PLEASE AFFIX STAMP

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

Terms of contract - Miele Service Certificate The following terms of contract apply

I. Duration and start of cover by the Miele Service Certificate

 Miele Great Britain grants a two year guarantee from the date of purchase of the appliance. With the Miele Service. Certificate. Miele Great Britain covers the cost of repairs for a further three (3) or eight (8) years immediately after the augrentee period. The unliefly period is shown on the front of the certificate

2. Benair of the machine or the provision of spare parts does not extend the period of the contract

 The machine has been nurchased from an authorised specialist retailer or directly from Miele in an ELI country Switzerland or Nonvay

The certificate is only valid for one specific Miele machine in each case and is non-transferable.

3. The certificate must be purchased within the machine's two year guarantee period.

4. The services within the framework of the certificate will only be provided within the EU. Switzerland and Norway. 5. If requested, the purchase receipt and the certificate are to be shown to the service technician.

6. This warranty for new anniances is offered as an extra henefit and does not affect your statutory rights relation to the quality of any purchase or the way it was described. For further information on your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau

7. This warranty is governed by and in accordance with the laws of England and Wales and each party submits to the jurisdiction of the English Courts, unless otherwise agreed in writing by the parties.

III. Cover and range of the Miele Service Certificate

1. Machine defects will remedied free-of-charge within a reasonable period either through regain or the replacement of the affected parts. All travel costs, call-out charges, labour and spares costs will be assumed by Miele Great Britain. Exchange parts or appliances become the property of Miele Great Britain.

2. Sonaince within the framework of the certificate may only be carried out by contine anonte authorized by Missie Great Britain 3. If the machine is beyond economic repair. Miele Great Britain reserves the right to reimburse the customers to the appropriate current value of their machine in lieu of repair, or to provide a new model of equal value. If the current market value of the appliance is reimbursed by Miele, the certificate becomes invalid. If the machine is replaced, the

remaining period of cover provided by the certificate is transferred to the new unit. 4. This warranty contains our promise to repair or replace your product, subject to these conditions, and does not apply to any other claims relating to the product or our service

5. The provision of consumables and accessories is not covered by this agreement.

IV. Limitations of the Miele Service Certificate

The Miele Service Certificate will not cover costs for repairs where a fault is due to the following: 1. Improper installation, e.g. non-compliance with relevant safety regulations and written operating

and installation instructions. 2. Improper use and operation, such as the use of unsuitable detergents or chemicals.

3. Use of the appliance in a commercial environment.

 Use that extends 10,000 operating hours or 1,000 hours for vacuum cleaners. (Not applicable to refrigeration products)

5. A machine nurchased in another EU member state. Switzerland or Norway may not be suitable for use or may be subject to restrictions on use on account of different technical specifications.

6. External factors such as damage caused through transportation, impact and jolling, inclement environmental conditions or natural phenomena.

7. Repairs or modifications not performed by service agents trained and authorised by Miele

8. Failure to use genuine Miele spare parts or accessories authorised by Miele (e.g. use of non-genuine Miele dustbags in vacuum cleaners)

9. Glass breakage and defective bulbs

10. Replacement parts subject to wear and tear or parts which should be maintained and cleaned by the customer as indicated in the operating instructions (e.g. filters or the Hybrid Vacuum Cleaner battery).

11 Accidental damane (e.n. tom washing machine door coal)

12 Visual blemishes such as marks and dents 13 Fluctuations in nower supply conditions which exceed the tolerances stated by the manufacturer

14. Failure to perform cleaning and care work in compliance with the operating instructions.

Personal data will only be used for the purpose of fulfilling commitments regarding the contract and in full compliance with data protection legislation

This contract can be revoked in writing (e.g. letter or email) within 2 weeks, without stating reasons. We are unable to provide a refund if renairs have already been made. The period commences with receipt of this polification at the earliest. The submission date is sufficient to comply with the deadline. The notice of cancellation must be addressed to:

Miele Service Certificate

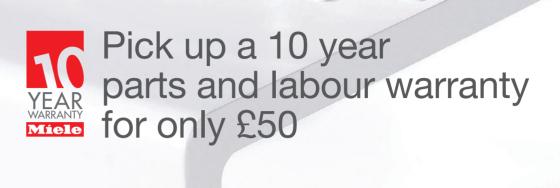
Leicester House, 17 Leicester Street, Bedworth, Warwickshire, CV12 8JP Service.Administration@miele.co.uk

In the event of withdrawal from the contract, the original certificate should be sent to the above address.

Customers are asked to call Miele After Sales Customer Support for technical advice on solving problems and, if necessary, to arrange a suitable time for a service visit. The Miele After Sales Customer Support team can be contacted on the following Service number 0845 365 6600. Calls are charged at local rates.

Visit www.miele.co.uk for opening hours.





Call 08444 810 146 Visit www.miele.co.uk/vac10year





Thank you for choosing Miele.

A Miele vacuum cleaner is designed to deliver the same optimal performance in year 10 as it does in year 1.

To ensure that each cleaner of this exceptional quality receives the specialist care it deserves, the 10 Year Miele Service Certificate guarantees you access to our hassle-free Repair Service. This unique service includes free collection from, and return delivery to your home and covers the cost of parts and labour in the event of a failure*.

Our Miele Service Technicians are Miele-trained, so you can be confident that they have in-depth knowledge of your appliance with access to the latest computerised equipment to ensure a comprehensive repair and service. As further peace of mind, only Genuine Miele parts and accessories will be fitted.

Exclusively available to purchase online at

www.miele.co.uk/vac10year

08444 810 146

Please have your model and serial number to hand. We accept all major credit cards.

Visit www.miele.co.uk/accessories to see our comprehensive range of accessories.

Alternatively, if you choose not to purchase the 10 year warranty, please register to activate your free 2 year warranty.

Register online at
www.miele.co.uk/
warranty
or call
08706 080 028

(Lines are open 24 hours)

Míele

Mat. Nr. 09380560-00

Please register to activate your FREE 2 year warranty – FOR UK RESIDENTS ONLY

Product Details

Date of Purchase: Model No: Serial No (Nr Number) (to nearest £1)

Retailer

Customer Details

Mr/Mrs/Ms
Miss/Other Initials Surname Date of Birth (optional)

Telephone (please include your STD code) Mobile

House Number Address

Miele take your privacy seriously and will never release your data outside the Miele group or its appointed companies. From time to time we would like to send you details of our special offers and new products, or ask for your views on how we are doing. If you would like to receive future communication from Miele, please confirm your preferences below:

I would like to receive news and offers from Miele by email by post

Email Address



^{*} Please see terms & conditions for full cover details.