

PLEASE
AFFIX
STAMP

Miele Warranty Department
Leicester House
17 Leicester Street
Bedworth
Warwickshire
CV12 8JP

Terms and Conditions

Product Guarantee

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 two years (the Guarantee) subject to the terms and conditions. In order to qualify for the second year of the product guarantee, please register your appliance by completing your details overleaf and returning this card or visiting www.miele.co.uk/warranty

Summary of cover

The Guarantee and subsequent Service Certificate:

- take effect from the time the goods are delivered.
- apply only to purchases of new Miele appliances from authorised Miele specialist dealers and excludes appliances sold as part of contract developments.
- are non-transferable. In the event of a change of ownership, will not be valid unless Miele has provided its written approval.
- cover services performed only within the UK.

In addition to the correction of defects in material or workmanship during the contract period and subject to exclusions, Miele agrees to bear repair costs. 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. If Miele replaces the appliance, the Guarantee and/or Service Certificate become invalid.

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 and maintenance.
- Non-domestic or commercial use.
- Use that extends 10,000 operating hours for MDA or 1000 hours for vacuum cleaners
- Intentional damage by the owner or third parties.
- Incorrect installation.
- Faulty repairs or repairs carried out by parties other than Miele or an authorised agent;
- External influences (e.g. weather, transit damage)
- 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 accessories, care products, dust bags and spare parts.
- Damage to accessories.
- Accidental damage.

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 except for liability that Miele are not allowed to exclude by law.

Contact us

Service Queries

Please contact Miele Customer Contact Centre for technical advice regarding your appliance and, if necessary, to arrange a suitable time for a service visit. The Miele Customer Contact Centre is open Monday - Friday between 8.00 a.m. and 8.00 p.m. and Saturday and Sunday between 9.00 a.m. and 5.00 p.m. on the following Service number 08707 554 466.

Guarantee Queries

If you have any queries regarding your guarantee registration, please contact the Miele Guarantee Department on 06706 080026.

Miele
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Pick up a 10 year
parts and labour warranty
for only £30

Plus your first box of genuine Miele dust bags **FREE**

Call 08444 810 146

Visit www.miele.co.uk/vac10year

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