

**Miele**

IE	Garantee
IN	Warranty
UK	Appliance Warranty
ZA	Appliance Warranty
EXP	Appliance Warranty

This guarantee for new appliances is offered as an extra benefit and does not affect your statutory rights relating 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:

## **I. Duration and start of guarantee**

1. The guarantee is granted for the following period:
  - a) 24 months on domestic appliances, presuming proper use
  - b) 12 months on Professional machines and equipment, presuming proper use
2. The guarantee period commences with the date of purchase.

Work under guarantee and spares replaced under guarantee do not prolong the guarantee period.

## **II. Guarantee conditions**

1. The machine is purchased from an authorised specialist retailer or directly from Miele in either an EU member state, Switzerland or Norway, and is installed within one of these countries.
2. Proof of guarantee (invoice or completed guarantee form) is produced at the request of the service technician.

## **III. Guarantee content and scale**

1. Machine defects are remedied free-of-charge within a reasonable period after notification by the consumer either through repair or the replacement of the affected components. All travel costs, call-out charges, labour and spares costs will be assumed by Miele Ireland. Replaced components or appliances become the property of Miele Ireland.
2. This Guarantee 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.
3. The provision of consumables and accessories is not covered by this agreement.

## **IV. Invalidation of guarantee**

Faults and problems originating from the following are not covered by this guarantee:

1. Improper installation, e.g. non-compliance with relevant safety standards and written operating and installation instructions
2. Improper use and operational demands, such as the use of unsuitable detergents or chemicals
3. A machine purchased in another EU member state, in Switzerland or Norway may not be suitable for use or may be subject to restrictions on use on account of variant technical specifications
4. External factors such as damage caused through transportation, impact and jolting, inclement environmental conditions or natural phenomena
5. Repairs or modifications not performed by service agents trained and authorised by Miele Ireland
6. The use of non-genuine Miele Spare parts or accessories which have not been authorised by Miele
7. Parts subject to wear and tear, such as light bulbs, etc.
8. Defects resulting from fluctuations in power supply conditions which exceed the tolerances stated by the manufacturer
9. Failure to perform cleaning and care work in compliance with the operating instructions

## **V. Data protection**

Personal data will only be used to fulfil commitments pursuant to processing guarantee claims in full compliance with data protection legislation.

### **Guarantor details:**

Miele Ireland Limited  
2024 Bianconi Avenue  
Citywest Business Campus  
Dublin 24

We thank you for having purchased this Miele Product (referred as the “Product”) and are sure you will enjoy it. Miele India Pvt. Ltd. (referred as “Miele”) warrants the Product to be free from manufacturing defect for a period of twenty four (24) months from the date of its purchase, subject to the following terms and conditions:

## **I. TERMS AND CONDITIONS:**

Miele (Pty) Ltd will guarantee equipment which:

1. The Warranty provided herein for the Product shall be limited only to manufacturing defects, for a period of twenty four (24) months; from the date of purchase (i.e. from the date of invoice raised by the Authorized Distributor/ Dealer of Miele), subject to the Authorized Service Centre/Personnel of Miele, on examination, certifying the Product defective due to manufacturing defect. In other cases, any repair/replacement/service of components would be chargeable to the customer, including if the Product requires servicing only.
2. Upon receipt of a complaint, the Authorized Service Centre/Personnel of Miele shall inspect/examine the Product subject to the Authorized Service Centre/Personnel of Miele, certifying the Product to be defective due to manufacturing defect, Miele would repair and/or replace components and if at the sole judgement of Miele, replace the Product, if necessary, free of cost (for purchases made in India only). In such cases, Miele would replace the Product with an identical model if available at the relevant time and in case of non-availability or phasing out of the model, Miele may at its sole discretion replace the Product with a model with similar functions. It is specifically stipulated that purchaser would have no right to insist on replacement of the Product with an identical model.  
In addition, in such cases, Miele would bear Transportation costs to destination (only within India) and labour cost for such repair. The Warranty period of twenty four (24) months shall not be extended in case of repair and/ or replacement of component or replacement of Product, as the case may be, and would be limited to twenty four (24) months, from the date of original purchase (i.e. date of invoice for the original purchase);  
The defective component upon replacement will become the property of Miele.
3. In case of any complaint, the purchaser can bring the Product to the Authorized Service Provider/Centre of Miele or alternately, if the Authorized Service Centre/Personnel of Miele attends to the Product at site (where the Product was installed by Miele) and if the Product is to be attended at the Authorized Service Centre/Personnel of Miele, the same shall be transported at the cost of Miele.
4. The Warranty will be valid only when the Warranty coupon along with the original invoice or sales receipt (indicating the date of purchase, Product type and Dealer’s name) is presented together with the defective Product. The list of Authorized Service Centres/Personnel of Miele as well as details of Customer Care Telephone Numbers is given in the Brochure provided with the Product. The latest list of Service Centres with addresses and Telephone numbers as well as Customer Care Telephone numbers is available on the website of Miele - miele.in;
5. Miele India Pvt. Ltd. reserves the right to decline to provide Warranty or Warranty service if the above mentioned documents are not presented at the time of lodging complaint (with the Authorized Service Centre/Personnel of Miele/Customer Care) or if the information contained is incomplete or if there are corrections or overwriting in any of the documents specified in Clause 4 above;
6. This Non Transferable Warranty is only for the original purchaser and shall be available only when the Product is purchased from an Authorized Dealer or Miele. This Warranty would be valid only when the Product is in the possession and use of the original purchaser and the Warranty is non-transferable. Any resale of the Product shall render this Warranty void and Miele shall have no obligation under this Warranty in case of resale of the Product;
7. This Warranty would be valid only when the installation has been made as per the instructions given in the Operating Instructions Booklet and by the authorized Miele Service Personnel, including in case the Product is moved to a location, different from the location in which the Product is originally installed by Miele. The Warranty provided would not cover any damage caused to the Product due to improper installation by purchaser or by any third party service personnel (other than authorized Miele Service personnel) or connecting the Product to equipments/accessories not approved by Miele for the Product, expressly; and
8. This Warranty would be valid only when the Product is attended to/serviced by Authorized Service Centre/ Personnel of Miele at all times and shall be rendered void if the Product is attended to/serviced by any third party.
9. If the product is installed beyond the municipal limits of the Authorized Service Centre/Personnel of Miele then it is the responsibility of the customer to bring the product to a service centre at their own risk and cost.

## **II. THIS WARRANTY IS NOT APPLICABLE IN ANY OF THE FOLLOWING SITUATIONS:**

1. In case the Product is not operated according to the instructions given in the Operating Instructions Booklet, provided with the Product;
2. In case of misuse/improper use of the Product by the purchaser such as - the use of unsuitable detergent or lack of maintenance/periodic service etc., as specified in the Operating Instructions Booklet, provided with the Product;
3. In case of Components subject to normal wear and tear, such as V belts, brake linings, rubber and glass/fiber/ plastic items, batteries etc.

4. In case the Product and component of the Product develops fault/becomes defective, due to electrical wiring, earthing, voltage fluctuations and surges, electrical short circuit or any other electrical fault in the premises where the Product is installed;
5. In case of defects/faults in the Product caused by accident, lightning, fire, water and other Force Majeure conditions or by any other outside force above and outside the control of Miele;
6. In case of damage caused to the Product/Component due to Installation, repairs, modifications or Service carried out by customer/third party service personnel (other than Authorized Service Centre/Personnel of Miele);
7. In case of damage caused to the Product due to any adaptation or adjustments by purchaser or third parties, failure to follow operating or maintenance instructions that are expressly provided in the Operating Instructions Booklet provided at the time of purchase of the Product. The Warranty shall not cover accessories external to the Product or in case the Product is connected to accessories/ equipment not approved expressly by Miele in the Operating Instructions Booklet;
8. Warranty does not cover any type of claim in relation to nullification, depreciation, financial recompense arising as a result of repairs carried out by third party and claims in respect of damaged laundry/articles etc.;
9. The Warranty shall not cover any consequential or resulting liability, damage or loss to property or life arising directly or indirectly out of any defect in the Product including claim for damages to other appliances/equipment/ accessories installations; and
10. If the Warranty Card is not duly completed by the Miele Authorized Dealer.
11. In case the Product is used for commercial/trade operations, the Warranty shall stand void and unenforceable against Miele.

### III. EXTENT OF WARRANTY:

1. This Warranty is available only for a period of twenty four (24) months from the date of purchase of the Product (date of invoice). The Warranty period of twenty four (24) months shall not be extended in case of repair/ replacement of component or replacement of Product and would be limited to twenty four (24) months, from the date of original purchase i.e. date of invoice for the original purchase;
2. This Warranty is only in respect of purchase of Products in India, from an authorized Dealer of Miele and only in case the Product is used in India;
3. This Warranty covers only manufacturing defects in normal, domestic/household use of the Product. In case the Product is used for commercial/trade operations, the Warranty shall stand void and unenforceable against Miele; and
4. That Miele's obligation under this Warranty shall be limited to repair or replacement of defective components/ Product only during warranty period. The repair/replacement made under the terms of this Warranty shall not alter the terms of Warranty provided herein.

### IV. WARRANTY DISCLAIMER:

There are no express warranties other than those listed and described above, and no warranties whether express or implied, including, but not limited to, any implied warranties of merchantability or fitness for a particular purpose, shall apply other than the express Warranty conditions and period stated above, and no other express guarantee or Warranty given by any person, firm or corporation including the Dealer/Distributor/Authorized Service Provider/ Personnel with respect to this Product shall be binding on Miele. Miele shall not be liable for loss of revenue or profits, failure to realize savings or other benefit, or any other special, incidental or consequential damages caused by the use, misuse or inability to use this Product, regardless of the basis on which the claim is based.

### V. DEALERS/AUTHORISED SERVICE CENTRE/PERSONNEL:

Dealers or Authorized Service Centre/Personnel of Miele are not Agents of Miele (for the purpose of Warranty) and are authorized only to the extent limited by their appointment. It is expressly stated herein that they are not authorized to make any representation/Warranty/assurance on behalf of Miele in respect of the Product and the functions of the Product/components are limited to, as stated in the Manual. Further, the terms of Warranty for the Product are limited by the terms and conditions, exclusions and stipulations contained in this document. Miele neither has authorized nor would assume any responsibility or obligation in respect of such representations/warranties/assurances made by the Dealers/Authorized Service Centre/Personnel of Miele (other than the express terms of functions of Product stated in the Manual and terms of Warranty stated herein) and the Dealers/Authorized Service Centre/Personnel of Miele are not authorized to assume for and on behalf of Miele any liability, obligation or expense for the repair, replacement of components of the Product/Product or rectification of defects in the Product/component, other than those expressly stipulated in this Warranty.

### VI. EXTENDED SERVICE WARRANTY (Optional):

Miele provides extended service warranty also. For more information please contact our Customer Care or refer to our web site - [miele.in](http://miele.in)

Miele UK, Fairacres, Marcham Road, Abingdon, OX14 1TW. England grants the buyer - in addition to the statutory warranty claims to which he is entitled against the seller (which the buyer can claim free of charge) and without restricting them - a claim in accordance with the following warranty obligation for new devices:

## I. Duration and start of cover

1. The warranty is granted for the following period:
  - a) 24 months on domestic appliances (ovens (also incl. microwave ovens or steam ovens), steam ovens (also incl. combi steam ovens), Dialog ovens, microwave ovens (also incl. ovens), cookers, vacuum sealing and warming drawers, hobs (induction, electric and gas hobs incl. SmartLine and ProLine), cooker hood, coffee machines (built-in and freestanding), refrigerators, freezers, fridge-freezers, wine units, dishwashers, washing machines, tumble dryers, washer-dryers, ironing appliances, vacuum cleaners (cylinder and cordless stick vacuum cleaners and robot vacuum cleaners)) when used as intended
  - b) 12 months on Professional machines and equipment (incl. Little Giants and ProfiLine dishwashers), when used as intended
2. The warranty period begins from the date of the purchase.

## II. Warranty conditions

1. Appliance has been purchased from an authorised specialist retailer or directly from Miele in an EU member state, the United Kingdom, in Switzerland or Norway where it was also installed.
2. Services within the scope of the warranty may only be performed by Miele Customer Service or a service agent authorised by Miele. Miele Customer Service can be contacted via [miele.co.uk/service](mailto:miele.co.uk/service).
3. If requested by Miele, the purchase receipt and the policy document are to be shown.

## III. Warranty cover and range

1. Appliance faults will be remedied free of charge within a reasonable period of time after notification by the purchaser, either by repair or replacement of the affected parts. All travel costs, call-out charges, labour and spares costs will be borne by Miele UK. Replaced components or appliances become the property of Miele UK.
2. The warranty does not cover any further claims for damages against Miele UK except in cases resulting from gross or willful negligence on the part of the authorised service agent commissioned by Miele UK.
3. The provision of consumables and accessories is not covered by this agreement.

## IV. Invalidation of warranty

Faults and defects resulting from the following are not covered by this warranty:

1. Improper installation, e.g. non-compliance with relevant safety standards and written operating and installation instructions
2. Improper use and operation, such as the use of unsuitable detergents or chemicals
3. A machine purchased in another EU member state, in Switzerland or Norway may not be suitable for use or may be subject to restrictions on use on account of different technical specifications
4. External factors such as damage caused through transportation, impact and jolting, inclement environmental conditions or natural phenomena
5. Repairs or modifications not performed by service agents trained and authorised by Miele
6. Failure to use genuine Miele spare parts or accessories authorised by Miele
7. Glass breakage and defective lamps
8. Defects resulting from fluctuations in power supply conditions which exceed the tolerances stated by the manufacturer
9. Failure to perform cleaning and care work in compliance with the operating instructions
10. Usage-related and natural wear and tear, such as the decreasing load performance of accumulators and components that, according to the operating instructions, must be replaced regularly during the product life cycle

## V. Data protection

In the context of the fulfilment of customer services, Miele UK collects and processes personal data. For more information about the processing of your personal data, please see our privacy notice at [Privacy Notice \(miele.co.uk\)](http://Miele.co.uk/Privacy-Notice)

Notwithstanding statutory guarantee claims brought against the reseller and without restricting the same, Miele (Pty) Ltd, 63 Peter Place, Bryanston 2194 grants the purchaser rights as laid out in the following warranty declaration for new appliances:

## I. Duration and start of warranty

1. The warranty is granted for the following period:
  - a) 24 months on domestic appliances (ovens (also incl. microwave ovens or steam ovens), steam ovens (also incl. combi steam ovens), Dialog ovens, microwave ovens (also incl. ovens), cookers, vacuum sealing and warming drawers, hobs (induction, electric and gas hobs incl. SmartLine and ProLine), cooker hood, coffee machines (built-in and freestanding), refrigerators, freezers, fridge-freezers, wine units, dishwashers, washing machines, tumble dryers, washer-dryers, ironing appliances, vacuum cleaners (cylinder and cordless stick vacuum cleaners and robot vacuum cleaners)), presuming proper use
  - b) 12 months on Professional machines and equipment (incl. Little Giants and ProfiLine dishwashers), presuming proper use
2. The guarantee period commences with the date of purchase.

Work under warranty and spares replaced under warranty do not prolong the original warranty period.

## II. Warranty conditions

1. Machine purchased from an authorised specialist retailer or directly from Miele.
2. Services within the scope of the warranty may only be performed by Miele Customer Service or a service agent authorised by Miele. Miele Customer Service can be contacted via [domesticsservice@miele.co.za](mailto:domesticsservice@miele.co.za).
3. Proof of warranty (invoice) must be produced at the request of the service technician.

## III. Warranty content and scale

1. Machine defects are remedied free-of-charge within a reasonable period after notification by the purchaser either through repair or the replacement of the affected componentry. All travel costs, call-out charges, labour and spares costs will be assumed by Miele ZA within a 100 km radius of the MEC or MP. Replaced components or appliances become the property of Miele ZA.
2. This warranty does not cover any further claims for damage against Miele ZA, except in cases resulting from gross or willful negligence on the part of the authorised service agent commissioned by Miele ZA.
3. The provision of consumables and accessories is not covered by this agreement.

## IV. Invalidation of warranty

Faults and defects resulting from the following are not covered by this warranty:

1. Improper installation, e.g. non-compliance with relevant safety standards and written operating and installation instructions
2. Improper use and operational demands, such as the use of unsuitable detergents or chemicals
3. A machine purchased in another Miele subsidiary, may not be suitable for use or may be subject to restrictions on use on account of variant technical specifications
4. External factors such as damage caused through transportation, impact and jolting, inclement environmental conditions or natural phenomena
5. Repairs or modifications not performed by service agents trained and authorised by Miele
6. Failure to use genuine Miele spare parts or accessories authorised by Miele
7. Glass breakage, rubber seals and bulbs
8. Defects resulting from fluctuations in power supply conditions which exceed the tolerances stated by the manufacturer
9. Failure to perform cleaning and care work in compliance with the operating instructions
10. Usage-related and natural wear and tear, such as the decreasing load performance of accumulators and components that, according to the operating instructions, must be replaced regularly during the product life cycle.

## V. Data protection

In the context of the fulfilment of customer services, Miele ZA collects and processes personal data. For more information about the processing of your personal data, please see our privacy notice at [Data protection \(miele.co.za\)](http://Data protection (miele.co.za))

Notwithstanding statutory guarantee claims brought against the reseller and without restricting the same, Miele & Cie. KG, Carl-Miele-Strasse 29, 33332 Guetersloh, Germany, grants the purchaser rights as laid out in the following warranty declaration for new appliances:

## I. Duration and start of warranty

1. The warranty is granted for the following period:  
12 months on domestic appliances presuming proper use
2. The guarantee period commences with the date of purchase.

Work under warranty and spares or appliances replaced under warranty do not prolong the original warranty period.

## II. Warranty conditions

1. Machine purchased from one of its dealers or distributors authorized to import Miele products into the country of residence where it was also installed, or directly from the factory.
2. Installation and services within the scope of the warranty may only be performed by a service agent authorized by Miele.
3. Proof of warranty (invoice) must be produced at the request of the service technician.

## III. Warranty content and scale

1. Miele & Cie. will replace free of charge, FOB German seaport/Free German delivery station/-border only, excluding transportation cost to another destination and other cost such as customs duty, labour cost etc. On special request by Miele defective components resulting from poor workmanship subject to the above conditions are to be returned to the factory at the expense of the owner. These components then automatically become the property of Miele & Cie.
2. This warranty does not cover any further claims for damage against Miele & Cie., except in cases resulting from gross or willful negligence on the part of the authorised service agent commissioned by Miele & Cie. In detail, any other type of claim whatsoever, whether in respect of nullification, depreciation, the replacement of the appliance, financial recompense arising as the result of repairs carried out by a third party and claims in respect of damaged laundry are absolutely excluded.
3. The provision of consumables and accessories is not covered by this agreement.
4. The user must notify all claims to the Miele service agent, or if the appliance was purchased directly, to the factory in Guetersloh, Germany.

## IV. Invalidation of warranty

Faults and defects resulting from the following are not covered by this warranty:

1. Improper installation, e.g. non-compliance with relevant safety standards and written operating and installation instructions
2. Improper use and operational demands, such as the use of unsuitable detergents or chemicals
3. Deviating specifications of a device purchased in a country, which therefore may not be suitable for use or may be subject to restrictions on use on account of variant technical specifications
4. External factors such as damage caused through transportation, impact and jolting, inclement environmental conditions or natural phenomena
5. Repairs or modifications not performed by service agents trained and authorized by Miele
6. Failure to use genuine Miele spare parts or accessories authorized by Miele
7. Glass breakage and defective lamps
8. Defects resulting from fluctuations in power supply conditions which exceed the tolerances stated by the manufacturer
9. Failure to perform cleaning and care work in compliance with the operating instructions
10. Usage-related and natural wear and tear, such as the decreasing load performance of accumulators and components that, according to the operating instructions, must be replaced regularly during the product life cycle.

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## **India**

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## **South Africa**

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