Miele
IMMER BESSER

Claim Form

FREE 5 YEAR

Parts & labour warranty*

(including call out)

on selected products**

How to register: online at www.miele.co.uk/promotions or complete and return this form (together with a copy of proof of purchase)

Miele Service *Certificate*

* Includes manufacturer's guarantee
** Please see www.miele.co.uk/freewarranty for qualifying models

To register, visit www.miele.co.uk/promotions or complete and return this application form to claim your free 5 year parts and labour cover. Please include a photocopy of proof of purchase for validation purposes and send to: The Miele Warranty Department, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP.

The Miele Service Certificate provides you with maximum service protection and peace of mind for an additional 3 years cover after the standard 2 year guarantee has expired. This exclusive and Miele backed cover guarantees that Miele will assume all costs incurred for repairs for up to 5 years after purchase subject to qualifying models and our terms and conditions below **but you must apply.**

- **Models covered can be viewed at www.miele.co.uk/freewarranty**
- You will receive your Miele Service Certificate within 28 days. Please note you do not need to register for your 2 year guarantee as well.

Terms and conditions

Miele Five Year 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 two years (the Guarantee), subject to the terms and conditions shown below. However you can extend the Guarantee on your washing machine for an additional three years free of charge. To qualify for the additional three years you must complete and return the application form within 28 days of purchase. On receipt of your application, you will be issued with a Service Certificate in your name.

1. Conditions

The Guarantee and subsequent Service Certificate:

1.1 apply only to purchases of new Miele appliances from authorised Miele specialist dealers within GB (excluding ROI and Northern Ireland) and excludes appliances sold as part of contract developments, auctions or rental agreements.

1.2 are non-transferable. In the event of a change of ownership, will not be valid unless Miele has provided its written approval.

1.3 cover services performed only within Great Britain (excludes ROI and Northern Ireland).

1.4 do not confer any rights other than those expressly set out below and do not cover any claims for consequential loss or damage.

1.5 are offered as an extra benefit and do not affect your statutory rights.

1.6 are governed by and in accordance with the laws of England and Wales and each party submits to the jurisdiction of the English Courts.

1.7 requires proof of purchase with application.

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 guarantee. The extended cover takes effect directly after this manufacturer's guarantee ends and is valid for a further 3 years.

3.2 If Miele replaces the appliance, the original 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 or 1000 hours for vacuum cleaners
- 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. Customer Contact Centre

6.1 Customers are asked to call only the Miele Customer Contact Centre for technical advice on solving problems and, if necessary, to arrange a suitable time for a service visit. The Miele Customer Contact Centre can be contacted Monday – Friday between 8.00 a.m. and 7.00 p.m. and Saturday between 9.00 a.m. and 2.00 p.m. on the following number 0845 365 6600.

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 0845 365 6602.

Useful Numbers

- **After Sales Customer Support** **0845 365 6600**
- **Spares and Accessories** **0845 365 6605**
  Or order online at www.miele.co.uk
- **Service Certificate queries** **0845 365 6640**
- **Brochure Line** **0845 365 6603**
  Or visit www.miele.co.uk
- **The Miele Experience Centre and London Gallery** **0845 365 6610**
  Our extensive interactive showrooms based in London and Oxfordshire.
  www.miele.co.uk/showrooms for details and appointments.

Please write clearly using block capitals

Miele

Miele Service Certificate

Mr/Mrs/Ms/Miss/Other | Initials

Surname

Daytime tel no (In case of query)

House number | Address

Postcode (Important)

Email

Product details

Model number

NR (Serial number found on appliance) NB Mandatory Field

Date of purchase

Date of delivery

Copy of proof of purchase enclosed (we are unable to return your proof of purchase)

Signed

Miele likes to keep customers up to date with the latest products and promotions. Please tick the following box if you do not wish to receive such information.

Please visit www.miele.co.uk/promotions

Promoter: Miele Company Ltd, Fairacres, Marcham Road, Abingdon, Oxon, OX14 1TW.

5 year Promotion