

1. What is the Service Pledge?

As we like to give valued Sky Protect customers something extra, when you report a problem with your core Sky equipment we'll aim to resolve it within the next two days (excluding bank and public holidays). And if we don't fix it in time we'll refund you a week's worth of your Sky TV subscription - that's our Service Pledge.

2. What's covered by the Service Pledge?

The Pledge covers your core Sky equipment only, i.e. Sky box(es), dish, LNB, cabling and Sky router. The Pledge wouldn't apply if you turn down an engineer's visit offered to you within the next 2 days or are not at home for an engineer's agreed visit. Bank and public holidays are excluded when calculating the 2 day period.

3. How does it work?

We'll always try and solve the problem on the phone first. If that's not successful, we aim to offer you an engineer's visit or post you a replacement router within the next 2 days of you telling us about your claim.

4. What if an engineer can't be with me in this timeframe?

If we cannot offer you an engineer's visit within the next two days, we'll automatically organise the refund for you.

5. ... or if I'm still without entertainment after this time?

If we're unsuccessful in repairing or replacing your core Sky equipment within the pledged time, you have 30 days from the end of the 2 day period to request the refund by calling 0800 597 8531[†]. After that, your right to claim under the Pledge will expire.

6. How much is the refund and how do I get it?

The refund will be calculated by dividing the monthly price of your core Sky TV subscription (as at the date that the refund is made) by the number of days in the month and then multiplying it by seven. It will be credited to your Sky subscription account as part of your next bill or the one after.

Please read your enclosed terms and conditions carefully, as they contain full information about the Sky Protect Service Pledge.

Got any questions? Just give us a call on 0800 597 8531[†].

Sky Protect

Provided by  Domestic & General