
STATUTORY INSTRUMENTS

2005 No. 37

**The Supply of Extended Warranties on
Domestic Electrical Goods Order 2005**

Obligation to display the price of an extended warranty, provide further relevant information and provide a written quotation: in store

3.—(1) Whenever a supplier displays the price of a domestic electrical good in store, the supplier shall—

- (a) subject to paragraph (2), display the price and duration of one applicable extended warranty adjacent to the price of the relevant domestic electrical good or, where the price and duration of that applicable extended warranty apply to a range of domestic electrical goods, in close proximity to that range, in a manner that—
 - (i) is clear and legible; and
 - (ii) makes clear that the purchase of an extended warranty is optional;
- (b) ensure that leaflets providing further relevant information are prominently displayed in a manner that ensures, so far as is reasonably possible, that they are likely to come to the attention of consumers, and that such leaflets are freely available to consumers;
- (c) subject to paragraph (3), provide a written quotation for an extended warranty in accordance with paragraph (4)—
 - (i) upon request by a consumer if the request is made at the same time or immediately subsequent to the sale of the domestic electrical good to which the extended warranty relates; and
 - (ii) in any case before a consumer purchases an extended warranty if that purchase is made at the same time or immediately subsequent to the sale of the domestic electrical good to which the extended warranty relates.

(2) Paragraph (1)(a) shall not apply where the price of the domestic electrical good is displayed on—

- (a) a device used for ascertaining whether a domestic electrical good is in stock; or
- (b) an automated self-service machine used for purchasing a domestic electrical good.

(3) Paragraph (1)(c) shall not apply where—

- (a) the price of an extended warranty is £20 (inclusive of Tax) or less; or
- (b) the extended warranty is purchased through an automated self-service machine.

(4) The written quotation referred to in paragraph (1)(c) shall prominently state—

- (a) the price and duration of the extended warranty and the domestic electrical good to which it relates;
- (b) that the extended warranty can be purchased at the price quoted in the written quotation for a period of 30 days (or more if that is the case) beginning with the day on which the written quotation is issued;
- (c) that extended warranties may be available from other persons;

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- (d) that the extended warranty does not have to be purchased at the same time as the domestic electrical good to which it relates;
 - (e) the consumer's cancellation and termination rights pursuant to article 8; and
 - (f) whether or not the extended warranty will be terminated in the event of a claim being made.
- (5) In this article "in store" means in the retail premises from which domestic electrical goods and extended warranties are offered for sale.