



EXTEND TO **10** YEARS

For only £199
Full parts & labour cover*



*Includes manufacturer's guarantee

Terms and conditions

Miele "Five Plus Five" Service Certificate.
The appliance that you have bought is of excellent quality and construction. However, we will correct, free of charge, any defects in material or workmanship for a period of five years (the Guarantee), subject to the terms and conditions shown below. However you can extend the Guarantee for an additional three years free of charge. To qualify for the additional five years you must complete and return the attached registration card within 30 days. On receipt of the registration card, you will be issued with a new service certificate (Service Certificate) in your name.

1. Conditions

The Guarantee and subsequent Service Certificate:

- 1.1 take effect from the time the goods are delivered.
- 1.2 apply only to purchases of new Miele appliances from authorised Miele specialist dealers and excludes appliances sold as part of contract developments, auctions or rental agreements.
- 1.3 are non-transferable. In the event of a change of ownership, will not be valid unless Miele has provided its written approval.
- 1.4 cover services performed only within the UK.
- 1.5 do not confer any rights other than those expressly set out below and do not cover any claims for consequential loss or damage.
- 1.6 are offered as an extra benefit and do not affect your statutory rights.
- 1.7 are governed by and in accordance with the laws of England and Wales and each party submits to the jurisdiction of the English Courts.

2. Services

- 2.1 In addition to the correction of defects in material or workmanship during the contract period and subject to clause 4, Miele agrees to bear repair costs.
- 2.2 If in the opinion of Miele an appliance is beyond economic repair, Miele reserves the right at its sole discretion to provide customers with a new appliance of equivalent specification.
- 2.3 Spare parts replaced during appliance repair become the property of Miele.

3. Duration

- 3.1 From the appliance delivery date, Miele grants a two-year manufacturer's cover plus a three year MSC. The extended cover takes effect after this period has ended and is valid for a further five years.
- 3.2 If Miele replaces the appliance, the Guarantee and/or Service Certificate become invalid.

4. Exclusions

- 4.1 Miele will not bear costs for repairs where appliance break down is due to the following:
 - Non-compliance with safety regulations and warnings given in the operating instructions

- Faults caused by the user through operating errors or lack of care
 - Inappropriate and/or commercial use
 - Use that extends 10,000 operating hours
 - Intentional damage by the owner or third parties
 - Incorrect installation
 - Faulty repairs
 - External influences
 - Replacement parts subject to wear and tear e.g. filters
 - Glass breakage and defective light bulbs
 - Visual blemishes such as marks and dents
 - Use of non-approved spare parts and accessories
 - Damage to accessories
 - Accidental damage
- 4.2 Miele will only bear repair costs carried out by Miele's network of service technicians or an authorised agent. If, during a service visit, no fault can be found for which Miele is responsible according to this Certificate, customers will be invoiced with call-out charges, and labour costs of 60 minutes in accordance with Miele standard rates for the time being.

5. Liabilities

Miele shall not be liable for loss of goods, loss of use, or any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses. This does not apply for death or personal injury resulting from negligence on the part of Miele, or for any damage incurred as a result of fraud or fraudulent misrepresentation by Miele.

6. After-sales service

- 6.1 Customers are asked to call only Miele after-sales service for technical advice on solving problems and, if necessary, to arrange a suitable time for a service visit. Miele after-sales service can be contacted Monday – Friday between 8.00 a.m. and 6.00 p.m. and Saturday between 08:15 a.m. and 5:15 p.m. on the following Service number 08707 554466.
- 6.2 In the event that there is a need for repairs after the first year, customers are obliged to produce the Service Certificate issued in their name for the appliance to be repaired.

7. Data Protection

The Customer acknowledges and agrees that details of the Customer's name, address and payment record will be held and used by Miele to provide the services and to send to the Customer further information. Miele may disclose your information to third parties and agents in order to perform the services. Miele likes to keep the Customer up to date with the latest products and promotions. Customers who tick the "opt out" box on the registration card will not receive such information.

8. Further Contact

In the unlikely event of dissatisfaction occurring, please contact: Miele Service Administration on 01235 233300.

Miele Company Limited, Fairacres, Marcham Road, Abingdon, Oxon OX14 1TW.

www.miele.co.uk



Enclose completed claim form in an envelope and send to:

Warranty Promotion, Miele Service Administration, Fairacres, Marcham Road, Abingdon, Oxon OX14 1TW.

