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Domestic & General extends deal with John Lewis

Domestic & General (D&G), the experts in repair and protection of household products and appliances has extended its partnership with John Lewis, continuing to provide the extended-warranty programme “Protect Plus”.

D&G is looking forward to building on the foundations of the last four years and continuing to deliver exceptional customer support and market-leading insurance coverage to John Lewis customers. The continuation of the partnership and multi-channel growth plans will ensure Protect Plus continues to support customers and provide peace of mind.

With policies in 1 in 3 UK households, D&G’s straightforward and hassle-free service champions a more circular economy, their ‘repair first’ ethos provides customers with Product and Replacement Care for breakdown and accidental damage for home appliances, saving 2.5m appliances from landfill each year, across the retailers it supports.

Boasting a 99.6% claims acceptance rate, D&G are the experts in protecting and repairing what we all rely on every day. So, should customers ever experience a breakdown, including on washing machines, fridges, freezers, TVs, mobile phones and other consumer electricals, D&G’s simple and transparent product range keeps customers’ homes running – with 78% of breakdowns fixed first time or where that is not possible, replaced.

D&G are at the heart of the appliance care ecosystem, connecting partners, engineers and customers effortlessly. D&G are the chosen partner for the majority of UK white goods OEMs, and this partnership comes after announced extensions with Carrefour Group, Sky, Haier and Whirlpool in the last year.

Kam Kandola, Sales Director at D&G said, “We are excited to continue our strategic partnership with John Lewis and support their customers. The extended relationship is a testament to the great work across the Protect Plus team at John Lewis and D&G, who have driven exceptional customer experience and best-in-class solutions. We have established Protect Plus to both online and in-branches, to increase accessibility and meet growing demand.”

Laurence Mitchell, Director of Technology at John Lewis said, “We are delighted to extend our relationship with D&G for the provision of our Protect Plus extended warranty schemes. We have been impressed by the way they have taken steps to understand what makes the John Lewis business unique and the role that they play in helping offer exceptional service to our customers.”

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About Domestic & General

D&G operates across 12 markets, including the UK, Spain, Germany, France, Portugal, Italy, Australia, and the US. The Group has approximately 3,000 employees. We have a simple and transparent

product range and a strong and resilient position in the home. Our products protect customers from the cost and inconvenience of appliance breakdown by repairing or replacing key household items such as washing machines, heating, TVs, and consumer electronics. We remain focused on transforming the customer experience through digital innovation (with 4.5 million online users as at 31 March 2022), investing in our real estate, supporting hybrid working, and growing our business portfolio across Europe and in the US. We're a growing business with a lot of ambition, and our people are integral to achieving our strategic ambitions.

About John Lewis & Partners

The John Lewis Partnership owns and operates two of Britain's best-loved retail brands - John Lewis and Waitrose. Started as a radical experiment over a century ago, the Partnership is now the largest employee-owned business in the UK, with around 70,000 employees who are all Partners in the business. The Partnership is purpose-driven, existing to create a fairer and more sustainable future for our Partners, customers, suppliers and communities. Our Purpose not only inspires our principles, drives our decisions and acts as our guide to be a force for good, it steers us to do things differently and better - all in service of creating a happier world for everyone and everything we touch. We operate JohnLewis.com, Waitrose.com, 34 John Lewis shops and 329 Waitrose shops, including a growing number offering a selection of John Lewis products. Waitrose has partnerships with Dobbies Garden Centres, Shell, Uber Eats and Deliveroo as well as supply agreements with Margiotta stores in Scotland and Alliance shops in Jersey. Outside of retail, John Lewis Financial Services continues to grow providing insurance, the Partnership credit card, foreign currency and investments, and is currently proposing to deliver 1,000 new rental homes across three local communities.