



Family Fund, working in
partnership with AO

**Help with kitchen
appliances for families
living in England
and Scotland**



Family Fund
Helping disabled children

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www.familyfund.org.uk

Help with kitchen appliances



Family Fund
Helping disabled children

Family Fund is pleased to offer you help with a kitchen appliance from our agreed range with AO. We work in partnership with AO to offer a wide range of kitchen appliances, complete with a comprehensive warranty.

Please note that we do not offer a cash alternative for kitchen appliances and **your award must be spent within three months of the date on your award letter.**



About AO

AO is an online electrical retailer, stocking the latest kitchen appliances, from washing machines to fridges and ovens. Founded in 2000, AO is the only electrical retailer with 266,653 'Excellent' reviews on Trustpilot.



Checklist before ordering

Please ensure you check the appliance dimensions and connections required, prior to purchasing, to ensure you have the correct connections and space available.

For cookers, it is important to know if your fuel type is gas, electric or dual fuel and that you have the relevant gas or electric connections. If you have selected installation for your cooker, there are some additional safety check questions that AO need to ask, to ensure your installation goes smoothly on the day. AO will call you a few days before your planned delivery date to discuss this with you.

For dishwashers and washing machine appliances, an existing water connection and waste water pipe, with clear access, are required for the appliances to be installed.

Special instructions for AO

Are there any special requirements AO need to know about, prior to delivery being made, which could affect delivery? Will there be room and availability for AO to park their delivery vehicle? Are there any stairs, or access issues at the property which AO need to know about beforehand? Please add this information when checking out on the website, to help ensure your delivery is successful.



How to use your grant

Order your kitchen appliances from our dedicated AO range by clicking on the link sent to you via email and SMS. This will take you to a dedicated website, where you can complete your order in four simple steps:

1. Read the welcome page

showing how long you have to redeem your grant and the category awarded.

2. Choose your appliance

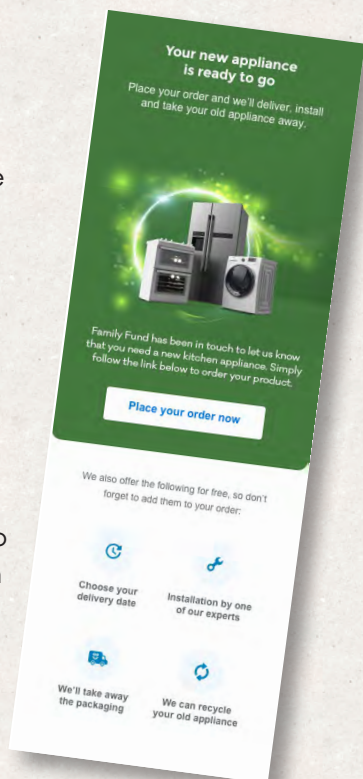
Choose your appliance from the agreed range and place your order via the simple to use, four-step checkout process. If you wish to upgrade to an appliance on the agreed range that is higher than the grant value, AO will take any additional payment, on their website, to complete your order.

3. Answer some short questions

to ensure smooth delivery and installation on the day.

4. Choose your date for delivery.

For any questions, please use the helpline number at the top of every website page. AO can discuss available appliances, including any extra services required, such as connection or removal of an old appliance. The warranty cost is included with your grant. Whilst you are not able to spend any unused grant balance on anything else, you can purchase an upgraded appliance from the agreed range and pay the difference, by credit or debit card.



Lost your grant award letter?

If you have lost your award letter please go to www.familyfund.org.uk/lostletter to request a copy.



Frequently asked questions

What if I want to upgrade my available kitchen appliance, at an additional cost?

Upgrades are available at an additional cost and can be selected from our agreed range. AO will take any additional payment, on their website, and get your order placed for delivery, on a date you choose.

What happens if I don't spend my grant within three months?

You need to spend the grant for your kitchen appliance within exactly three months, otherwise you will lose it. For example, if you receive your grant award on 15 February, you have until 14 May to redeem it, **not 15 May**, as this counts as three months and one day. AO will contact you when it is coming close to your three month deadline to remind you to order your appliance.

What if my appliance breaks down?

Simply telephone **0800 0329 062** and AO will be able to offer assistance on any repair queries.

What if I have an issue with my website link?

Please telephone **0800 0329 062** for support from the AO team.

What if none of the products are suitable for me, or I want a different colour?

We have a range of agreed appliances, within each grant category, which cater for most families' needs. This ensures we can get you the best products, with longer warranties, which ensure peace of mind. We do review available appliances on an annual basis, to try to offer as wide a range as possible. AO will be unable to offer anything outside of these pre-agreed items.

How do I change my address details?

Please call **01904 550 055** to speak to one of our staff.

What happens after I place my order?

- **You'll receive a text confirming** your order and delivery details.
- **Day before delivery:** AO will call you and send a text, again, confirming your order and delivery details.
- You can **amend** your delivery date up to **24 hours** before delivery at:
<https://tracking.ao.com>
- **Day of delivery:**
 - You'll receive a text in the morning, with a link to track your order.
 - You'll then receive a call from the driver, closer to your delivery time.

Customer assistance:

For support, call **AO**
on **0800 0329 062**



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