once in your possession, salary sacrifice and Benefit-in-kind taxation arrangements will continue for the 12 months.

You should ensure that you can afford the salary reductions for the full 12 month period and have read and agree to the terms and conditions before you order.



Amplify your entertainment with our range of digital audio equipment

Order at: [www.sodexorewardhub.com](http://www.sodexorewardhub.com)



# Key features of the benefit

Let's Connect provides a convenient way to update your consumer technology and spread the cost with the very best on offer from major manufacturers such as Apple, Microsoft and Samsung.

- Choose from a range of the latest tablets, laptops and desktop computers, Smart TVs and games consoles (see the order site for available options)
- You can also choose from a great range of useful accessories to complement your chosen package
- Computer packages include 12 months warranty\* and Trend internet security with 36 months updates
- iPad and tablet packages include 12 months worldwide accidental damage and theft insurance\*, plus a protective case
- Smart TVs include 36 months extended warranty\*
- Games console packages include 36 months extended warranty\*, an extra controller and a bundled game
- Apple Watch models include a 24 months worldwide breakdown and accidental damage and theft insurance, plus a wireless charging stand\*
- Convenient fixed reduction to your salary over 12 months
- No credit checks, upfront costs or deposits
- Make savings on National Insurance
- Home delivery included
- Further information on what's included can be found at: [www.sodexorewardhub.com](http://www.sodexorewardhub.com)
- You can call the Let's Connect Helpline throughout the period of your salary sacrifice arrangement on 0330 2000 230.

# How do the deals compare?

When making your comparison it's important to compare a like-for-like package which contains the technology and extended warranty or insurance (if applicable) and any comparison to a loan or personal finance over the same 12 month term. All of these items can significantly increase the cost of a standard purchase. The packages available to you have been designed to give you peace of mind for the duration of the benefit.

# What happens at the end of the agreement?

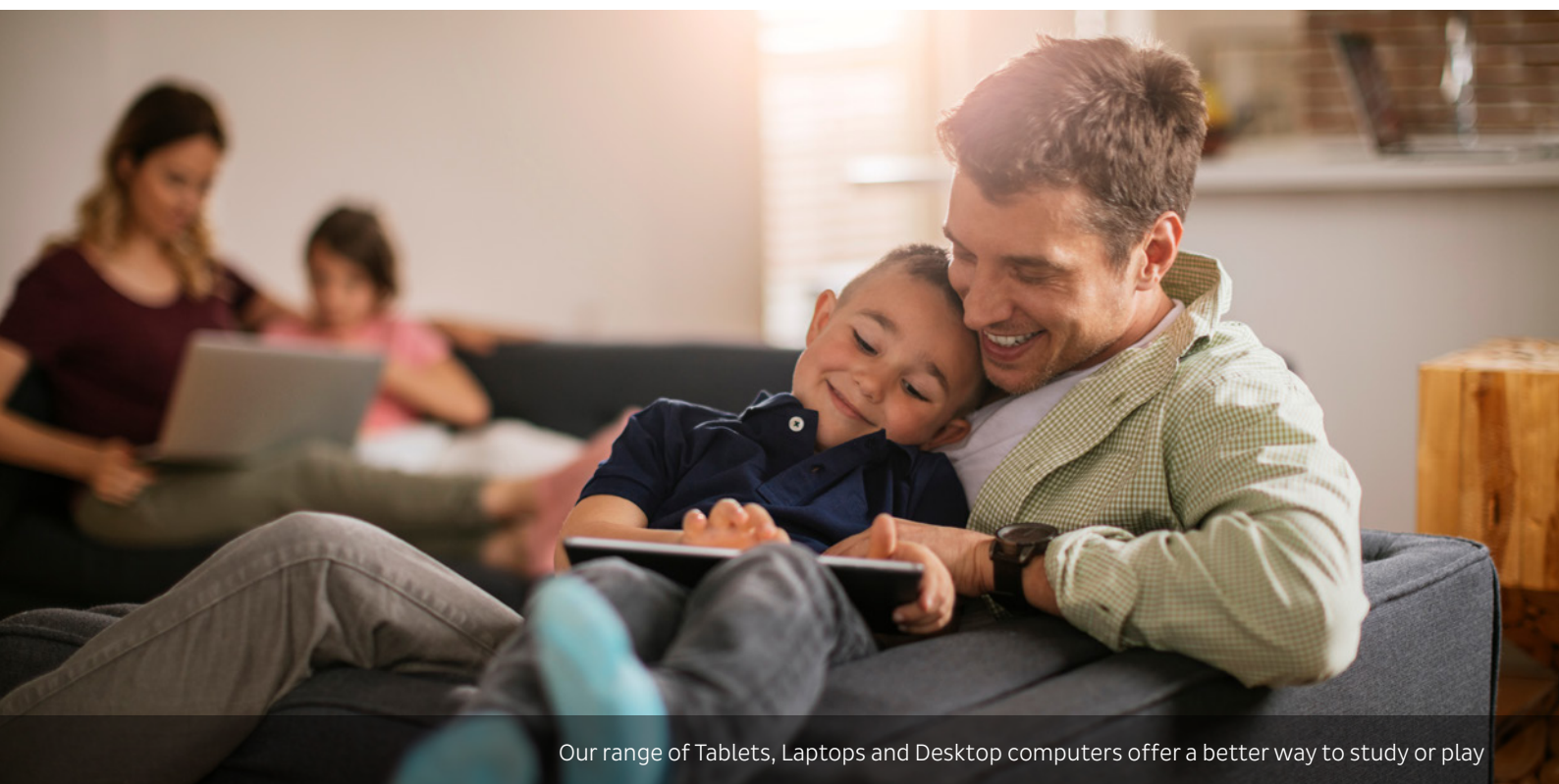
At the end of the agreement there is nothing to pay and your salary reduction will cease.

# Who owns the equipment?

Ownership of the equipment is transferred to you on day one.

# Eligibility criteria

The scheme is open to all employees who are eligible for flexible benefits, are employed by Sodexo and are on a permanent contract.



Our range of Tablets, Laptops and Desktop computers offer a better way to study or play

\*Extended warranty and insurance provided by Summit Insurance Services Ltd.

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Order at: [www.sodexorewardhub.com](http://www.sodexorewardhub.com)

# How does salary sacrifice work?

A salary sacrifice arrangement enables you to make savings on National Insurance at a rate of 12% for basic rate taxpayers and 2% for higher rate taxpayers (these tax bands are subject to change at the discretion of HM Revenue & Customs).

The cost of this benefit is recovered from your gross pay via a salary sacrifice arrangement.

Through a salary sacrifice arrangement you would normally save income tax, however as this benefit is taxable, these income tax savings are recovered in full by HMRC as Benefit-in-kind Tax<sup>†</sup>.

You will be taxed on the value of the equipment at your applicable tax rate. Due to the ownership of the equipment transferring to you on day one, the full taxable value is reported and paid through Benefit-in-kind Tax in the same year.

The example illustration below demonstrates how your gross (pre-tax) and net (take-home) pay is affected if you participate in the benefit.

Example Technology package transferred on day one	
Example Technology package worth £1,000	Costs over 12 month period
Reduction to gross pay	<b>£1,000</b> (£83.33 monthly)
Cost to employee	
<b>Less Income Tax savings</b> through salary sacrifice (20% basic rate taxpayer)	<b>-£200</b>
<b>Plus Benefit-in-kind tax</b> adjustment (offsets Income Tax savings)	<b>+£200</b>
<b>Less National Insurance savings</b> (12% basic rate taxpayer)	<b>-£120 (12%)</b>
<b>Total net cost to employee through scheme</b>	<b>£880</b> <b>(saving £120)</b>



## <sup>†</sup> Benefit-in-kind Tax

### Processed and paid in full during the first 12 month period

This benefit is considered by HM Revenue & Customs to be a form of income which they refer to as 'Benefit-in-kind'. As this benefit is taxable, income tax savings are recovered in full by HM Revenue & Customs as Benefit-in-kind Tax. Typically, this will be collected via a single adjustment to your tax code in the next available tax year, with the full taxable value being processed over one 12 month period. HM Revenue & Customs may contact you to make alternate arrangements to collect the tax that is due.

All pricing information on the order site includes the full effect of the Benefit-in-kind adjustment, which is averaged over the 12 months of the scheme, to show the monthly equivalent net cost to you for the equipment during the agreement period, so you can review this information before you place an order.

The net effect of this benefit is that you make National Insurance savings only.



**HM Revenue  
& Customs**

Order at: [www.sodexorewardhub.com](http://www.sodexorewardhub.com)



# The order process

## 1. Choose from the main packages and add accessories from the range available

The maximum allowable limit is £125 per month gross reduction from your salary, consisting of a combination of main packages and accessories. Please note – to order any of the accessory options, you must first choose one of the main packages.

## 2. Place your order online at [www.sodexorewardhub.com](http://www.sodexorewardhub.com)

For advice on choosing a package, call the Let's Connect Helpline on 0330 2000 230.

## 3. Sign your electronic salary sacrifice agreement promptly

Once you have completed your order you must electronically sign an agreement (by ticking the box provided and agreeing to the terms and conditions) detailing the Technology you have selected. You will then be emailed a copy of the signed agreement confirming the monthly gross salary reduction.

## 4. Your employer will carry out eligibility checks

This is to ensure that all employees meet the eligibility set out to allow participation in the benefit.

## 5. Delivery will be arranged with you

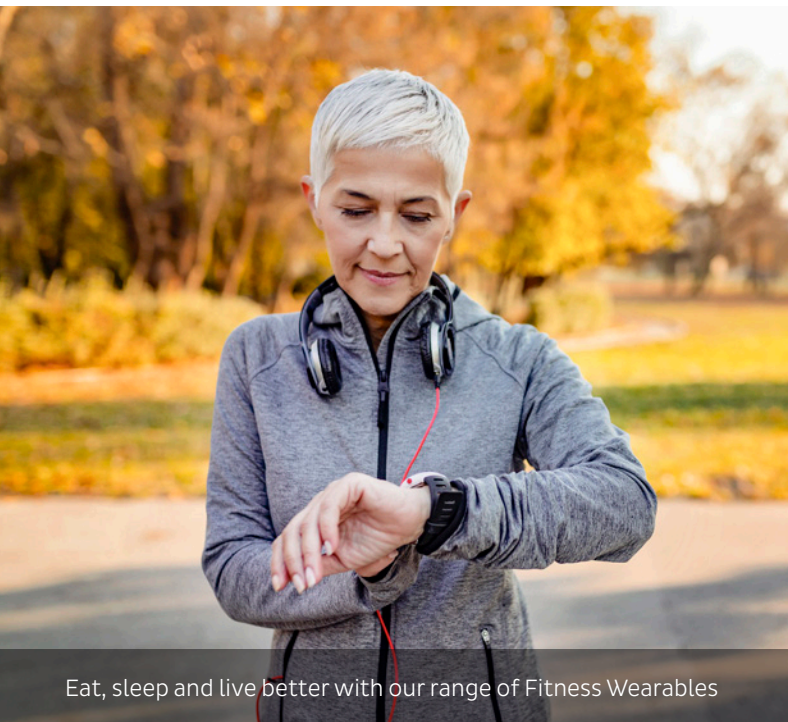
All deliveries are subject to approval and stock availability, and arrangements to deliver your chosen package will only be confirmed via text message or email once your agreement has been signed and your order approved. If you have ordered more than one item, you may not receive delivery of all items at the same time.

## 6. The equipment is delivered to your home on the agreed date

Delivery will be arranged with you for a weekday that's convenient and is subject to stock availability. For security reasons, your employer does not accept personal deliveries at workplaces, so the equipment needs to be delivered to your home, or similar residential address i.e. family, friends as specified by you.

## 7. Your salary reduction will begin on your next salary pay date following delivery

This will continue on each following pay date for the 12 month period.



Eat, sleep and live better with our range of Fitness Wearables



Bring home the fun with the latest Games Consoles



Step 1. **Choose**



Step 2. **Sign**



Step 3. **Delivered**

Want to know more about how the benefit works?

Turn to the frequently asked questions at the back of this guide, or call the Let's Connect Helpline on 0330 2000 230.

Order at: [www.sodexorewardhub.com](http://www.sodexorewardhub.com)

# Frequently asked questions on the benefit

## On the benefit

### 1. What is a salary sacrifice arrangement?

By agreeing to sacrifice or 'exchange' some of your pre-tax salary in return for the Technology package of your choice, you make savings in National Insurance on the total amount sacrificed. Through a salary sacrifice arrangement you would normally save income tax, however as this benefit is taxable, these income tax savings are recovered in full by HMRC as Benefit-in-kind Tax (please refer to question eight for more information). You are required to sign an agreement, accepting the terms and conditions prior to taking delivery.

### 2. What are the benefits of a salary sacrifice arrangement?

As an employee exchanges salary, the employee no longer pays National Insurance on the amount sacrificed. In addition, the scheme will allow colleagues to spread the cost of the equipment over 12 months.

### 3. How long does the salary sacrifice agreement period last?

The agreement period is for 12 months.

### 4. Will this offer be repeated?

Your employer may run other benefits in the future, however this is not guaranteed.

### 5. Am I eligible for the benefit?

The scheme is open to all employees who are eligible for flexible benefits, are employed by Sodexo and are on a permanent contract.

### 6. What is the maximum allowable limit through this benefit?

The maximum allowable limit is £125 per month gross reduction from your salary, consisting of a combination of main packages and accessories.

### 7. Who are Let's Connect?

Let's Connect is one of the UK's leading and most well-established technology employee benefit providers – offering the latest in consumer technology. Its team has over 15 years' experience implementing these specialist benefits, running schemes for many well-known, household brands and some of the biggest organisations in the UK.

agreement period, so you can review this information before you place an order.

The net effect of this benefit is that you make National Insurance savings only.

### 9. Will the tax rules change during the agreement?

It is possible that changes in your salary or in HMRC regulations and limits could impact on the net cost of the benefit during the agreement period.

### 10. Will I get any communication from HMRC during the period?

Yes, you may get written correspondence from HMRC, typically to confirm the arrangements to collect the tax that is due.

### 11. What happens if I go on unpaid leave?

You will be contacted by your employer regarding the options pertinent to your particular circumstances.

### 12. What happens if I leave my employer?

If you leave your employer for any reason including redundancy or dismissal on any grounds or you decide to voluntarily take unpaid leave of more than six months before the end of the 12 month agreement period, you will be required to pay a termination fee to compensate your employer for the non-completion of your agreement.

The termination fee you will have to pay will be calculated by multiplying your agreed monthly reduction in gross pay by the number of months remaining to be paid at the time you leave your employer. Once you have paid your termination fee, no further salary reductions will apply. This amount will be taken from your final net pay (that is, your pay after tax, National Insurance and any other deductions have come out) or any other monies owed to you by your employer.

If there is a shortfall, you will receive written notification from your employer that you must reimburse them within 28 days of receipt of the written notification.

If you are aware that your employment is likely to end before the 12 month life of the agreement you should consider very carefully whether you wish to participate in the benefit. Further information can be found on the salary sacrifice agreement.

### 13. I will be retiring before the end of the 12 month agreement period, can I still participate?

Yes, however, when you leave you will be required to settle the balance in the same way as referred to in Question 12.

### 14. How does the scheme affect the benefits in my contract of employment?

Where an employee's proposed selection would result in their salary falling below the National Minimum Wage (or Living Wage if over 25) or the lower earnings limit, the application will not be approved and the employee will be advised accordingly. The employee will retain the right to select an alternative, less expensive package. You should be aware that if you agree to participate in the scheme, you agree to exchange some of your salary for 12 months in return for the equipment.

As basic pay is sacrificed, eligibility for state benefits may be affected, and also sick pay, maternity pay and redundancy pay could be reduced.

A salary check is made to ensure that colleagues do not drop below the National Minimum Wage (or Living Wage if over 25),

(continued overleaf)

## Effects on you

### 8. Do I have to pay tax on the benefit?

Yes. This benefit is considered by HM Revenue & Customs to be a form of income which they refer to as 'Benefit-in-kind'. As this benefit is taxable, income tax savings are recovered in full by HM Revenue & Customs as Benefit-in-kind Tax. Typically, this will be collected via a single adjustment to your tax code in the next available tax year, with the full taxable value being processed over one 12 month period. HM Revenue & Customs may contact you to make alternate arrangements to collect the tax that is due.

All pricing information on the order site includes the full effect of the Benefit-in-kind adjustment, which is averaged over the 12 months of the scheme, to show the monthly equivalent net cost to you for the equipment during the

and if colleagues leave before the 12 months are up, they will pay a termination fee to pay the gross amount outstanding, or receive an invoice if there is a shortfall. You should consult HR/Personnel and/or an independent financial adviser if you are in any doubt about the financial implications for you.

**15. What about my pension arrangements?**

Your pension arrangements will not be affected by this technology benefit.

**16. How much will it cost me?**

Please refer to the pricing on the order site, however the cost to you depends on which package you choose and your own personal tax situation.

All pricing information on the order site includes the full effect of the Benefit-in-kind adjustment, which is averaged over the 12 months of the scheme, to show the monthly equivalent net cost to you for the equipment during the agreement period, so you can review this information before you place an order.

You should ensure that you can afford the salary reductions for the full 12 months and have read and agree to the terms and conditions before you order.

**17. When do my payments start?**

Your salary reduction will begin on your next salary pay date, or, in the event of any unforeseen delay in delivery, on the next available salary pay date following delivery, and will be made on each following pay date for the 12 month period.

**18. Can I elect to make a higher salary sacrifice arrangement amount and shorten the term?**

No, the period is fixed at 12 months.

**19. Where does my salary sacrifice amount go?**

Your salary sacrifice is collected by your employer, who has arranged for the supply of the equipment on your behalf.

**20. What happens at the end of the agreement?**

At the end of the agreement there is nothing to pay and your salary reduction will cease.

**21. Who owns the equipment?**

Ownership of the equipment is transferred to you on day one.

## Order and delivery process

**22. By what date do I need to apply?**

Please refer to: [www.sodexorewardhub.com](http://www.sodexorewardhub.com) for details of the final date for application.

**23. What happens once I have placed my order?**

Once you have ordered online you will need to sign an electronic salary sacrifice agreement immediately. Arrangements to deliver your chosen package will only be confirmed once your signed agreement is received and your order approved. We advise you to contact the Let's Connect Helpline on 0330 2000 230 to check that your signed form has been received.

**24. When can I expect delivery?**

Once your order has been approved you will be contacted via text message or email regarding delivery. All deliveries are subject to stock availability. To help the delivery process, you should place your order as early as possible during the order window and sign your electronic agreement promptly. Should you have a query regarding delivery, please call the Let's

Connect Helpline on 0330 2000 230. Delivery of Smart TVs will be organised separately to other items due to the special handling requirements.

**25. Can I change my mind once I have signed my agreement?**

No order amendments will be possible once the order window has closed.

You have a right to cancel the agreement before delivery has taken place and within 14 days, beginning the day after you receive the items you have ordered. At this point, your salary sacrifice and Benefit-in-kind arrangements may have commenced. If this is the case, any salary reductions will be reimbursed through the next available payroll run.

If you intend to cancel the agreement within this 14 day period you should not use the equipment and you should keep it:

(a) in an "as new" condition;

(b) in its complete state including any software and accessories and the instructions;

(c) with the packaging in which it was originally delivered to you; and the seal should not be broken on any DVD, CD or software, except where it has been used for the installation.

You must return the equipment and any accessories yourself to the address that Let's Connect give you.

**26. Can I have the equipment delivered to my workplace?**

For security reasons, your employer does not accept personal deliveries at workplaces, so the equipment needs to be delivered to your home, or similar residential address i.e. family, friends as specified by you.

## Computer, tablet and games console packages

**27. What's included in the package?**

Computer packages include 12 months warranty and Trend internet security with 36 months updates. Each package comes with a software bundle designed to help protect the computer from data loss and the threats posed by the internet. The internet security software has updates for 36 months and includes anti-virus, anti-spyware, anti-spam, and firewall. It is your responsibility to ensure your data is backed up and your software is updated when prompted to do so. Damage that has been caused by not having adequate anti-virus protection will not be covered by the warranty.

iPad and tablet packages include 12 months worldwide accidental damage and theft insurance, plus a protective case/sleeve.

Games console packages include 36 months extended warranty, an extra controller and a bundled game (title of game will change).

Apple Watch models include a 24 months worldwide breakdown and accidental damage and theft insurance, plus a wireless charging stand.

Sonos packages include manufacturer's warranty only.

Home delivery is included with all packages.

Further information on what's included can be found on the order site at [www.sodexorewardhub.com](http://www.sodexorewardhub.com)

**28. Can I change the specification of the packages on offer and what's included?**

No. All options available to you are shown on the order site.



29. Why should I check the equipment upon receipt and what do I do if items are damaged or parts are missing?

We recommend that all equipment is checked thoroughly for damage (which must be reported to Let's Connect within 48 hours of receipt of goods) and powered up on receipt, **even if it's not intended to be used immediately**. You should notify the Let's Connect Helpline on 0330 2000 230 immediately of any damaged equipment. Missing items must be reported to Let's Connect within seven days.

30. What if I damage it?

If the equipment goes missing or is damaged once in your possession, salary sacrifice and Benefit-in-kind taxation arrangements will continue for the 12 months. You may wish to consider that appropriate insurance cover is in place.

**Main tablet packages are covered by worldwide accidental damage and theft insurance for 12 months so will not require additional insurance cover.** Should you need to make a claim for the included tablet insurance please call Summit Insurance Services Limited on 01788 563111. If you have any other queries, please call the Let's Connect Helpline on 0330 2000 230.

31. Can I order Microsoft Office software?

Microsoft Office software is available as an accessory through this benefit, but does not come as standard on any of the packages. You can add it as an accessory to any of the packages. **Please note that the version of Microsoft Office available through this benefit can only be chosen for and installed on Windows and Apple Mac computers.**

32. What if the equipment doesn't work?

If the equipment fails to work within the first 28 days for Lenovo and Samsung products, or first 14 days for Apple products, please call the Let's Connect Helpline on 0330 2000 230 who will log the call and provide first line support. If the product is deemed to be faulty, you will be advised to contact the manufacturer directly to obtain an official returns reference number. This will then authorise Let's Connect to replace the equipment. If a fault develops outside of this time and within the warranty period, call the manufacturer's warranty line (within the manufacturers' warranty period), or if the equipment is covered by extended warranty, call Summit Insurance on 0333 344 8810. If the main package cannot be repaired remotely, the repair will be undertaken through a collect and return service. This service is free of charge throughout the warranty term, but is restricted to the hardware only.

33. What does the warranty include?

The warranty provided by the manufacturer covers the hardware of the computer and during the limited warranty period, the repairer will at its discretion, repair or replace any defective component.

The following items are classed as consumable components, and therefore their warranty period may be limited to less than the full extended warranty:

External keyboard • mouse • accumulators, batteries, AC adaptors • external loudspeakers, microphone, headphones • UPS (Uninterruptible Power Supply)

Please check with the individual manufacturers below for exact terms and conditions. The defective pixel policy on notebook displays and TFT screens conforms to ISO 1340-6-2 Class II standards.

**Manufacturers' warranty period**

Further details about the Apple warranty can be found at: <http://www.apple.com/uk/support>

For details regarding the Lenovo warranty go online to: <https://support.lenovo.com/gb/en/warrantylookup/warrantypolicy>

Details about Microsoft warranty can be found at: <https://www.microsoft.com/accessories/en-gb/warranties>

For details regarding Sonos warranty, go online to: <http://www.sonos.com/en-gb/legal/terms#return-policy>

Further details about the Xbox One warranty can be found at: <http://support.xbox.com/en-GB/browse/xbox-one/warranties-and-repair>

Further details about Sony warranties can be found at: <http://uk.playstation.com/support>

Details regarding Nintendo Switch warranty can be found at: <https://www.nintendo.co.uk/Support/Nintendo-Switch/Warranty/Warranty-1197434.html>

**Extended warranty period** (where applicable)

Extended warranty (where applicable – check individual package pages for detail) is on a collect and return basis and is administered by Summit Insurance on behalf of Let's Connect. They can be contacted on 0333 344 8810. The extended warranty is provided via an insurance policy.

Note on Extended Warranty (covers warranty issues outside of manufacturers' warranty period) – Lets Connect IT Solutions Ltd is an Appointed Representative of Summit Insurance Services Limited, Suite 2, Bloxam Court, Corporation Street, Rugby CV21 2DU which is authorised and regulated by the Financial Conduct Authority (FCA). Summit Insurance Services Limited's Financial Services Register Number is 300172.

The warranty provides cover against mechanical electrical breakdown with no policy excess. All cover is subject to exclusions as detailed in the policy wording and can be found on the following website: <http://www.lets-connect.co.uk/warranty/warrantypolicy.pdf>

34. What do I do if I need to escalate a warranty issue with the equipment?

You should call the Let's Connect Helpline on 0330 2000 230 who will take up the query on your behalf, to try and resolve your issue.

35. Can I just order accessories?

A main package needs to be ordered to participate, and then you will be able to order accessories at the same time. Please refer to the order site to view all options available.

36. Is there a warranty for any accessories I choose?

These are not covered under the extended warranty that covers some of the main packages provided through the benefit and individual manufacturer warranty terms and conditions will apply. If you have any issues with any of the accessories you have selected, you will need to contact the manufacturer directly.

37. Do I need a licence to fly a drone?

As of 30th November 2019 you must have two registrations in place before you fly a drone or model aircraft that's 250g to 20kg outdoors:

- Anyone flying a drone or unmanned aircraft (including model aircraft) weighing between 250g and 20kg will require a 'flyer ID'. To apply for this you will need to take and pass an online theory test. The test is free to take and can be taken as many times as you like. It is renewable every three years.
- Anyone that owns or is responsible for a drone or unmanned aircraft (including model aircraft) weighing

(continued overleaf)



between 250g and 20kg must register to get an 'operator ID'. The cost for this is £9 renewable annually.

**Please note:**

- You must be at least 18 years old to get an operator ID. You must be at least 13 years old to get a flyer ID.
- It is against the law to fly a drone or model aircraft without passing the theory test or registering.

Any drones or model aircraft you're responsible for must be labelled with your operator ID

- You do not need to pass the test or register if your drone or model aircraft is less than 250g, or you'll only fly indoors or in a securely netted area. You must however still follow the rules and regulations when you fly.

For more detailed information and to register your drone/ take the flyer ID theory test, please refer to the Civil Aviation Authority's drone and model aircraft site at:

<https://register-drones.caa.co.uk>

### 38. Why are the tablet packages provided with 12 months insurance?

As the agreement is for 12 months and tablets so portable, it makes sense to protect them as much as possible for the full length of the agreement. Main tablet packages include 12 months worldwide accidental damage and theft insurance. If you have any further questions regarding the tablet warranty or insurance, please call the Let's Connect Helpline on 0330 2000 230, who can direct your call accordingly.

Note on tablet insurance – Lets Connect IT Solutions Ltd is an Appointed Representative of Summit Insurance Services Limited, Suite 2, Bloxam Court, Corporation Street, Rugby CV21 2DU which is authorised and regulated by the Financial Conduct Authority (FCA). Summit Insurance Services Limited's Financial Services Register Number is 300172.

Should you need to make a claim for the included tablet insurance please call Summit Insurance Services Ltd on 01788 563111. If you have any other queries, please call the Let's Connect Helpline on 0330 2000 230.

The insurance provides cover for Accidental Damage, Theft, Fire and Flood, with no excess on the policy. All cover is subject to exclusions as detailed in the policy wording and can be found on the following website:

<http://www.lets-connect.co.uk/insurance/insurancepolicy.pdf>

## Smart TV packages

### 39. What's included in the Smart TV package?

Each Smart TV package includes 36 months extended warranty and delivery to your home.

Further information on what's included can be found on the order site.

### 40. Can I change the specification of the Smart TV packages on offer and what's included?

No. All options available to you are shown on the order site.

### 41. What if I damage the TV?

If the equipment goes missing or is damaged once in your possession, salary sacrifice and Benefit-in-kind taxation arrangements will continue for the 12 months. You may wish to consider that appropriate insurance cover is in place.

### 42. Why should I check the TV upon receipt and what should I do if items are damaged or parts missing?

We recommend that all equipment is checked thoroughly for damage (which must be reported to Let's Connect within

48 hours of receipt of goods) and powered up on receipt, **even if it's not intended to be used immediately**. You should notify the Let's Connect Helpline on 0330 2000 230 immediately of any damaged equipment. Missing items must be reported to Let's Connect within seven days.

**Please can we request that before signing for the TV delivery that you inspect the outside of the packaging.** If there is any sign of damage (even just a small scratch, dent or scuff) please sign for the parcel as damaged and inspect the contents as soon as possible. This will ensure that in the unlikely event that the equipment inside is damaged we will be able to action a speedy replacement of the product for you.

### 43. What if the TV stops working?

The Smart TV is covered by a 36 months extended warranty. The first 12 months warranty is administered by the manufacturer. The second and third year warranty is administered by Summit Insurance on behalf of Let's Connect, and can be contacted on 0333 344 8810. The warranty period applies from the date of delivery. The warranty service is free of charge throughout the agreement period, but is restricted to the hardware only.

### 44. What does the extended warranty include?

The extended warranty provided covers the hardware of the TV and during the limited warranty period. Defective components will be repaired or replaced at the discretion of the warranty provider.

#### TV warranty year one

32-inch Smart TVs are covered in the first year with a carry-in warranty. 40-inch and above Smart TVs are covered in the first year with an in-home warranty.

The warranty covers manufacturing defects only. Please note that this does not include consumables items such as batteries unless listed under 'general information' on the Samsung website. The liability of Samsung Electronics (or its appointed maintenance agent) is limited to the cost of repair and/or replacement of the product under warranty. The warranty is invalidated if the defect is caused (howsoever) by misuse, neglect, and tampering or incorrect adjustment. It is invalidated if unauthorised persons carry out any alterations and/or repairs. Also, the warranty is invalidated in the following cases:

- For the repair of a domestic product used in a commercial environment
- For repair due to incorrect installation in your home
- For repair to any product where the serial number has been removed
- Where any ancillary equipment not furnished or recommended by Samsung causes problems or damage that is attached to or used in connection with the product.

For details regarding Samsung warranty call 0330 726 7864 or go online to: [www.samsung.com/uk/support](http://www.samsung.com/uk/support)

For LG warranty call 0344 847 5454 or go online to: <https://www.lg.com/uk/support/warranty>

For Toshiba support, call 0333 733 4422 or go online to: <https://toshiba-tv.com/uk-uk/support>

#### TV warranty years two and three

The second and third year TV warranty is on a collect and return basis and is administered by Summit Insurance on behalf of Let's Connect. They can be contacted on 0333 344 8810. The extended warranty is provided via an insurance policy issued to your employer.

Note on TV Extended Warranty (covers second and third year warranty issues) – Lets Connect IT Solutions Ltd is an Appointed Representative of Summit Insurance Services

(continued overleaf)

Limited, Suite 2, Bloxam Court, Corporation Street, Rugby CV21 2DU which is authorised and regulated by the Financial Conduct Authority (FCA). Summit Insurance Services Limited's Financial Services Register Number is 300172.

The warranty provides cover against mechanical electrical breakdown with no policy excess. All cover is subject to exclusions as detailed in the policy wording and can be found on the following website:

<http://www.lets-connect.co.uk/warranty/warrantypolicy.pdf>

**45. What should I do if I need to escalate a warranty issue with the Smart TV?**

You should call the Let's Connect Helpline on 0330 2000 230 who will take up the query on your behalf, to try and resolve your issue.

You should ensure that you can afford the salary reductions for the full 12 month period and have read and agree to the terms and conditions before you order.

Please note – if you lose the equipment or it is damaged once in your possession, salary sacrifice and Benefit-in-kind taxation arrangements will continue for the 12 months.



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