

**Miele**

## Extended Warranty

Terms & Conditions

Miele. Immer Besser



## The following terms of contract apply

### 1. Duration and commencement of coverage

- 1.1 Miele Singapore provides a warranty of 2 years from the date of purchase of the appliance. With the Extended Warranty, Miele Singapore will cover the cost of repairs for an additional one (EW 1), three (EW 5) or eight (EW 10) years immediately following the expiration of the warranty period. The period of validity is indicated on the front of the insurance policy.
- 1.2 The Extended Warranty contract for one year is automatically extended for another twelve (12) months up to ten (10) years after the date of purchase of the appliance. After which, the contract is automatically terminated. It may also be terminated in writing no later than one month prior to the expiration of the annual coverage period from the first day of validity/extension. The automatic extension will become valid after the customer has paid the invoice received at the beginning of the extended period within the specified billing period.
- 1.3 An existing Extended Warranty of five (5) years may be extended to ten (10) years within its period of validity (Extended Warranty 5+5).
- 1.4 Miele is entitled to make price adjustments at any time. When purchasing a warranty extension, the prices from the price list valid at the time of conclusion shall apply. Price changes for the Extended Warranty for one year can be found in the annual invoice. Written information in advance will not be provided. If the invoice is paid within the payment deadline, it is assumed that the price change has been accepted. If payment is withheld, the warranty will not be extended. All prices include the statutory value added tax.
- 1.5 All prices include statutory goods & services tax (GST). There is no shipping cost for the Extended Warranty.
- 1.6 Depending on the order placement, the contract document will be provided either by the technician on site, by e-mail or by mail.
- 1.7 Repair of the device or provision of spare parts does not extend the contract period.

### 2. Conditions

- 2.1 The appliance was purchased from an authorised specialist retailer or directly from Miele Singapore.
- 2.2 At the time of purchase of the extended warranty, the residence and location of the appliance is in Singapore..
- 2.3 The policy is valid only for a specific Miele appliance at a time and is not transferable..
- 2.4 If the appliance changes ownership or the owner moves to a different address, Miele must be notified in order for the warranty certificate to remain valid.
- 2.5 The certificate of insurance must be registered and taken out within the 2-year warranty period of the appliance. The one-year Extended Warranty can also be taken out directly after a service visit by a Miele technician for appliances that are not older than ten (10) years.
- 2.6 Services under the Warranty Policy will only be provided within Singapore.
- 2.7 Upon Miele's request, proof of purchase and policy must be provided, which must include the customer's name and address.
- 2.8 An appliance under warranty is for non-commercial use only.
- 2.9 The Extended Warranty is not available to coffee makers and vacuum cleaners.

### 3. Cover and range

- 3.1 Equipment defects will be remedied free of charge within a reasonable period of time either by repair or replacement of the affected parts. All travel expenses, travel costs, labour and replacement parts costs will be covered by Miele Singapore. Replaced parts or equipment will become the property of Miele Singapore.
- 3.2 Service under the policy may only be performed by service agents authorised by Miele Singapore.
- 3.3 If the appliance can no longer be economically repaired or if repair is not possible, the customer will receive an identical or equivalent new appliance. In the case of a replacement device, communication (connectivity) with other devices and the existing home system cannot be guaranteed. Alternatively, the reasonable current value of the device can be reimbursed upon request. If the current value of the appliance is reimbursed by Miele, the Certificate of Insurance will become void. If the appliance is replaced, the remaining coverage period of the insurance policy will be transferred to the new appliance.
- 3.4 The Extended Warranty does not cover any other claims for damages against Miele Singapore, except in cases of gross or wilful negligence on the part of the technical service provider engaged by Miele Singapore or in cases of liability arising from injury to life, body or health.
- 3.5 The provision of consumables and accessories is not covered by this Agreement.

#### **4. Limitations**

The Extended Warranty does not cover the cost of repairs if a failure is due to the following:

- 4.1 Improper installation, e.g., failure of unauthorised Miele technicians or personnel to follow applicable safety regulations and written operating and installation instructions.
- 4.2 Improper use and operation, such as the use of unsuitable cleaning agents or chemicals, and damage caused by the ingestion of liquids, construction dust or toner.
- 4.3 External factors such as damage due to transport, shock and vibration, adverse environmental conditions or natural events.
- 4.4 Repairs or modifications not performed by service personnel trained and authorised by Miele.
- 4.5 Damage caused by non-standard accessories and the non-use of original Miele spare parts or accessories authorised by Miele.
- 4.6 Fluctuations in power supply conditions exceeding the tolerances specified by the manufacturer..
- 4.7 Non-compliance with cleaning and maintenance procedures in accordance with the operating instructions.
- 4.8 Parts subject to wear and tear.
- 4.9 Broken glass and defective light bulbs.
- 4.10 Visual blemishes, such as marks and dents.

#### **5. Data protection**

Personal data will only be used for the purpose of fulfilling contractual obligations and in full compliance with data protection laws.

#### **6. Right of withdrawal**

Once the customer has signed the contract document and paid the full fees, they have no right of withdrawal, regardless of whether they wish to use the services under this contract or not.

#### **7. Governing laws and jurisdiction**

This Agreement is governed by the laws of the Republic of Singapore.