



ApplianceServ



**Peace of Mind from
Just R2.87 a Day.**

**Protecting Your Home.
Protecting Your Peace of
Mind**

Keep Your Home Running, No Matter What

Life Doesn't Stop When Your Appliances Do.

When your fridge, stove, or washing machine suddenly breaks, it doesn't have to disrupt your life. ApplianceServ gives you peace of mind with affordable cover and reliable repairs for your essential home appliances.

Why Choose ApplianceServ?

ApplianceServ shields your household from costly surprises by covering the appliances you rely on most. One simple membership means less stress and more confidence every day.

- ✓ Cover for fridges, freezers, dishwashers, washing machines, tumble dryers, microwaves, TVs, stoves, ovens, hobs, extractors, and more.
- ✓ Factory-approved parts and reputable repairers - quality you can trust.
- ✓ Affordable monthly premiums with no big upfront payments.
- ✓ Fast response - repairs can start in as little as 2 working days (depending on parts).
- ✓ Nationwide support across South Africa.



Choose the Plan That Fits You

Silver. Gold. Platinum. Confidence at Every Level.

Whether you want everyday protection or premium cover, ApplianceServ offers three simple plans designed around your needs.

Silver – Up to R1,500 per incident / R3,000 per year.



Gold – Up to R3,000 per incident / R6,000 per year.



Platinum – Up to R4,500 per incident / R9,000 per year.



Repairs Made Simple

Report. Repair. Relax.

Getting help is quick and stress-free. Report the fault, and we'll take care of the rest — from arranging an assessment to authorizing the repair.

- Report the fault by email or phone. ✓
- Our team checks your membership and connects you with a trusted repairer. ✓
- A quote is approved, and repairs begin. ✓
- Your appliance is back in action - simple as that. ✓



ApplianceServ

Know Your Cover

Clear Terms. No Hidden Surprises.

ApplianceServ is built on transparency. You'll always know exactly what's covered and what isn't, so there are no nasty surprises.

- ✓ Waiting period: 2 months from your first debit date.
- ✓ Premiums: Monthly debit order. Cancel anytime with 1 month's notice.
- ✓ Cover limits: 2 incidents per year. ApplianceServ pays up to the plan limit; you cover any shortfall.
- ✓ **Exclusions:** Cosmetic damage, theft, fire, misuse, consumables (batteries, covers), software/data issues, appliances already under warranty, or very old appliances in poor condition.
- ✓ Cover applies across South Africa only.

Repairs You Can Rely On

Quality Service. Factory-Approved Parts.

We partner with a nationwide network of reputable repairers. Every job is completed using factory-approved parts, ensuring your appliances are restored the right way - no cheap shortcuts, no hidden risks.





Get Protected Today

One Call. One Cover. Zero Worries.

Don't wait until your next breakdown to realize how costly appliance repairs can be.

Join ApplianceServ today and enjoy complete peace of mind knowing your home is protected - with reputable repairers, clear terms, and cover you can trust.

Get Covered Now!



www.applianceserv.online

Full Terms & Conditions of the service we supply

You will receive General terms & conditions, together with any correspondence sent to you, as well as any agreements made between you and us.

You insure that all the information you give us true and correct. This is the underlying principle of the agreement between us.

Please ensure that you understand and are familiar with the content of the documents that we send you.

What are the ApplianceServ Terms and Benefits?

- ApplianceServ covers maximum of up to R 1500.00 per incident, per annum. A maximum of (2) two incidents per year and a limit of R 3000.00 per annum
- ApplianceServ covers your mechanical failure of your units.
- The service provider's account is settled on behalf of the client.
- The benefit period is one year from inception date, and the benefit does not accumulate.

When do we not pay?

- We do not pay for repairs without authorization.
- We do not pay for losses or inconvenience due to delays or missed appointments.
- We do not pay for consequential losses.
- Any item that falls under a warranty or extended
- If item is unrepairable

What Appliances do we cover?

- Fridges & freezers
- Washing machines
- Tumble Driers
- Microwaves
- Stoves and ovens only if complete function is lost – if one or more plates are working, it is not deemed an emergency repair



What Electronics do we cover?

TV's, DVD's, Hi-Fi's and VCR's.

What do we exclude?

- Damages to cosmetic parts. This means parts that do not affect the operation of the appliance
- Repairs to items damaged due to theft, rust, fire and ordinary wear and tear.
- Service only covers your product within South Africa.
- Any defect, fault or damage caused by removal or by misuse, negligence or otherwise than in the course of the proper normal use and operation of the Unit as recommended by the manufacturer's manual and/or insect infestation, rodent damage.
- Acts of God including lightening or electrical surge.
- 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.
- 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.
- We exclude after hour collections.
- A repair covered by a manufacturer's original warranty or recall program or within 90 days after the manufacturer has effected a repair;
- ApplianceServ shall endeavour to use all reasonable means to repair customer's units however we reserve the right to return the unit to the customer unrepaid 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.



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- We exclude software issues, application programming, isolation of coding errors, performance consulting, the provision of peripheral drivers, or data recovery.
- We do not provide support for Products to which modifications have been made.
- Repairs necessary due to fair normal usage.
- Damage caused whilst been moved.
- Incidents not attended to, will not be considered after any repair.
- 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.

What about your monthly premium?

- The agreement is a monthly agreement and the premium is payable on the deduction dates as stated on the certificate.
- The debit order will reflect as APPL & your policy number on your bank statement.
- Your ApplianceServ premiums will be deducted from your bank account every month/ year for your convenience. If the agreement is cancelled, we will not refund any payments made by you.

What happens if we don't receive your premium?

- If we do not receive the premiums for your ApplianceServ product, on the deduction date as stated on the certificate, you will not have any cover under the agreement.
- If the premium is not received for 3 (three) consecutive months, your membership will immediately be cancelled without notification.

How we or you cancel your ApplianceServ product?

- By either party by giving one month's notice.
- Notice must be given in writing to support@valueserv.co.za.



DISCLAIMER

Important Information About ApplianceServ

The information provided by ApplianceServ (“we,” “our,” or “us”) in this document, on our website, and through our communications is for general informational purposes only. While we make every effort to ensure accuracy and clarity, we make no guarantees or warranties, express or implied, regarding the completeness, reliability, or suitability of the information provided.

ApplianceServ offers membership-based cover for household appliances and electronics in the event of mechanical breakdown. Benefits, cover, and services are subject to specific terms and conditions, waiting periods, exclusions, and eligibility requirements as outlined in the membership agreement. Actual repair times, availability of spare parts, and service levels may vary and are dependent on our approved repairers. By purchasing or using ApplianceServ, members acknowledge that they remain responsible for complying with the terms of their membership, including but not limited to payment of monthly premiums, claim shortfalls, and ensuring their appliances are in good working condition at the time of signup. ApplianceServ, its administrators, and service partners shall not be held liable for losses, damages, or inconveniences resulting from reliance on the information provided, appliance unavailability of parts, delays in repair, or factors beyond our reasonable control.

For full details, please refer to the official Terms & Conditions available upon request or from our administration office.