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EURONICS LAUNCHES INDIECARE WITH DOMESTIC & GENERAL – SUPPORTING INDEPENDENT RETAILERS AND STRENGTHENING CUSTOMER LOYALTY

Combined Independents (Holdings) Ltd (CIH), the electrical buying group, part of Euronics, Europe's largest electrical buying group, has launched IndieCare – a comprehensive appliance protection plan developed in partnership with Domestic & General (D&G), the leading warranty provider for repair and protection solutions. The plan is designed to offer its members an additional revenue stream and enhance customer loyalty.

Euronics is working with Domestic & General, to deliver IndieCare and address the need for a reliable and comprehensive insurance solution for Euronics customers. CIH Members will now be able to supply insurance to customers, giving peace of mind that their products will be repaired or replaced if something goes wrong.

Domestic & General places customers at its core, delivering exceptional service with simplicity and reliability. The company's consistent success in securing major retail clients globally reinforces its reputation as the trusted partner of choice.

"We are thrilled to introduce IndieCare," comments Harry Kyriacou, CEO of CIH. "This partnership with D&G allows us to provide our members with a valuable service that not only enhances customer satisfaction but also presents a significant opportunity for additional revenue. We believe IndieCare will strengthen the bond between retailers and their customers, ensuring long-term loyalty and trust."

IndieCare offers several advantages for CIH Members with an additional revenue stream while helping them build stronger, longer-term relationships with their customers. It also encourages repeat business by linking customers back to their local retailer for future purchases, repairs, and upgrades. Members can now offer customers a simple and reliable way to protect their appliances against breakdown and accidental damage, with repairs and replacements managed by the Euronics'

network of service providing agents. IndieCare offers competitive commission rates on new sales and renewals, driving additional income for members.

Customers are covered for accidental damage during the manufacturer's warranty period and breakdowns beyond the guarantee period. The plan creates assurance for customers by covering the unexpected with unlimited repairs and replacements. With IndieCare, customers have the option to select a fixed term or subscription policy for additional protection on their products.

Matthew Crummack, Chief Executive of Domestic & General, added:

“Independent retailers are the backbone of our high streets, and this partnership ensures they can offer the same trusted protection that we already deliver with the UK’s biggest brands. IndieCare brings peace of mind for customers and creates lasting commercial value for Euronics Agents.”

Kam Kandola, UK Sales Director at Domestic & General says “Our customer research consistently shows that peace of mind and avoiding unexpected repair bills are the main reasons people choose protection plans. IndieCare has been designed with these needs in mind, while also creating new opportunities for independent retailers. We are proud to be supporting Euronics Agents and their customers with a robust, simple and trusted solution”

For more information about Euronics and CIH membership email: membership@cihgroup.com.

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About CIH:

Combined Independents (Holdings) Ltd (CIH) is an electrical buying group, part of Euronics, Europe's largest electrical buying group, which operates in over 30 countries with an annual turnover of €21.5 billion. With around 450 members and approximately 600+ stores across the UK, CIH provides a range of services and benefits to support each independent electrical retailer, as well as exclusive ranges that the members' customers are unable to find anywhere else on the high street, or internet. More information at www.euronics.co.uk.

For further press information and images, please contact:

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About Domestic & General

Domestic & General (D&G) is a leading specialist provider of appliance care, with over 110 years of expertise. Operating across the UK, Europe and beyond, D&G provides protection, maintenance and support for over 22 million appliances. Working with major retailers, manufacturers and now independent businesses, D&G is committed to delivering exceptional service, customer peace of mind and long-term value.

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