

**keyfacts**

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**about our rental services**

# Butlers

T. J. Butler (Electronics) Ltd

13 - 17 Station Road, Queensferry, Deeside, Flintshire CH5 1SU

**1. The Financial Conduct Authority (FCA)**

The FCA is the independent watchdog that regulates financial services. Use this information to decide if rental is right for you.

**2. Will I own the items at the end of the agreement?**

No, with rental the items will always remain the property of Butlers. You are responsible for the safekeeping of the items whilst they are hired to you. If you would prefer to own your items then rental is not for you and you should consider an alternative form of finance or purchase the items outright.

**3. How will I know if rental is right for me?**

You will not receive any advice or recommendation from us. We may ask questions to narrow down the options that are available to you. You will then need to make your own decision on how to proceed.

**4. The following are included with your rental**

- Free delivery and standard installation.
- No repair bills - except for accidental damage.
- Free same day servicing if you call before 10 am. Monday to Friday
- Upgrade at any time after your minimum contract period.
- Guaranteed No rental rate increase during your minimum hire period unless the rate of VAT increases.

**5. The following are NOT included with your rental**

- Accidental damage to our items is not covered - we recommend that you have adequate household cover.
- The costs of any TV subscriptions or Internet connections.
- The cost of relocating your items should you move home.
- Modifications to your home electrical circuits or household plumbing. If in doubt consult with a qualified tradesman prior to installation.

**6. What will I have to pay for your services?**

We do not make a charge to arrange your rental. The monthly hire charges for your agreement are explained in the Pre-Contract Information sheet and on your rental agreement.

**7. Who regulates us?**

T. J. Butler (Electronics) Ltd is authorised and regulated by the Financial Conduct Authority. Our permission number is 616774

Our permitted business is Consumer Hire and Credit Broking

You can check this on the Financial Service Register by visiting the FCA's website [www.fca.gov.uk](http://www.fca.gov.uk)

We also operate to the Radio, Electrical, Television Retailers Association (Retra) code practice. [www.retra.co.uk](http://www.retra.co.uk)

**8. What do I do if I have a complaint?**

If you wish to register a complaint, please contact us:

In writing: T. J. Butler (Electronics) Ltd, 13-17 Station Road, Queensferry, Deeside, Flintshire, CH5 1SU  
By Telephone : 01244 822144

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