

Miele 10 Year Service Plan

The Plan will be provided by **Us** (Miele Company Limited) to **You** (the customer) in respect of your new Miele Product

1. Taking out the Plan

- 1.1. The Plan is a service and maintenance contract, to be provided by us on the terms set out in this document
- 1.2. You can enter into the Plan by going to [miele.co.uk/10years-service-plan](https://www.miele.co.uk/10years-service-plan) and providing us with the requested information about You and the Product.
- 1.3. You will need to do this within 30 days of purchase.
- 1.4. If you sell the Product before the Plan has expired, the remaining benefit of the Plan will automatically transfer to the purchaser

2. Service Visits

- 2.1. You will be entitled to book two service visits for your Product.
- 2.2. We recommend that these service visits are booked during years 4 and 8 of the Plan. However, they may be booked at any time during the Plan.
- 2.3. Service visits will be conducted in your own home by qualified Miele technicians who will:
 - 2.3.1. carry out a diagnostic maintenance and performance assessment of the Product;
 - 2.3.2. load any applicable program and software updates;
 - 2.3.3. replace any Service Parts (as required);
 - 2.3.4. adjust the Product for maximum performance
- 2.4. The work detailed in clause 2.3 is a Standard Service
- 2.5. If our technicians attend an arranged service visit, but are unable to obtain access to the Product, You will be entitled to rearrange that service visit only if you pay Our standard call out charge applicable at the time

3. Service Parts

- 3.1. Service Parts will be automatically replaced free of charge to a limit of 65% of product value as part of a Standard Service if they are showing signs of wear and tear:
- 3.2. The following items are not Service Parts and will not be automatically replaced free of charge as part of a Standard Service:
 - 3.2.1. Wash drum
 - 3.2.2. Bearings
 - 3.2.3. Cosmetic / Facia items

4. Consumer Rights

- 4.1. The Plan does not affect either your consumer rights, or the extent of Our manufacturer's warranty (details of which are available at <https://www.miele.co.uk/c/general-terms-conditions-13.htm>)
- 4.2. If during a service visit our technicians identify any faults with the Product which fall within our manufacturer's warranty, they will arrange for those faults to be remedied free of charge

- 4.3. If during a service visit our technicians identify any faults with the Product which do not fall either within our manufacturer's warranty or the scope of a Standard Service, they will advise you of the work required to remedy those faults, and the cost of doing so (including both parts and labour).
- 4.4. If you instruct our technicians to carry out any work identified as falling under clause 4.3, the cost will be payable by You at the time

5. What is outside the Plan

- 5.1. The Product is intended solely for reasonable domestic use within a domestic environment
- 5.2. Accordingly, the Plan does not cover the Product if it has
 - 5.2.1. been put to non-domestic use, or is used outside a domestic environment;
 - 5.2.2. been damaged by misuse, neglect or accident; or
 - 5.2.3. not been installed, used and cared for in accordance with our operating instructions.

6. Data protection

- 6.1. We collect and process personal data only in compliance with applicable laws.
- 6.2. For more information about the processing of your personal data, please see our privacy notice at <https://www.miele.co.uk/m/privacy-notice-294.htm>.

7. Cancellation

- 7.1. You have the right to cancel the Plan within 14 days without giving any reason. The cancellation period starts on the day after the day on which you register for the Plan.
- 7.2. To exercise the right of cancellation, you must give Us clear written notice of your decision (ie by post or e-mail). You may use the attached model cancellation form, but it is not obligatory. To meet the cancellation deadline, it is sufficient for you to send your notice to Us before the cancellation period has expired.
- 7.3. If you cancel the Plan, we shall reimburse to you all payments received from you without undue delay and in any event not later than 14 days from the day on which we receive your notice. We will do so using the same means of payment as you used to pay us, and you will not incur any fees as a result of such reimbursement. If you requested us to begin the performance of services during the cancellation period, we will be entitled to retain the same proportion of the Service Plan Charge you paid Us as the services provided to you before We received your notice of cancellation bear to the full services due under the Plan.

8. Our contact details

- 8.1. You can contact Us at service department, Miele Company, Fairacres, Marcham Road, Abingdon, Oxfordshires, OX14 1TW; Info@Miele.co.uk; 0330 160 6600 if you:
 - 8.1.1. wish to cancel the Plan in accordance with clause 7;
 - 8.1.2. have any queries about it;
 - 8.1.3. wish to book a service visit; or
 - 8.1.4. have a complaint regarding the Plan or any service visit (details of our complaints policy are available at - <https://www.miele.co.uk/c/contact-11.htm>

9. Model Cancellation Form

To Miele Company Limited, Fairacres, Marcham Road, Abingdon, Oxfordshire OX14 1TW (e-mail: mielecare@miele.co.uk).

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*]/for the supply of the following service [*],

Ordered on [*/received on [*],

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper):

Date:

[*] Delete as appropriate